

POWER*Talk*

October 2017
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Great Lakes Energy

*A supplement to
Michigan Country Lines*

Together we look out for you



Bill Scott
Great Lakes Energy
President/CEO

If you work with the public on a daily basis, you know it is both a rewarding and sometimes challenging experience. Our representatives who work with Great Lakes Energy members know this firsthand. They

are our front-line ambassadors who are the friendly voice of this cooperative.

I'm proud to say that our staff continually earns high marks from members for courteous service. I believe some of that success comes from our belief in the cooperative difference. We focus on treating the people we serve as members who share in the ownership of the co-op – you're more than just a customer to us!

As part of National Cooperative Month in October, we dedicate a week to saluting our member services staff who work directly with you. They include a wide range of employees who interact with our members to provide the best service possible. These employees take your calls, questions and payments both on the phone or in a local office. They process payments, help members through the new service process and assist you when the lights go out, 24 hours a day.

This month we will hold small, fun activities in our offices to thank them for their hard work and dedication. We also thank the lineworkers, field workers and office staff from our other departments who help make it possible for us to provide the service you expect and deserve.

If you haven't already, I hope you have the opportunity to speak to one of our friendly staff members. They serve our members with pride and have one mission in mind: to look out for you.

RECYCLE BULBS at Great Lakes Energy

Recycle your used compact fluorescent lightbulbs (CFLs) and LED lightbulbs at your local Great Lakes Energy office.

Only compact fluorescent and LED lightbulbs will be accepted. Great Lakes Energy is looking out for you by providing a COMPAK Recycling Center box in the lobbies of its eight service centers. Simply place your CFLs and LEDs in the environmentally-secure container. The co-op will ship them to Next Level for Recycling, Inc.



(NLR) which disposes of waste products quickly and properly. CFLs and LEDs help you save energy.

Home Comfort Year Round

Stay comfortable with a heat pump and save money, too.

Save all year long because heat pumps heat and cool.

Qualifying Great Lakes Energy members whose primary heating system is a heat pump (ground or air-source) can have it separately metered at a lower kilowatt-hour (kWh) rate.

The efficient electric heat rate offers a 3 cents per kWh credit year-round for qualifying ground-source heat pumps. Qualifying air-source heat pumps can receive the credit during the heating season (bills rendered November through May).

Electric heat pumps must meet these energy efficiency standards to qualify for the lower rate:

- **Geothermal System** - minimum requirements of EER 17.1 COP 3.6 for closed loop water-to-air; EER 21.1 COP 4.1 for open loop water-to-air; EER 16.1 COP 3.1 for closed loop water-to-water; EER 20.1 COP 3.5 for open loop water-to-water; EER 16 COP 3.6 for direct geoechange.
- **Air-Source Heat Pump** - minimum requirements of HSPF 8.5, EER 12.5, & SEER 15 for split systems and HSPF 8, EER 12 & SEER 14 for package systems.

Rebates of \$500 (ground-source) and \$250 (air-source) are available for qualifying systems. For more information on the rebates and lower rate, call us at **888-GT-LAKES ext. 8957**, or email us at: glenergy@glenergy.com.

Additional heat pump rebates up to \$500 are available through our Energy Optimization program. Visit michigan-energy.org or call **877-296-4319**.

The Michigan Geothermal Energy Association can tell you more about heat pumps and dealers in your area by visiting their web site: earthcomfort.com.

Great Lakes Energy does not sell or service heat pumps.

Join People Fund Plus

Now, you can make a greater impact in your local community with People Fund PLUS.

Choose a People Fund donation level in addition to your rounded-up amount. Your donations are awarded in the form of grants to local

community nonprofit groups.

All People Fund contributors earn the chance to win a \$100 bill credit twice per year. In 2016, the People Fund awarded \$204,752 in grants to local nonprofits. Visit gtlakes.com to see the list of grant recipients in your area.

JOIN TODAY!

Working together, we can help enhance our local communities and meet the needs of so many.

Here's how it works:

\$65.42 Bill
\$00.58 People Fund Round-Up Amount
\$ 2.00 People Fund PLUS Amount
(or any even amount you choose)
\$68.00 Total Bill

Sign up today with the enclosed form or by contacting us.



Beware of Other Online Payment Sites

Paying your Great Lakes Energy bill online is fast, easy and free when you use our website.

Beware of hidden fees from other payment websites.

Pay your GLE bill online at any time by using this address: my.gtlakes.com.

If you accidentally select another payment website to make your bill payment, you risk possible extra charges and payment processing delays. Make sure our website with the address above appears before making a payment.

Some websites allow visitors to pay their local utility bills with the utility's name and company logo appearing on the site. Great Lakes Energy is not affiliated with any third party website that offers utility payment service. If you pay your GLE bill on a third party website, you risk:

- Extra charges levied by the third party for each transaction on their website.
- Delays up to two days or more before the payment is actually posted to your GLE account.

For some GLE members, the delay could result in disconnection for nonpayment or late payment fees.

