

You Take The Credit



Bill Scott
Great Lakes Energy
President/CEO

Your electric cooperative is a financially sound business and you can take credit for that. In fact, the credit you receive is more than just a thank you for allowing us to serve you. This month we again issue capital credit refunds to our Great Lakes Energy members.

Capital credit refunds are provided to members when your electric co-op's board of directors determines we are financially healthy and can afford to return them. This year we will return \$5 million in capital credit refunds. Since 2003, we have returned over \$71.4 million in capital credit refunds to GLE members.

GLE members who purchased electricity from their cooperative in 2017 or 1996, or

both, will receive a refund. For most GLE members, the capital credit refund appears in red on the bill they receive this month.

How are we able to do this? Great Lakes Energy is a not-for-profit business. We operate at cost – collecting enough revenue to run and expand the business without the need to generate profits for distant shareholders. Any additional margins or profits we earn are allocated back to our members when we are financially strong enough to do so.

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.

How Do Capital Credits Work?



Great Lakes Energy tracks how much electricity you buy and how much you pay for it throughout the year.



When the year ends, we complete financial matters and determine whether there are excess revenues, called margins.



We allocate the margins to GLE members as capital credits based on the amount they spend on electricity during the year.



When our financial condition permits, your board of directors decides to retire, or pay, the capital credits.



We notify you of how and when you'll receive your capital credits refunds.



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

Home Connections to Trustream Fiber Begin!

We recently hooked up our first subscribers to Trustream and more Great Lakes Energy families will soon be enjoying reliable, high speed, fiber-to-the-home service, too.

Build-out of our pilot fiber internet project continues in our Petoskey service area that includes most of rural Emmet and small parts of rural Charlevoix and Cheboygan counties. Service to other parts of the service area will become available in 2019 and 2020 based on demand.

Even if you're not in the Petoskey service area, you can still share in the excitement by visiting our web site, jointrustream.com. Please register on the site if you would like to see Trustream come to your neighborhood. During the registration process, you will learn about the appealing price packages being offered and much more about this exciting new service. Registration does not obligate you to join Trustream.



Be Cautious When Paying Online

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 visiting gtlakes.com. If another website for making GLE payments is selected, you risk possible extra charges and payment processing delays.

Some websites allow visitors to pay their local utility bills and may show the utility's name and company logo on their 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, posing as Great Lakes Energy, you risk:

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

For some, the delay could result in disconnection of service 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 gtlakes.com. Make a one-time payment with a check or credit card. Enroll in e-billing to stop receiving paper bills.
- **PhonePay** - Pay by phone 24 hours a day. We accept payment by credit card or check over the phone.
- **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 our mobile app (for Apple and Android) to pay your bill and report outages.

You can also visit one of our local offices to pay in person.

For more information contact us today.



Looking Out for You

1323 Boyne Avenue, P.O. Box 70
Boyne City, MI 49712

WEB: www.gtlakes.com

TEL: 888-GT-LAKES

FAX: 231-582-6213

Great Lakes Energy is an equal
opportunity provider and employer.

Look who's getting \$5,000,000...

GLE Members!



Your Touchstone Energy® Cooperative 

Looking Out for You

CONGRATULATIONS! You're getting money back on your bill this month. We're giving \$5 million back to our members through capital credit refunds.

Great Lakes Energy members will receive a capital credit refund this month if they purchased electricity during any or all of these years: 2017 and 1996.

For the 16th 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.

Holiday wishes granted.

Truestream, powered by Great Lakes Energy, is moving full steam ahead to build Michigan's biggest, most powerful fiber network. Register online to tell us you want a reliable connection to stream movies, listen to music, play games, upload photos, work from home, take classes online and more. We want to make your holiday dreams come true.

Learn more at jointruestream.com or call 1-888-485-2537.

