

Your Co-op Pays Taxes, Too



Bill Scott
Great Lakes Energy
President/CEO

As the filing deadline looms around the corner, I'd like to point out that the tax season affects us all – even your electric cooperative. But it may surprise you to know that most of Great Lakes Energy's tax payments *don't* go to the IRS.

As a not-for-profit electric cooperative, we don't pay federal tax on electricity sales. So recent federal tax changes have very little impact on us. But that doesn't mean we don't pay taxes. In fact, a good share of our tax expenses provides revenue to help support local governments, schools, senior care facilities and other services supported by property taxes.

In 2017 we paid over \$5 million in property taxes, which is our biggest tax expense. The bulk of it is personal property taxes levied on over 14,000 miles of power line and distribution system equipment. In addition, GLE pays taxes for its buildings and land at nine locations. Employee payroll taxes paid by GLE for its share of FICA (social security) and federal unemployment taxes totaled over \$1.56 million last year.

Sales tax on office supplies, computer equipment, distribution system materials (poles, wires, etc.) and other materials and supplies purchased by the co-op totaled \$762,000. This is in addition to the sales tax levied on your bill which is collected and sent to the State of Michigan.

Federal income taxes make up the smallest share of our tax bill amounting to just \$16,663 last year.

The taxes we pay make up part of the monthly charge you pay each month and is just one of many fixed costs we incur in providing you with safe and reliable electric service.

What other fixed costs make up the monthly charge? Learn more at gtlakes.com/monthlycharge.

GLE Earns High Satisfaction Rating

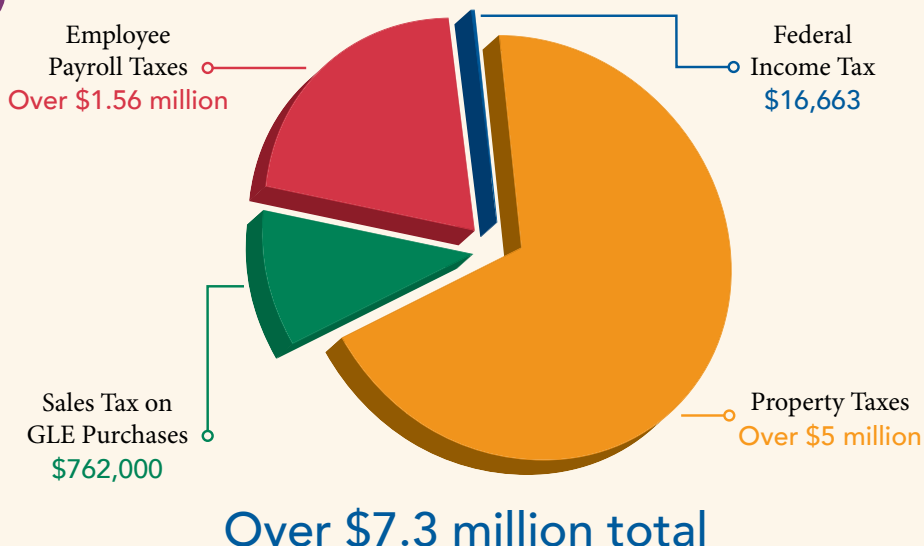
Great Lakes Energy members gave the electric cooperative high marks in 2017 on the American Customer Satisfaction Index (ACSI) survey. GLE scored 85 out of 100 points, 10 points higher than the national investor-owned utility average.

ACSI tracks trends in customer satisfaction for more than 300 major companies that provide goods and services to U.S. consumers. ACSI includes an Energy Utilities Index which measures customer satisfaction among the residential consumers of 29 major utilities and other smaller energy providers.

GLE's ACSI score was calculated from a random sample of members who took the cooperative's annual member survey online and by phone in the fall of 2017 and answered the four ACSI questions. GLE's score of 85 is the highest score the co-op has received to date and is above the national electric cooperative average and significantly higher than the national investor-owned utility average.

"Naturally, we're honored," said Bill Scott, GLE's president and CEO. "However, we won't rest on our laurels. Member satisfaction will continue to be high on our list of corporate goals. We want members to view GLE as a dependable source of electricity with outstanding service."

