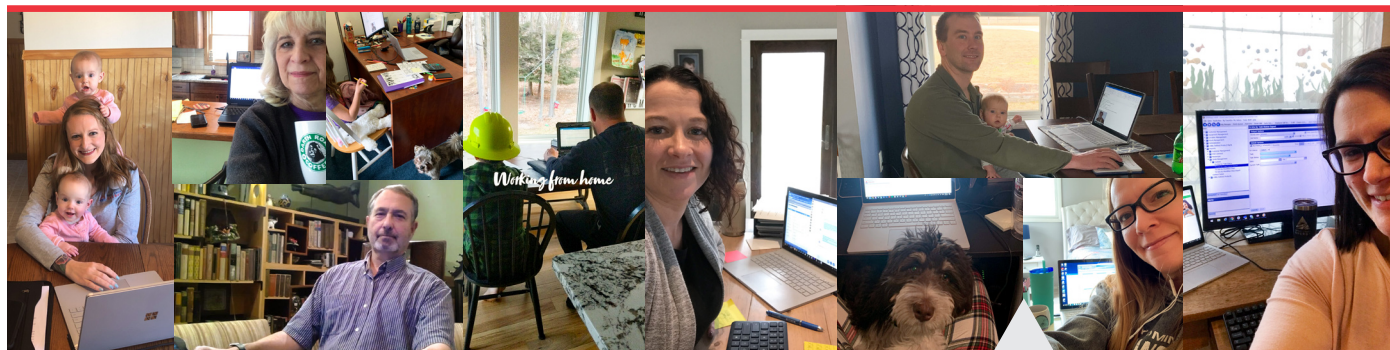


power talk

A SUPPLEMENT TO MICHIGAN COUNTRY LINES



GLE employees show off their work-from-home offices during this unprecedented time.



Maintaining a Little Normalcy

Bill Scott
President & Chief Executive Officer

As I write this column in early April, we are working through a new reality brought on by COVID-19. Employees are working remotely, our offices are closed, meetings and events have been postponed but one thing has not changed—**Great Lakes Energy and Trustream remain committed to providing you with the electricity and high-speed internet we know you depend on.**

It may go without saying, but due to the nature of our work, we're constantly planning for and responding to urgent circumstances, such as storms. Early in this pandemic crisis, our staff updated our emergency plan with a special emphasis on ensuring we continue providing the reliable service you have come to expect from your electric cooperative.

We know that after a sufficient supply of food and water, electricity is the



*...keeping the
lights on is
job number
one*

number one thing you need to maintain some sense of normalcy. With that in mind, keeping the lights on is job number one for everyone involved in maintaining the electric cooperative system. Closely followed by the need for electricity is the need for internet service. As many of our members were relegated to their homes for remote work and education, the need for faster internet rose to top of the list. Throughout the COVID-19 crisis, our electric and Trustream fiber internet and voice

employees worked relentlessly to continue providing members with reliable service.

Reliable electricity starts with our power generation supplier Wolverine Power Cooperative, who took extreme measures to ensure its workforce remained healthy and its power supply continued flowing. Their proactive measures extended to us, Great Lakes Energy, where business may have been a bit unusual, but our service remained the same.

Reliable internet and voice services start with building a strong network and we have done that with Trustream Fiber. We have invested in state-of-the-art technology to ensure that despite the circumstances, your internet and voice connection maintains the speed upon which you depend.

We of course took many steps to protect our employees and members from the spread of

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COVID-19 so we could keep your power and internet flowing. We closed our lobbies to prevent the spread of germs. We encouraged—and still encourage—members to access their online account at gtlakes.com and truestreamfiber.com. We also encouraged use of our payment drop box and phone payment options, not to mention the U.S. Postal Service.

As you read this in May, we may still be functioning in a new environment and battling the COVID-19 crisis. Since the crisis began, many of our employees were able to work from home. Those in the field or office spread out, practiced social distancing and were provided with protective gear and supplies as needed. New routines were set in place including an innovative assisted self-installation process for our Truestream customers.

Our management team and board of directors met regularly to constantly fine-tune any plans set in place to fit with the rapid changing of events and recommendations from the CDC, as well as the state and local government.

We are happy to report that everything worked seamlessly, and everyone adapted to the new norm. That's because we've done this before. Nothing brings out the best in our employees quite like a crisis situation. It's kind of like iron that has been tested in fire...it's stronger and tougher afterward!

Our focus has been, as it always is, on



Our focus has been [...] on keeping your life as normal as possible...

keeping your life as normal as possible through this situation and beyond. In times such as these, the cooperative way is to pull together to in a common direction and looking out for our communities. The cooperative way of doing business brought us this far, and the cooperative way will guide us into the future.

▶ **View GLE's COVID-19 response at gtlakes.com/blog.**

▶ **View Truestream's COVID-19 response at truestreamfiber.com/covid-19.**



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TIMES ARE UNCERTAIN, WE'RE HERE FOR YOU

Bill Credits For All Members



Even when times are uncertain, your cooperative continues to do the right thing.

Starting in April 2020, all Great Lakes Energy members began receiving a Power Supply Cost Recovery (PSCR) bill credit.

What is the PSCR line item for? It covers fluctuations in power supply costs. Due to stable power supply costs in recent years, we are able to refund a portion of past PSCR amounts collected. Residential, seasonal, and general service members will receive the credit for up to 12 months. C&I members will receive the credit for up to 9 months.

▶ **The average residential member will receive a monthly credit of \$1.25 or up to \$15 per year, dependent on usage.**

As a not-for-profit electric cooperative, our members are our owners—you receive credits, not investors. It's the cooperative way. Power. Purpose. You.



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