GM'S REPORT

*

OUR BIGGEST ÉCIPS

Celebrating National Co-op Month

In 1936, a group of neighbors teamed up to find a way to bring electricity to parts of southern Huron County. At the time, many areas of rural America were extremely underserved by investor-owned utilities, with only about 10% having access to electric power.

After extensive research, Firelands' founders enlisted the help of the recently created Rural Electrification Administration (REA). By the summer of 1938, 100 miles of power lines were energized. Eighty-five years later, this number has grown to nearly 1,000 miles of line serving 9,200 homes, farms, and businesses in four counties. With the dedication and teamwork of the cooperative's first members, what had started out as the dream of a few became a reality for entire communities.

Established by, and for, the very people we serve, Firelands Electric maintains this distinctive business model to this day. As a result, there is a remarkably unique relationship between the cooperative's members, employees, and trustees. For starters, they share a community. Their children are on the same sports teams, they shop at the same stores, and they attend the same churches. Firelands Electric's members are our neighbors and our friends.

This close connection also drives Firelands' strong commitment to community. The co-op exists for our members, so our priority is to help the communities in which our members live and work so that they may grow and thrive. We do so not only by providing affordable, reliable power, but also by being in tune with the specific needs of our membership. From helping new and existing businesses find the best energy solutions to engaging the leaders of tomorrow, community is at the heart of your cooperative.

Lastly — and quite possibly most importantly — this special bond between the co-op and its members flows both ways. While the co-op supports the community in a myriad of ways, its members are also some of our biggest fans. Members support Firelands' efforts to give back, contributing to programs such as Operation Round Up and the annual USO Step Up for Soldiers drive. They consistently score us as among one of the highest-ranking co-ops in the nation in terms of customer satisfaction. And they offer support on social media and email us notes of thanks during restoration efforts. Quite simply, you have our back.

This month it's our turn to say "thank you." Thank you for your support and your confidence in your cooperative. And thank you for trusting us to be your energy partner and a member of your community.



Dan McNaull GENERAL MANAGER

As part of National Co-op Month, Firelands Electric is holding a special contest from Oct. 1 through Nov. 1 to celebrate our members — and our biggest fans. Members who submit an entry will have the chance to win one of several great prizes, including tailgating gear and bill credits. Extra entries will also be earned for submitting your "biggest fan" photo. See the next page for complete details on how to enter.

COOPERATIVE CONTESTS

BIGGEST **form** CONTEST

October is National Co-op Month and Firelands Electric is celebrating our members — and biggest fans — with a special drawing!

All members of Firelands Electric Cooperative are invited to enter for a chance to win one of several prizes. One lucky member will be randomly selected to win a special grand prize tailgating package, which will include an electric tabletop grill. Five additional members will each receive a \$50 bill credit. Winners' names and/or photos will be published in an upcoming issue of *Ohio Cooperative Living* magazine and shared on Firelands' social media pages.

To enter, simply return the completed form located below or enter online by 4 p.m. on Wednesday, Nov. 1. Paper entries may be dropped off at the co-op's office or mailed to: Biggest Fan Contest, Firelands Electric Cooperative, P.O. Box 32, New London, OH 44851. Members may also enter online using the form that will be available on our website at www.firelandsec.com/ contests, starting Oct. 1. Each member may submit only one entry form.

Extra chances to win!

Members who include a high resolution photo (at least 300 dpi) with their entry showing off their team spirit can earn three additional entries in the prize drawing. Photos may be digital (attached to your online entry form) or printed. The photo should include you, your family, and/ or your pets showcasing your biggest fan gear for your favorite high school, college, or professional sports team.

For questions regarding the Biggest Fan Contest, contact the Member Services Department at members@firelandsec.com or 1-800-533-8658.





BIGGEST FAN CONTEST ENTRY FORM

Entries must be submitted by 4 p.m. on Wednesday, Nov. 1. Printed forms should be returned to: Biggest Fan Contest, Firelands Electric Cooperative, P.O. Box 32, New London, OH 44851. Members may also enter on our website at www.firelandsec.com/contests.