2017 Taxes Paid by GLE





Have A Comfy Home *and Save*

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

Save all year long because heat pumps heat and cool.

Qualifying 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 pump 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 and ask for ext. 8957, or email us at: glenergy@glenergy.com.

Additional heat pump rebates up to \$750 are available through our Energy Optimization program. Does the heat pump have an ECM (variable speed) blower motor and a wi-fi enabled or smart occupancy sensing thermostat? Rebates are also available for them. 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.

Plus, ask your tax advisor about geothermal tax credits now extended through Jan. 1, 2022. Great Lakes Energy does not sell or service heat pumps.

Tell us how we're doing!

You could win a \$25 gift of energy

We'd like to hear from you. Have you had a positive interaction with a GLE employee? Tell us about it and you could win a \$25 gift of energy.

Contact us with specific details of the interaction, including the employee name, by phone, mail or email. You can also share the feedback through an online form or on our Facebook page. We'll print all of 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 submitted the winning employee's feedback a \$25 gift of energy!

We also welcome any suggestions or concerns with our service. While we won't print these in our employee newsletter, we will work with you to resolve your concern as quickly as possible.



Share your feedback today. Please be specific and include the employee name.

888-GT-LAKES | glenergy@glenergy.com
gtlakes.com/honorroll | facebook.com/greatlakesenergy


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



Your Touchstone Energy® Cooperative 

Looking Out for You

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Great Lakes Energy is an equal opportunity provider and employer.



Online Home Audit

Energy Savings At Your Fingertips

Team up with the Energy Optimization program to improve the comfort, durability, and energy efficiency of your home!

Complete our Online Home Audit to assess your home's energy performance and receive a personalized report featuring cost-saving tips and opportunities.

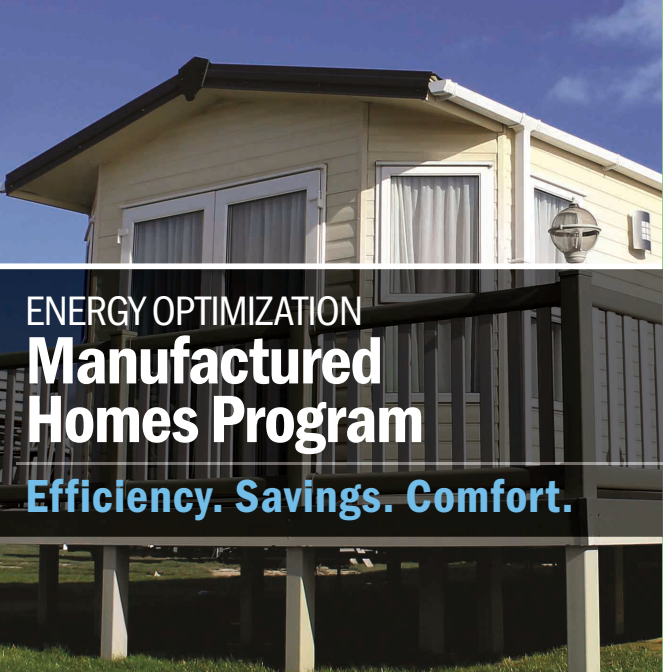
ENERGY TIP: Receive a FREE energy-saving kit when you complete your Online Home Audit!

ONLINE: michigan-energy.org

PHONE: 877.296.4319



Energy Optimization programs and incentives are applicable to Michigan electric service locations only. Other restrictions may apply.



ENERGY OPTIMIZATION

Manufactured Homes Program

Efficiency. Savings. Comfort.

A professional, trained contractor will come to your home to:

- Test and seal your home's heating and cooling system ductwork
- Install energy efficient LED light bulbs
- Install water- and energy-saving items

In addition, the contractor will provide valuable information on how your home operates along with energy-saving ideas. All work will be completed in a high quality manner in one day or less, at **no cost to you**.

To schedule your **FREE** evaluation and receive **FREE** energy-saving products,



CALL: 877.296.4319



ONLINE: michigan-energy.org



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