GLE members can avoid the risks by

taking advantage of payment options offered by their cooperative. Pay Your Way with one of the following options:

AutoPay: Your payment is automatically deducted from your bank account or charged to your credit/debit card.

ePay: Pay online at my.gtlakes.com. Make a one-time payment with a check or credit card. Enroll in e-billing to stop receiving paper bills.

PhonePay: Contact us during business hours or use our 24-hour automated phone payment option. We accept payment by credit card or check over the phone.

Pay Stations: Visit any of the local participating businesses that will accept payments for GLE bills (no past due amounts).

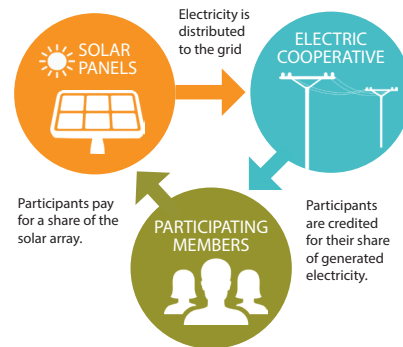
FlexPay: Pay in advance and manage your electricity use on a daily basis. No late fees, no reconnect fees and no deposits involved with this plan.

Mobile App: Download the Great Lakes Energy mobile app (for Apple and Android) to pay your bill and get the latest news about GLE programs and services.

You can also visit any of our eight GLE offices and make your payment in person or use our drop-box.

Visit our website or call us for more information.

Community Solar Subscriptions Available



OPTION DETAILS

- 15-year agreement
- Credit of \$0.10/kWh generated
- \$600/panel upfront or \$10 monthly (for 5 years) payment subscription

\$150 rebate for qualified members who pay upfront. Rebate expires Dec. 31, 2017.

Visit spartansolar.com and subscribe today.



Looking Out for You

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EMAIL: glenergy@glenergy.com

FACEBOOK: facebook.com/greatlakesenergy

Great Lakes Energy is an equal opportunity provider and employer.

Celebrating Our Members!

October is National Cooperative Month and we're celebrating with free gifts for members plus a chance to win prizes. Stop into one of our offices during October and receive a free calendar with energy-saving tips and a LED night light.

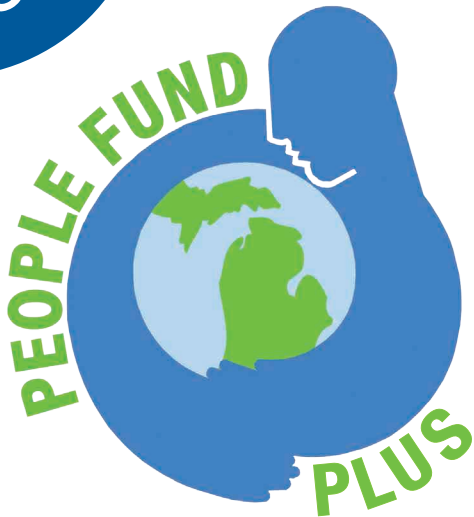
You can also sign up to win one of three great prizes:

- 1st PRIZE: 32" LED Energy Star-rated TV
- 2nd PRIZE: \$100 worth of LED lights
- 3rd PRIZE: \$50 worth of LED lights

One giveaway and one entry per account. Giveaways available while supplies last. LED light prizes were donated by Home Depot of Petoskey.



JOIN



JOIN PEOPLE FUND PLUS

Now, you can make a greater impact in your local community with People Fund PLUS.

Choose a People Fund donation level in addition to your rounded-up amount. Your donations are awarded in the form of grants to local community nonprofit groups.

All People Fund contributors have the chance to win a \$100 bill credit twice per year. In 2016, the People Fund awarded \$204,752 in grants to local nonprofits. Visit gtlakes.com to see the list of grant recipients in your area.

JOIN TODAY!

Working together, we can help enhance our local communities and meet the needs of so many.

Example:

With People Fund: Bill Amount \$65.42 + \$.58 for People Fund = \$66.00

With People Fund PLUS: Bill Amount \$65.42 + \$.58 for People Fund + \$2.00 for PLUS = \$68.00

Fill out the back or call us today to join People Fund PLUS.



Your Touchstone Energy® Cooperative



Interested?

✓ **Yes!** I agree to the following:

- ☐ \$1/each month on my bill
- ☐ \$2/each month on my bill
- ☐ \$5/each month on my bill
- ☐ \$_____/each month on my bill*
- ☐ \$_____ one-time contribution on my bill*
- ☐ \$_____ one-time contribution by check
(enclosed and made out to GLE People Fund)
- ☐ Round-up my bill to the nearest dollar only

Select option above and return with your payment.

*Whole dollar increments only.

Sign up and be entered to win a \$100 bill credit in June and December.
Currently enrolled? You're already entered.

Name: _____ Date: _____

Address: _____

City: _____ State: _____ Zip: _____

Account # (see enclosed bill): _____

Email: _____

Signature: _____

**Voluntary monthly
contributions may be
cancelled at any time.**

**Prefer to enroll by phone
or online?** Call 888-GT-LAKES
or visit gtlakes.com.

*Contributions are tax-deductible.
Donors of \$500 or more may be
recognized in our publications.*