

power talk

A SUPPLEMENT TO MICHIGAN COUNTRY LINES



Concern For Community Knows No Season



Shaun Lamp

President & Chief Executive Officer

I look forward to the holiday season each year for many reasons, the top among them being the focus on the needs of others.

This sentiment is especially meaningful because it's an extension of something we strive to make a year-round focus at GLE: **concern for the communities we serve.**

Although these efforts take many forms, I'd like to highlight three examples of ways GLE responds to the needs of our members and the community.

In 2018, Great Lakes Energy's board of directors took the bold step of addressing a critical unmet need affecting a large percentage of our members: access to reliable, affordable high-speed internet service. Today, more than 23,500 GLE members are using GLE's Truestream for work, education, telehealth services, entertainment, staying connected with loved ones, and so much more. Many members have told us the addition of this service has been "life-changing" for them.

We've added more than 3,000 members to that number in just the first nine months of 2024 and we look forward to adding many more in the next few years.

Our employees are passionate about serving others because they know the important role their work plays in our members' daily lives. That same spirit also inspires many of them to volunteer their time and talents in many ways that make a meaningful difference in the community.

To celebrate and encourage these efforts, **in 2023 GLE rolled out a new program named "Energy of Giving."** This program allows employees to log their volunteer hours and share volunteer opportunities they know of in the area. We've also used the program as a catalyst for donation drives for numerous causes.



The efforts highlighted in the program's first year are impressive. From Aug. 1, 2023, through July 30, 2024, GLE employees logged nearly 3,000 volunteer hours through the Energy of Giving program.

That's the equivalent of nearly a year and a half of 40-hour work weeks. Employees have already logged more than 435 hours in the first two months of the program's second year.



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The People Fund is one of my favorite ways GLE helps fulfill community needs because it is a true partnership with our members. At the end of this year, we will celebrate the People Fund's 25th anniversary. In that time, thanks to the generosity of our members who agree to have their monthly bill rounded up each month, the People Fund has awarded more than \$4.7 million in grants to nonprofit organizations that are making a difference in our 26-county service area.

I'm proud to be part of an organization that makes meeting the needs of its members and the community a year-round priority.

We'll take a closer look at the impact the People Fund has had during the past 25 years and share more about our 2025 Truestream construction plans in the January edition of Country Lines.



truestream
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Truestream Continues To Mark Milestones



GLE is excited to share the great strides we have made in the first nine months of 2024 as we continue to expand the reach of our life-changing Truestream fiber internet service to an ever-growing number of our members.

Here are some highlights of the accomplishments and behind-the-scenes work taking place to make this growth happen.



Many Miles

The Truestream network can't grow without building many miles of fiber trunkline that will ultimately bring internet service to our members' doorstep. Our construction crews have **installed 877 miles of fiber trunkline** so far this year. That's more than three times the distance from the Mackinac Bridge to the Indiana border.



Phone Calls

It takes a great deal of coordination among our team and with our members to keep our Truestream network growing. Our Truestream Service Representatives play a critical role in that effort. Since Jan. 1 this team has **handled more than 27,000 inbound and outbound phone calls**.



Installations

Once the backbone of the fiber network is built, drops have to be designed and installed, and then comes the best part: The final installation. In the first nine months of 2024, our crews **installed nearly 3,700 new Truestream services**. That's an average of nearly 20 new services each workday.



Subscribers

Thanks to the hard work of all of our team during the past six years, as of early October, the **total number of Truestreamers has grown to more than 23,600**.



Halfway There!

As of Sept. 30, our complete **network build-out progress stood at 47%**. That's up from 41% a year ago.



What's Next?

More growth is on the horizon for 2025 as we continue with work in the areas where construction began in 2024 and move into new areas in the new year. More information on our 2025 construction plans will be released later this year. Look for updates in the January issue of Country Lines, in email communications, and at truestreamfiber.com.



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