

# power talk

A SUPPLEMENT TO MICHIGAN COUNTRY LINES



## Power On: October is National Co-op Month

**Bill Scott**  
President & Chief Executive Officer

As an electric cooperative, our top priority is always to provide reliable, affordable energy to you, the consumer-members we serve.

Because we are a co-op, our mission is to enrich the lives of our members and serve the long-term interests of our local community—and this mission has never been more critical than in recent months. One of the seven principles that guides all co-ops is “concern for community.” To me, this principle is the essential DNA of Great Lakes Energy, and it sets us apart from other electric utilities.

October is National Co-op Month, and electric cooperatives across the country are highlighting the many ways we “Power On.” Keeping this theme in mind, I recognize the essential role we play in serving a special community like ours.

Who would have fathomed in March that the COVID-19 virus would amount to a test of our community and our nation? The changing circumstances due to the pandemic have created both challenges and opportunities. Over the past several months, we’ve all been challenged to operate differently, and the employees of Great Lakes Energy have stepped up for our members to strengthen the

safety net for our more vulnerable neighbors.

As an essential service, and to ensure the reliability of your power supply, we modified our operations to safeguard business continuity. Our line crews and other employees began working on staggered schedules to maintain separation. Some staff worked remotely. In the office, we developed COVID safety protocols and limited meetings and gatherings to allow for safe separation. We also adjusted our walk-in office availability and

in-person service calls to ensure the health and safety of our employees and our valued members. In addition, we offered free Wi-Fi hotspots for students without internet access through our fiber internet subsidiary, Trustream. For the health and safety of everyone, we think these measures were the prudent course of action for the times.



*...this mission has never been more critical than in recent months.*

For our members impacted by COVID-19 who needed help with their electric bills, we waived late fees and worked with those hardest hit to make special payment arrangements.

And while we certainly missed visiting with you in person, we found new ways to stay connected. We have encouraged members to take advantage of their online account to pay bills and report outages. We also stay connected virtually with you by increasing our social media presence.

I tell you about all of these efforts not to boast about Great Lakes Energy, but to explain how much we care about this community—because we live here too.

We’ve seen other local businesses rising to meet similar challenges during this time because that’s what communities do. While the challenges caused by COVID-19 have been daunting, I’m heartened to see how everyone is pulling together.

In 2020, Great Lakes Energy was built by the community to serve the community, and that’s what we’ll continue to do—**Power On.**

### #PowerOn



**OCTOBER IS NATIONAL CO-OP MONTH.**

Then. Now. Always.  
We’re proud to power your life.



Complete the annual member interest questionnaire for your chance to win a new iPad.

# Lighting Up 2020

We are celebrating National Cooperative month by making 2020 just a little bit brighter.

Complete the GLE annual member interest questionnaire for a chance to win prizes this month. Please see the short questionnaire enclosed with your October bill. Please complete and return with your payment or follow the link to complete the questions online. E-bill members will have the questionnaire e-mailed to them, so be sure to watch your inbox.

## Prizes are:

### ► Grand Prize:



**iPad**  
32GB, 7th  
Generation

### ► 20 Winners:



**a box of 20 LED lightbulbs**  
(equal to almost \$82 in  
energy savings a year) and  
a \$20 gift of energy.

► **Be sure to visit and like our Facebook page ([facebook.com/greatlakesenergy](https://facebook.com/greatlakesenergy)) for a chance to participate in contests to win more prizes.**

\*Prize winners will be randomly selected from members who complete the questionnaire.

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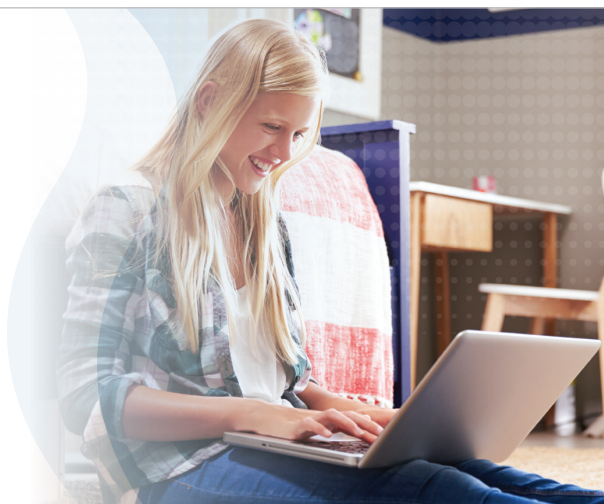
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