

POWER*Talk*

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We're Thankful for Your Membership



Bill Scott
Great Lakes Energy
President/CEO

"Feeling gratitude and not expressing it is like wrapping a present and not giving it."

In the spirit of this quote by author William Arthur Ward, I'd like to take this opportunity to express my gratitude for your membership in

our electric cooperative. Because of your connection to Great Lakes Energy, we are able to make our community a better place.

I generally use this space to provide updates on new projects and developments, and report out on the progress of ongoing initiatives. We share these updates so that all of our members have a window into our priorities, progress and challenges. However, during this season of giving thanks, I think it's equally important to let our members know just what an impact you have on our co-op and the greater community, likely in ways you may not even realize.

As part of the cooperative business model, one of our core principles is "Concern for Community." While our priority is always to provide safe, reliable and affordable energy, we also are purposeful in our support for the communities we serve.

Through the generous support of our members who round-up their bill to the nearest dollar each month, we have been able to award more than \$3.5 million in

grants to local non-profits through our People Fund program.

We teach student and local groups about the importance of electric safety with free safety demonstrations. Through an initiative with Charlevoix-Emmet Intermediate school district, we are introducing local high school students to lineworker careers. Great Lakes Energy also participates in an annual Youth Tour where we take some of our cooperative's brightest young people to Washington, D.C. for a week-long immersion to experience democracy in action. The trip is inspirational for many students, and we are both humbled and honored to be a part of this leadership development journey. Ultimately, the larger community benefits from these programs because of you! You empower the co-op through your membership and through your participation in and support of these programs.

When you attend co-op events, alert us to problems, provide suggestions to us, you help us improve operations and thereby better serve the larger co-op membership.

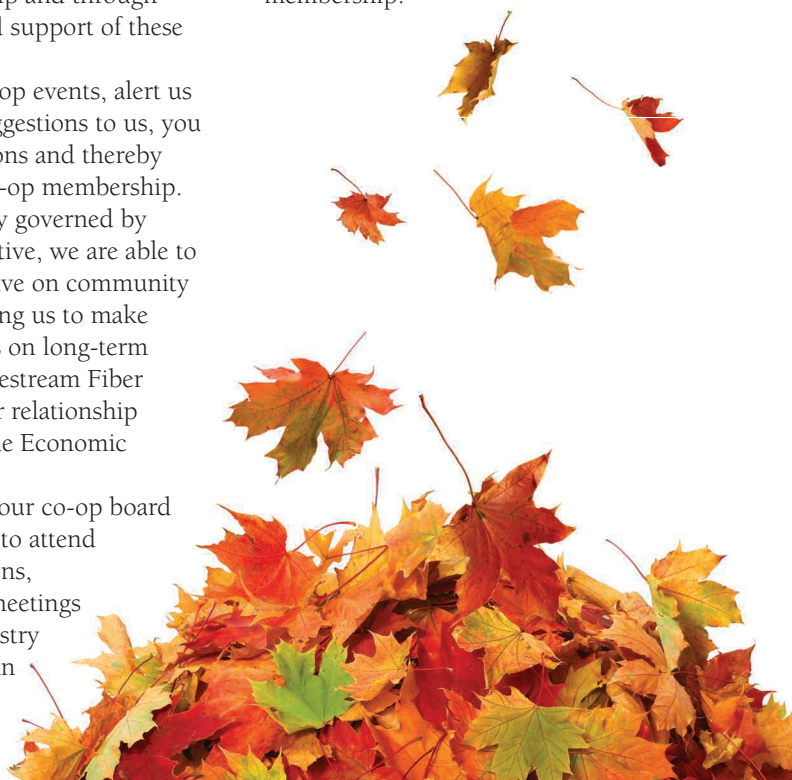
Because we are locally governed by members of our cooperative, we are able to get a first-hand perspective on community priorities, thereby enabling us to make more informed decisions on long-term investments, such as Trustream Fiber Internet and through our relationship with the USDA to provide Economic Development loans.

We are thankful that our co-op board members carve out time to attend important training sessions, participate in planning meetings and keep abreast of industry trends. This investment in

time results in better informed advisors that serve the co-op's interests in a way that our members expect and deserve.

On a more personal note, we appreciate the countless acts of kindness our lineworkers and other employees receive from members when they are working in severe weather and dangerous conditions. Our employees are thankful for your patience and consideration when we are restoring power during challenging situations.

Great Lakes Energy was originally established more than 80 years ago to bring electricity to rural homes and farms when no one else would. The cooperative is a reflection of our local community and its evolving needs. We can do it better together, and for that, we're thankful for your membership.



Did you know...

you can cut your
water heating cost
by up to

70%

using a heat pump
water heater? *

And for every \$1 you spend you can get up to \$3 worth of energy! *



Plus check out the new rebates on heat pump water heaters:

\$500+\$700 = \$1,200**

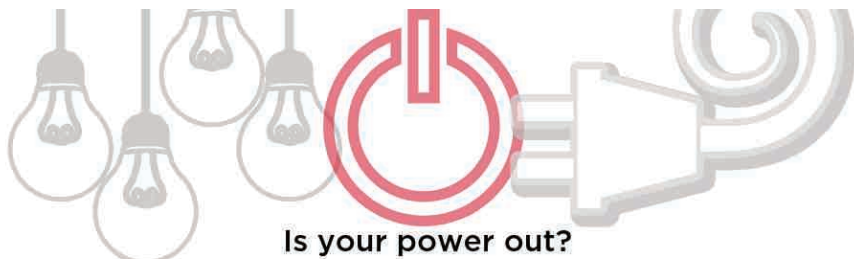
GLE Energy Optimization Program Rebates

*For heat pump water heaters with an Energy Factor 3.0 or greater. Restrictions may apply.

**Expires Dec 31, 2019



Please call 888-485-2537 ext 8957 for more information



REPORT YOUR OUTAGE...

...ONE OF THREE WAYS:

1. CALL
1.888.485.2537



2. Use the GLE
Mobile App



3. Log in to your
account online



Please do not comment or message your outage on social media.
They are not monitored 24/7.

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



Thanksgiving

Thursday, November 28
and Friday, November 29



Holiday Break

Tuesday, December 24
and Wednesday December 25



New Year's Day

Wednesday, January 1, 2020

Although offices will be closed, GLE emergency staff will remain on hand to serve you in case of outages. Please report outages through your online account, the GLE app, or by calling 888-485-2537.*

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

**Outages cannot be reported through social media*

Co-op Connections Program Discontinued

Effective January 1, 2020, the Co-op Connections card program will be discontinued. This program was made available through Great Lakes Energy's membership with Touchstone Energy, which is ending on Dec. 31, 2019. Businesses may continue to honor discounts on their own, but health savings benefits will no longer be active.



Looking Out for You



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Great Lakes Energy is an equal
opportunity provider and employer.