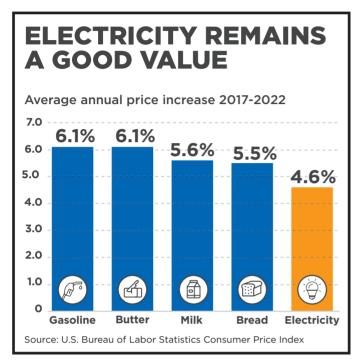
Member's name

Service address/City/ZIP

Phone

Email

CO-OP NEWS



ARE YOU SIGNED UP FOR OUTAGE TEXTS?



Stay informed by signing up to receive text notifications regarding power outages in your area. Follow these six simple steps to enroll. For more detailed instructions (with images) visit www.firelandsec.com/smarthub-101 and click on the link titled SmartHub Outage Alerts Setup Instructions.

- Log in to your SmartHub account through the mobile app.
- 2. Open the Settings screen under the main menu.
- 3. Select Contact Methods.
- 4. Add your cellphone number. (If you receive a text message to verify this number, just follow the prompts.)
- Navigate back to the Settings screen and select Manage Notifications.
- 6. Tap on Service and select Manage Contacts under the Power Outage tab. Move the slider next to the phone number to the right and tap Save.

EMPLOYEE Promotions

Congratulations to Firelands Electric's Chris Kent (left) and Matt Whiteside (right)!

Hired as apprentice linemen in mid-2019, Chris and Matt were both promoted to journeyman linemen in August. The pair completed a rigorous curriculum and training at Ohio's Electric Cooperative's Central Ohio Lineworker Training (COLT) facility over the past four years. In addition, each lineman also performed more than 8,000 hours of on-the-job training with his fellow linemen.



CAPITAL CREDITS

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NOTICE OF UNCLAIMED FUNDS

Official notice is given that the following current or former patrons have cash retirements of capital credits or other payments from Firelands Electric Cooperative that have gone unclaimed for more than four years. According to Article VIII, Section 3, of the Code of Regulations, unless claim is made within 60 days of the second publication of this list, such funds will become an irrevocable gift and assignment by such patron to the cooperative. Inquiries should be directed to Firelands Electric Cooperative, P.O. Box 32, New London, Ohio 44851, by phone at 1-800-533-8658, or by email at accounting@firelandsec.com.

This is the first of two notices.

360 COMM CO A T & T COMPANY ACKER, CARL E ACKERMAN, WILLIAM H ADAMS MICHAEL ADAMS, NOLA ADKINS, BRANDY ADKINS, CHARLES ADKINS, TOM AGNEW. LYLE W AKERS, LEE R ALBRIGHT FAMILY TRUST ALDRICH, MARY ALEXANDER, ARNOLD ALEXANDER, LORI ALEXANDER, MICHELE ALLEN, RICKIE V ALLEN, ZVOSEC C ALLY, JACK L ALVARADO, RICHARD J AMBURGEY, BEVERLY AMRINE, MARK AMSTUTZ, RANDY A ANDERSON, KIM ANDY, HARRY R ANTONIDES, REBECCA ARCARA, JOSEPH R ARMSTRONG, JANE E ARMSTRONG, REX, JR ARMSTRONG UTILITIES INC ARNESTER, DOROTHY A ARNETT, KAREN S ARNOLD, CHUCK ARNOLD, CYNTHIA ARNOLD, GREGORY B ASH, EDITH ASHER, ELLEN M

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JNCLAIMED FUNDS

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FASTERI IN. C EATON, RALPH EBINGER, JEAN C ECKENEELS DAVID M EDI FR TERRY EDWARDS, DONALD H FDWARDS DUANE EDWARDS. ELIZABETH EDWARDS, STEVEN C EDWARDS, WILLARD EFAW, DALE R EICHENLAUB, JACK EIKLEBERRY, MELINDA EISENHART, GEORGE J ELERICK. JEREMY R ENDERS-MANDERS RUTH ANN ENGLAND, CHRISTINEA FRICSSON, JOHN H ESTEP. JAMES T ESTER. MARY ELLEN FT7WILER JUDY EVANS, JEREMY D EVANS, TERRY R EWERS SANDRA EWING, KEVIN D **F F NICHOLES CC** FAIRCHILD, WILLIAM H FALCON VIEW APTS LLC FANELLO, NANCY K FARNSWORTH, KENDRA FARNSWORTH, VIRGINIA FARR. DEBRA A FASSNACHT, DAVID M FATHAUER, KENNETH FEDERER, LISA G FEGLEY, DOUGLAS FERGUSON, DARYLE FERGUSON, GARY L FERNYAK, JOHN C FERRELL, HUGH D, II FERRELL, ROBERT FERRELL, RONNIE FETZER DEBORA A FETZER, JAMES C FETZER, RON D FIDI FR FDWIN R FIFE, EARL FIGLEY. DALE A FIGLEY, DEAN FIGLEY, RENA M

