

Reflecting on a year of growth



Shaun Lamp
President & Chief Executive Officer

This month marks my one-year anniversary serving you as Great Lakes Energy’s President/CEO and much like many of us do around the start of a new year, I wanted to pause for a moment to reflect on the past year and what lies ahead.

When I think about the past 12 months, the one word that keeps coming to mind is “growth.”

On a personal level, I’ve had to grow in many ways as I learned the ropes of my new role in the organization. I owe many thanks to the team here at GLE, our outstanding board of directors, and all of you, our members, for helping make the transition as smooth as possible.

As an organization, GLE also grew in many ways during the past year. We’ve added more members, we celebrated the completion of renovation and expansion work at our Boyne City headquarters, and our Trustream fiber internet network has grown to more than 16,000 Trustreamers enjoying reliable high-speed internet. We’ve also grown in other ways. We’ve begun replacing our outdated electric meters with a new generation of meters. Taking advantage of significant technological advancements, these new meters will improve reliability, streamline outage reporting and restoration efforts, and allow for more flexibility in our billing and rate structures in the future. Our revised energy efficiency program, Energy Wise, also evolved a bit with modifications in some of the incentives offered.

With the organization making so many efforts to grow along with the technology of the times, it seems only fitting that this year we will start offering an online voting option for board of director elections.

Of course, the past year has also presented us with challenges such as supply chain issues and many economic uncertainties. From rising

prices on just about everything to growing concerns about the reliability of regional power grids, we are working hard to maintain the high level of service our members have come to expect amid an ever-changing business landscape.

Despite these challenges, during the past year what’s grown most of all is my appreciation and gratitude for the hard work and dedication of our top-notch staff and board of directors, and for the opportunity to be serve our members

I’m excited about GLE’s future and I’m looking forward to marking many more milestones in the months and years ahead.



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Meters made better: GLE rolling out next generation of meters



In our ongoing effort to ensure the best reliability and service for our members, Great Lakes Energy recently began what will be a years-long effort to replace nearly all the electric meters on our grid with the next generation of high-tech devices.

The new meter rollout began in December following many months of research and testing.

The new meters use radio frequency, or RF, to communicate information back to your cooperative. These meters will replace existing GLE meters, which use outdated technology to transmit data. The older system is nearing the end of its life expectancy and the meters and other equipment to support it are being phased out or discontinued in favor of newer technologies.

Beyond the practical need, the new meters offer many other benefits:

- ▶ Usage data is broken down into 15-minute increments that will further help members evaluate and adjust their energy usage.
- ▶ Automatic outage notification means there won't be a need for members with the new meters to let GLE know when their power is out.
- ▶ More precise outage data which will help expedite restoration efforts.
- ▶ Remote disconnects and reconnects.
- ▶ Alarms for high and low voltage and other abnormalities which will allow problems to be resolved faster.
- ▶ Capability for future rate and billing options.



RF Meter Q & A

Q: How do the new meters work?

A: Each meter is equipped with a small, low-power radio transmitter that emits a signal once per hour, securely transmitting usage and other data to a nearby antenna which then sends the data to GLE's servers using fiber or cellular. On average, the meters will emit an RF signal for less than one minute per day.

Q: What does "low-power" mean?

A: For comparison, the RF exposure from a cell phone is 12,677 times greater than from these RF meters.

Q: When will these meters be installed?

A: GLE plans for all meters in the system to be upgraded to the new RF meters in the coming years. How long this will take will depend on many variables. GLE will use automated phone messages to notify members in advance that crews will be working in their area changing electric meters.

Q: Can I opt-out of having an RF meter?

A: Members may opt-out of having an RF meter installed at their home. Members choosing this option will have a different, non-standard meter installed and will be assessed a one-time \$150 setup fee and then an ongoing \$50 monthly fee to help offset the costs of sending a staff member out to read the meter each month.

Modernization efforts such as these new meters are yet another way GLE works to ensure the best service and value for its members.



More information on the RF meter upgrade is available online at gtlakes.com/faq/.



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