

Refunds Coming Your Way



Bill Scott
Great Lakes Energy
President/CEO

Would you like a refund? Everyone I know would answer "Yes!". The great news is that because you're a member of an electric co-op, your bill this month may include a capital credit refund.

Capital credit refunds are given to members when Great Lakes Energy earns profits. Last year we returned \$10 million in

capital credit refunds to members due to the financial success of GLE and our power supplier. This year, we will refund \$10.3 million!

How are we able to do this? Great Lakes Energy is a not-for-profit business and our rates are cost based. Any additional margins or profits we earn are allocated back to our members' accounts. Your allocation is returned to you as a refund when our board feels we are in a financially strong enough position to do so.

The amount of your capital credit refund is based on the amount you

paid for electricity in previous years. For most GLE members, the money is returned as a capital credit refund on your December bill. This is different from most other utilities because we don't have shareholders, we have members.

Capital credit refunds are just one way your co-op shows its commitment to our members and communities. With a large 26 county region to serve, we remain a community-centered business with eight local offices to tend to your energy needs. Your friends and neighbors work for the co-op and we have many programs available to help you save energy. Great Lakes Energy is not just an electric utility provider, but a local business you own that contributes to the success of your community. We all can be proud of that.

Read more about the capital credit refunds coming your way in the November/December issue of *Michigan Country Lines*.

Tell us how we're doing!

You Could Win A \$25 Energy Gift

We'd like to hear from you. Have you had a positive interaction with a GLE employee either on the phone or in person? Tell us about it and you could win a \$25 energy gift.

Contact us with specific details of the interaction by phone, mail or email, and include the employee's name. You can even post the comment through a form on our website or on our Facebook page. We'll print your great comments in our employee newsletter. Employees who are recognized will be entered in a quarterly, random prize drawing. Plus, we'll award the member who submits the feedback for the winning employee with a \$25 energy gift!

We appreciate your feedback!

We also welcome any suggestions or concerns with our service so we can work with you to resolve your issue as quickly as possible.

Contact us with your feedback today.

Please be specific and include the employee name.

888-GT-LAKES
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gtlakes.com/honorroll
facebook.com/greatlakesenergy





Your Touchstone Energy® Cooperative 

Looking Out for You

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Great Lakes Energy is an equal opportunity provider and employer.



Holiday Office Hours

Cooperative offices will be closed for the holidays on the following dates:

- **Christmas: Monday, Dec. 25, and Tuesday, Dec. 26**
- **New Year's Day: Monday, Jan. 1, 2018**

Although business offices will be closed, Great Lakes Energy emergency staff will remain on hand to serve you in case of outages. Report your outage by phone or online 24 hours a day.

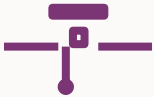
*From our families to yours,
have a happy and blessed holiday season!*

The Value of Electricity

What will a dollar's worth of electricity buy you?



Watch TV 8 hours a day for a week with a 150 watt LCD flat-screen TV.



Stay comfortable 24 hours a day for 10 days with a ceiling fan.



Have hot coffee ready each day for nearly two months.

Electricity is still a good value.

Source: U.S. Department of Energy

Check Usage While Away

Here's an easy, convenient way to check electricity use in your home.

The amount of electricity you use daily can be viewed online by visiting my.gtlakes.com. Enter your username and password to login or register if you are a first time user. Click on Usage History to see your monthly and daily kWh consumption.

Contact our office for your daily usage records if you don't have Internet service.

This metering technology is another way that we're looking out for you.

DIAL 2-1-1 for payment help

Find help paying your utility bills this winter by dialing 2-1-1.

It's a free community health and human services information and referral service that connects eligible residents with energy payment assistance and much more. By simply dialing 2-1-1, available 24/7, callers are connected with a trained, caring professional who will confidentially assess their situation, identify their needs and refer them to local resources for help.

Although it varies by location, local resources include basic needs such as food, housing, shelter, temporary financial assistance, transportation, utility assistance and more. In addition, local resources include mental health care and counseling, health care, individual/family life assistance and other services.

If you should experience trouble accessing 2-1-1, visit www.mi211.org.

Helping our members with their energy costs is another way we're looking out for you.

Look who's getting over \$10,000,000...

GLE Members!



Your Touchstone Energy® Cooperative 

Looking Out for You

CONGRATULATIONS! You're getting money back on your bill this month. We're giving a record \$10.3 million back to our members through capital credit refunds.

This year, the board of directors approved the largest capital credit retirement in our history, beating last year's record refund amount.

Great Lakes Energy members will receive a capital credit refund this month if they purchased electricity during any or all of these years: 2016, 1995, 1994 and 1993.

For the 15th straight year, the healthy financial position of your cooperative and its power supplier allows us to return capital credits. We will continue to refund capital credits each year provided financial conditions allow us to do so.

Learn more! See page 4 of your November/December issue of *Michigan Country Lines*, visit our website or contact us at 1-888-GT-LAKES for more details.





Your Touchstone Energy® Cooperative 

Looking Out for You

Money for the Members!

PAY TO THE ORDER OF:

You, the Member - Owner

THIS IS NOT A CHECK
CAPITAL CREDIT REFUND NOTICE

GREAT NEWS!

You're receiving a refund. See your capital credit on the enclosed bill.