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AIMED FUNDS.

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PUCKETT MELONIE S PUCKETT, RUSSELL PUGNEA, PAUL W PURVIS MARSHA **QJ PROPERTIES** QUEEN, STEPHEN J QUICKSALL STEVE RADOMSKI, KAREN RAMEY, JACK G, SR RANDLEMAN, EMMA E RANDLEMAN, SHIRLEY RANDY MOLL TRUCKING RASNAKE, ELVA F RAUDKIVI, UNO RAWLINGS. J D RAY, JAMES D RAY, WILLIAM D REAL ESTATE MANAGEMENT RENOVATIONS REBMANN, EDWARD A, JR REED. BRAD REED, SHIRI EY M REED, TIM REED, TIMOTHY L REEVES ANGELA REIFF, ELLA REINKE, ALICE K **REISINGER. ANGELA D** RELYEA. WILLIAM F RENCH, RICHARD RESOR, EMILY REXROAD, DARRELL REYNOLDS, KENNETH E RHINEBERGER, JULIE RICE, EVERETT E RICE, JAMES O RICE WES RICHARDS, BRETT L RICHARDS, ILENE RICHARDSON, ROBERTA RICHEY, ANN H RIDER, RON RIGGENBACH, VERNON D RILEY, RAYMOND RINGLER, THELMA A RISNER, ANGELA R RISNER STEVEN K **RITCHEY, JAMES** RITCHIE, MARGARET H

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NCLAIMED FUNDS

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SPEICHER, WILLIAM SPRENG, GARY M SPRENG, TAMARA SPRIGGS STEVEN P SPRINGER DANIEL ST CLAIR, PHEBE B STAMPELL JOAN M STANLEY, DERRAL STANLEY, RICK J STARKEY, JACK STARKEY, NELDA R STASZELIS, STAN STEELE. RONALD L STEIN, JUDITH STEINER, JONATHAN J STEPHENS, CHRISTA, JR STEPHENS, GUS E STEPHENS JAMES STEPHENS, PENNY STEPP TIMOTHY T STERLING, THOMAS A STEVENS, GREGORY K STEVENS, JAMES M STEVENS, JAN STEVENS, MICHAEL, JR STILES BETTY C STILLION, DAVID L STOCKING, JO ANN STONE. ROBERT L STONEHAM, BLANCHE M STONER, STEVEN L STOTTS, WILLIAM STRAKA, ARTHUR STRAKA, MICHELE A STRICKLAND, EDWARD C STRINE, R DEAN STRONG, DALE STULL. RICK STUMBO, WALTER B SUBICH. PAULINE E SUDDUTH, KEVIN A SUMMERFIELD, JAY SUTTER, RICKY A, SR SWAFFORD, LARRY E SWAIN, VERNA SWEET, ROBERT L, JR SWEETING, MARK SWIGER VIRGINIA SWINEHART, JASPER H SWORDS, MICHAEL

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community commitment

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SAFETY

CRACKING THE CODE ON GENERATOR OPTIONS



Generators can provide reliable backup power in the event of an outage. When choosing a generator, it's important to select the right type and size to fit your particular needs. Think about what you want your generator to power. Do you just want to keep your phone charged and your refrigerator cold? Do you want to make sure you have heat and air conditioning through an extended outage? Does someone in your household depend on medical equipment that is powered by electricity?

