

## Trust the Journey



Bill Scott  
Great Lakes Energy  
President/CEO

*"Coming together is a beginning, staying together is progress, and working together is success." ~ Henry Ford*

In 1999—20 years ago—some felt the merger of three smaller electric cooperatives to form Great Lakes Energy spelled the end of an era.

In fact, it marked the beginning of a spectacular journey to where Great Lakes Energy is today. It's

a journey we hope our members take as much pride in as we do.

To see the high points of that journey, take a look at our timeline below. You'll see what you would expect with any well-run business: buildings built, new projects launched, programs added and expanded, improvements in equipment and facilities, etc.

What may not be as clear at the first glance is the human side of 20 years of growth. Every step we took, starting with the merger itself,

needed more than just the financial means, the knowledge base, and the physical aspects of

implementation. Each step required commitment by our employees. It required—STILL requires—employees to meet changes head on without losing their individual area cultures, their "family feel" toward each other across our large territory, and their ingrained dedication to putting our members first. Some of the changes challenged employees to trust a new set of leaders and step up to become new leaders themselves. They did all that.

Our past success is what propels us into the next twenty years. We know it is important to constantly be adjusting to current trends and innovations. Our high-speed fiber internet project, with board approval, will continue to set us at the forefront of supplying a necessary technology to underserved, rural areas. We'll also be introducing new rebate programs for electric vehicles (EV), EV charging stations and hybrid heat pump water heaters.

We have grown and changed in many ways over the last twenty years and are ready to move ahead into the future in a way that continues to represent our commitment to modernization. So, in 2020 we will introduce an updated logo—a fresh, new look that will propel us into the next chapter of reliable, innovative and purpose driven service.

As a not-for-profit electric cooperative, we take pride in the fact that every venture we undertake, every person we hire, every bit of training we provide has one goal: to provide you with reliable electric service at an affordable price. All of us at GLE do that together every day to the best of our collective ability. With a nod to our past, we move into the future with a sense of optimism and continued purposeful commitment to empowering you.

### HOW DO CAPITAL CREDITS WORK



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

**2** When the year ends, GLE completes financial matters and determines whether there are excess revenues, called margins.

**3** GLE allocates margins in June to members as capital credits based on the amount of electricity purchased during the prior year.

**4** When GLE's financial conditions permit, the board of directors may retire (or pay) a certain portion of capital credits as refunds to members. You receive your refund as a check or bill credit.



## Changes Coming to Capital Credit Refunds

Who doesn't like getting a money in the mail? For the first time, GLE members with capital credit refunds of \$25 and higher will receive a check with this month's bill. Checks can be cashed and put the money directly into the member's hands. What about those with refunds \$24.99 or less? Not to worry, they will still receive their credit as a bill credit on the December bill. Capital credit refunds are the members' share of Great Lakes Energy's profits—a tangible benefit of membership.



## 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 not be active with the card.



Looking Out for You



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opportunity provider and employer.