

Knowledge is Power



Shaun Lamp
President & Chief Executive Officer

Few things in our lives are more routine than turning on a light in our homes. With just a flick of a switch or the push of a button, the light comes on.

Although you don't have to be an electrician or electrical engineer to enjoy all the benefits of having reliable electric service at your fingertips, a little deeper understanding of what makes it happen can be illuminating in many ways.

That's why we believe it's important to regularly shine a light on what goes into bringing you reliable electric and internet services. Not only does this provide you with more context surrounding topics such as reliability, rates, and how we connect with the community, but it also helps you, as a member-owner make informed choices both as a voter and a consumer.

Here are a few examples of ways we try to peel back some of these complex layers for our members.

- ▶ **Consumer analytics:** Although electric use shown on your monthly bill is straightforward, many systems, devices, and appliances account for the amount of electricity you use. Thanks to the consumer analytics tools that we offer through your GLE online account or the GLE mobile app, you can dig deeper into what's driving your electric use, which may point you toward opportunities for savings.
- ▶ **Michigan Country Lines magazine:** This magazine is one of the top examples of the many ways we share important behind-the-scenes information with you. We regularly highlight topics such as board member profiles, board election information, industry trends that affect our operations, the costs that impact our rates, our community outreach efforts, and much more. We also use many other print and digital tools to communicate with you!

ONE TOPIC WE REGULARLY TRY TO DE-MYSTIFY IS THE TRUESTREAM CONSTRUCTION PROCESS.

We fully understand how important access to reliable high-speed internet service is for our members and how eager many of you are for Truestream to be available in your area.

However, as I've written in this space many times, building a fiber-to-the-home internet network that will eventually reach more than 130,000 service locations in portions of 26 counties is a complex process that requires considerable resources and time.

Last year we created a short video to provide more insight on what it takes to bring Truestream to you. In the video, you'll hear these details not only from me but from other staff members who play key roles in the Truestream construction process.



WATCH THE TRUESTREAM CONSTRUCTION VIDEO

SCAN THE QR CODE OR VISIT:

truestreamfiber.com/new-truestreamer/#buildingfiber



- ▶ **We pursue all of these efforts with one goal in mind: Providing you with access to the information you need to be an informed member of your electric cooperative.**

What Does It Take to Build a Fiber Network?

Since we connected our first Truestreamer in 2018, more than 25,000 GLE members have begun enjoying the life-changing reliable high-speed fiber internet service Truestream offers.



In late 2024 we eclipsed the halfway point in our overall Truestream network build-out. Although this is an exciting milestone, we remain committed to bringing Truestream to the rest of our service area.

Below is a more detailed look at what it takes to build a fiber network that will eventually reach more than 130,000 service locations through 14,000+ miles of lines in portions of 26 counties:



Phase 1 – Future Area

During this phase, our team uses data our crews collect in the field, to determine the infrastructure needs and the associated construction costs to bring Truestream service to an area. GLE’s Board of Directors uses this information to decide where network construction will take place next.



Phase 2 – Registration and Field Work

Once approved, mainline fiber construction begins. Generally, fiber lines are installed overhead in areas with overhead electrical lines and underground in areas with underground electrical lines. While this work is taking place, we will reach out to members in the area encouraging them to complete and return their Truestream registration paperwork.

Duration: About 4 months per service area



Phase 3 – Construction to the Home

During this phase, we design and construct the service line (known as a “drop”) to your home. A staff member will first visit your property to determine the best route to follow. For underground drops, this phase will include contacting MISS-DIG to have utilities marked, installing an orange plastic conduit in the ground, installing the fiber line in the conduit, installing a gray box on your house, and verifying the network connection. For overhead drops, the first two steps are omitted.

Duration: Overhead, about 3-4 months; underground, about 4-5 months (pauses from December-April)



Phase 4 – In-Home Installation and Activation

Once your drop has been installed, a member of our team will contact you to schedule your in-home installation. During installation, our technician will determine the best location in your home to provide the best Wi-Fi coverage, run the line from the box on the outside of your home to that location, set up the Truestream equipment, and walk you through how to use your new service.

Duration: About 1-2 months



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