The answers to these and similar questions will help determine what type of generator you should purchase. For powering some lights, a phone charger, and a few appliances, a small portable unit would work. For longterm protection, including powering a heating or cooling system, a standby generator would be the better choice.

Let's take a brief look at the four main types of generators and what they can power:

Whole-house standby generators

- Up to 20,000 watts
- Can cost \$7,000, plus installation
- Must be permanently installed by a professional electrician
- Turn on automatically during an outage
- Must be located outdoors
- Can power nearly all home appliances and electronics simultaneously

Portable generators

- Up to 7,500 watts
- Cost anywhere from \$400 to a few thousand dollars
- Will need to be manually started when power goes out
- If connected directly to your home's electrical panel, MUST include a transfer switch to break the circuit and prevent backfeed onto power lines
- Must be located outdoors
- Can power fridge, gas furnace, 10,000 BTU air conditioner, dishwasher, multiple lights, TV, laptop, and more

Inverter generators

- Sizes available from a few hundred watts up to 7,500 watts
- Costs similar to a portable generator
- Only produce the amount of power that is being used by your home, making them more fuel-efficient
- Must be located outdoors
- Electricity capabilities vary, depending upon wattage of the unit

Power stations

- Come in a wide range of sizes, but average-sized models range from a few hundred watts up to about 1,000 watts
- Anywhere from a few hundred to several thousand dollars
- Essentially an oversized battery that charges while plugged in to a 110-volt outlet and can be use as a power source later
- Can be operated indoors
- Many include both AC and DC outlets, or even USB charging ports
- Small units may only charge a phone or laptop, while the largest can power several major appliances

The proper selection, use, and maintenance of a generator can provide great convenience during a power outage. However, it's important to also remember that if they are used incorrectly, generators can be extremely hazardous. Always thoroughly read the owner's manual for important safety information before you operate a generator.

For additional generator information and safety tips, visit Firelands' website at www.firelandsec.com/generatorsafety. If you need help deciding what type of generator is right for your home, contact the energy advisors at Firelands Electric Cooperative at 1-800-533-8658. They are always happy to help!

COOPERATIVE UPDATE

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BOARD MEETING highlights

Firelands Electric Cooperative's Board of Trustees met July 25 and covered the following items:

- Board President Dan Schloemer reported that the cooperative received 30 membership applications for approval by the board.
- General Manager Dan McNaull reviewed the cooperative's recent annual meeting. Discussion of options for the co-op's 2024 event followed.
- The board approved changing the November meeting to Dec. 1 at 3 p.m.
- McNaull summarized the tree-trimming and outage reports for the past month. He advised that costs for tree trimming in the Village of New London and New London Township came in under the original estimate.
- Director of Finance and Accounting Tabi Shepherd reviewed the June financial reports and provided an update on recent accounting and billing department activities.
- The board reviewed a report from a safety and training event held on June 20.
- Director of Operations Don Englet reported on activities in the operations department.

- McNaull reported on the co-op's 2023 ACSI customer satisfaction scores and those of co-ops across Ohio. Firelands had an overall score of 88, which places it among the highest in the state and in the nation.
- The board reviewed procedures for past due accounts, including a recently implemented process to send automated reminder calls.
- McNaull reviewed Firelands' 2022 KRTA report, which tracks the financial health of the cooperative.
- Director of Communications and Technology Andrea Gravenhorst reported on recent activities involving the member services and IT departments, including efforts to inform members about the reliability concerns surrounding proposed EPA legislation.
- McNaull reported on a recent Buckeye Board meeting, including power generation forecasts for the next five years.

The cooperative's next board meeting is scheduled for Tuesday, Oct. 24. If you would like to attend the next scheduled meeting, please contact the Firelands Electric office at 1-800-533-8658.

FIRELANDS ELECTRIC COOPERATIVE, INC.

OUTAGE HOTLINE 1-800-533-8658

OFFICE

103 Industrial Drive P.O. Box 32 New London, OH 44851 1-800-533-8658

OFFICE HOURS Mon.–Fri. 7:30 a.m.–4 p.m. www.firelandsec.com



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Rob Turk District 7 **GENERAL MANAGER** Dan McNaull

HAVE A STORY SUGGESTION? Email your ideas to: members@firelandsec.com

