

power talk

A SUPPLEMENT TO MICHIGAN COUNTRY LINES



October is National Co-op Month



Shaun Lamp

President & Chief Executive Officer

Fall colors, the return of sweatshirt temperatures, and football games — this is going to be the year for us Detroit Lions fans — are just a few reasons that I look forward to October.

I also get excited about October because it's National Co-op Month which gives us the opportunity to celebrate what we call "the cooperative difference."

At the heart of this "difference" are seven guiding principles that all cooperatives follow. While these principles are all important, I want to focus on two that stand out to me:

Democratic member control

This principle serves as the bedrock on which GLE stands. It's what sets us and other cooperatives apart from other business models. Not only does this mean that GLE exists solely to serve the needs of its members rather than investors, but it also means members have a say in how those needs are met. They do this through their votes to elect representatives on our board of directors. To make it even easier for members to have their voices heard through their votes, this year's election for seats in districts 3, 4, and 5 offered members the option of voting online.

Serving our members' needs goes far beyond providing reliable and affordable electric and internet service. It also means providing innovative programs to connect our members to the resources they depend on. Our Energy Wise program, which offers members rebates on the purchase of energy-efficient appliances, tools, and home heating and cooling systems, is a great example of these programs.

Concern for community

This principle is a natural outgrowth of GLE's focus on meeting our members' needs. It recognizes that GLE and its employees are a part of the communities we serve and everyone benefits when we help enhance our communities.

My favorite example of this principle in action is GLE's People Fund. This program stands out because it is a true partnership between GLE and its members to have a meaningful positive impact on the community. We've awarded more than \$4.3 million in grants thanks to contributions from GLE members who agree to have their electric bills rounded up to the next whole dollar each month.

We know in many rural areas GLE serves, access to some services — such as healthcare — can be limited and a challenge. This October, GLE is providing value for our members by highlighting a company that recently began offering online, mobile, and in-home healthcare services to Medicare patients in southern portions of our service area.

I'm proud to be part of an organization that focuses on making a "cooperative difference" in the lives of its members and their communities.

▶ **To learn more about the many ways GLE shows its "concern for community" and how you can get involved, visit gtlakes.com and click on the "Community" tab.**



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Stay up-to-date with **outage notifications**

GLE works hard to provide our members with reliable electric service. However, thanks to the whims of the weather and other factors, occasional power outages are unavoidable. When that happens, our crews work just as hard to get the lights back on as quickly as possible.

We know power outages can be a significant cause of concern and inconvenience for our members. We also know that when an outage occurs, members want to know if GLE is aware of the outage, if we are working to restore it, and how long it will be until their service is restored.

To help provide more information to members when they are affected by a power outage, **GLE now offers the option of signing up to receive automated outage notifications via text message, email, or the GLE mobile app.**

① **OUTAGE REPORTED**

When an outage is reported by a member or is detected on our system but has not yet been confirmed, you'll receive this message:

"A power outage affecting your area has been reported and is awaiting review by GLE staff for confirmation."

② **OUTAGE VERIFIED**

When we have confirmed that an outage exists, but a crew has not yet been assigned to it, you'll receive this message:

"A power outage affecting your service location has been confirmed and is queued for assignment for restoration with an available crew."

③ **CREW ASSIGNED**

When a crew has arrived at the site and are beginning work on your outage, you'll receive this message:

"A crew has been dispatched to address the cause of the power outage affecting your service location."

④ **RESTORED**

When the outage has been resolved and service has been restored, you'll receive this message:

"The assigned crew has reported that power has been restored. If your location is still without power, please contact us."

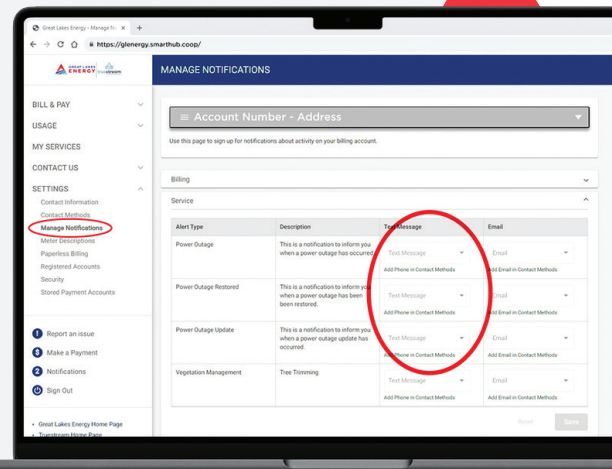
SIGN UP IS SIMPLE

First, members must have their GLE online account set up and verify their cell phone number as a means for contact. This can be done on the GLE website or through the GLE mobile app.

To sign up for outage notifications log in to your online account and select **"Manage Notifications"** under the **"Settings"** menu on the left side of the page. On the next page select **"Service"** from the drop-down menu which

will allow you to add the phone number and email address to which you'd like to have outage notifications sent. Finish up by clicking **"save."**

With outage notifications, when the power goes out GLE members now have another way to be reassured that our crews are working as quickly as they can to restore their service.



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