



GM'S REPORT

Lines of COMMUNICATION

October may be National Co-op Month, but here at Firelands Electric we celebrate being a co-op every single day. From safe, reliable power and reasonable rates to members-only benefits and excellent customer service, we strive to provide our members with the best that electric cooperatives have to offer.

Firelands Electric places particular emphasis on keeping our cooperative community informed. Maintaining open lines of communication benefits both you and the cooperative. By making certain we have your most accurate and complete contact information, you ensure we can reach you when necessary and continue providing the high level of customer service and communication that you expect and deserve.

Why current contact information matters

Having members provide updated phone numbers and email addresses is important for several reasons:

- To maintain reliable service, the cooperative occasionally plans scheduled outages to update, repair, or replace equipment. In these instances, Firelands can send out advance notifications to affected members through automated phone messages, text, or email if we have the proper contact information and communication preferences on file.
- While having the correct phone number on file is always recommended for reporting outages, it is crucial for outages occurring outside of the co-op's regular business hours. When you call in to report an after-hours outage, the system recognizes your account if you call from the primary phone number listed in our database. This makes retrieving the location of your outage much quicker and more accurate, particularly during large-scale outages when dispatchers may become overwhelmed.
- If you need to use a phone other than the one listed on your account, entering the primary phone number associated with the account through the keypad provides us with access to the correct location information.



Don Englet
GENERAL MANAGER

We're celebrating
National Co-op Month!

WIN A
\$90
BILL CREDIT

Update your phone number
and/or email for a chance to win
one of five \$90 bill credits.

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FIRELANDS ELECTRIC COOPERATIVE LOCAL PAGES

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- Providing the co-op with your current email and phone number also allows members to receive information about important co-op programs, events, and activities.
- If issues directly impacting your safety, billing statement, payment, or other time-sensitive concern are found, we want to be able to contact you immediately.
- Those who have been members of the co-op for years may have contact information on file that hasn't been updated for some time. Incorrect or outdated phone numbers and emails can slow down, delay, or even prevent Firelands' ability to inform or assist you.

Help us better serve you

Please take a moment to help us better communicate with you by providing your current contact information on the form below or by submitting it online at www.firelandsec.com/contests. As part of National Co-op Month, members who provide their current email and/or phone number before Nov. 2 will be entered to win one of five \$90 bill credits! Members providing an email address to the co-op for the first time will automatically receive a \$5 bill credit.

UPDATE YOUR CONTACT INFORMATION FOR A CHANCE TO WIN!

**Complete and return this form to:
Firelands Electric Co-op Contest, 103 Industrial Dr., New London, OH 44851**

Fill out this form with your current contact information and return for a chance to win one of five \$90 bill credits. Members providing the co-op with an email address for the first time will also automatically receive a \$5 bill credit. Information may also be submitted online at www.firelandsec.com or by scanning the QR code below. Submissions must be received by the co-op before Nov. 2 in order to receive any credits or prizes.

Member's first and last name (as it appears on the account)

Service address (include city and zip code)

Mailing address (if different than above)

Primary phone number

Additional phone number (optional)

Email



*Firelands Electric will never sell or give out your contact information.
It will only be used to provide you with important co-op updates.*

CO-OP NEWS

CO-OP WELCOMES NEW TRUSTEE

Perrysville resident Evan Hahn was recently appointed to represent the members of district 5 on the cooperative's board of trustees. Selected for the role through an application and interview process, Hahn fills the position left vacant following the retirement of former trustee Carl Ayers, who served Firelands Electric members for nearly 16 years.

As a current director of credit in commercial agriculture with Farm Credit Mid-America, Hahn brings 23 years of cooperative knowledge to the board. His extensive experience with rural families and agri-businesses has taught him the value of the cooperative model and the importance of utility infrastructure in the rural community. "One of the challenges for electric cooperatives is balancing the need to replace or upgrade existing equipment to meet the needs of their rural communities with being financially responsible with the assets of the co-op and its members," Hahn says.

Hahn holds a Bachelor of Science in agribusiness and applied economics from The Ohio State University. He also has previous experience as a member of the board for both the Ashland County Farm Bureau and Firelands Electric's People Fund/Operation Round Up.

Hahn and his wife, Kelly, have two daughters. In his spare time, he enjoys working on the farm, fishing, hunting, and generally spending time outdoors.



Evan Hahn
DISTRICT 5 TRUSTEE

ARE YOU ON OUR LIST?

UNCLAIMED CAPITAL CREDITS REFUNDS

Firelands Electric is trying to locate current and former members who may be entitled to unclaimed capital credits. A list of individuals and businesses can be found on the co-op's website at www.firelandsec.com/capital-credits-and-unclaimed-funds.

If you recognize a name on the list, please let that person know to contact us. For listed members who are deceased, let one of their relatives know about the unclaimed check. The person named or their relative must contact our office in order for the check to be re-issued.

Official notice is given that the current or former patrons on this list 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, 103 Industrial Drive, 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.



ENERGY EFFICIENCY

SCOTT'S ENERGY SPOT: THE USUAL SUSPECTS

The hidden culprits stealing your winter comfort



Scott Carbary
ENERGY ADVISOR

With fall approaching its peak, the days are shortening and the leaves are turning a vibrant mix of orange, red, and yellow. While we all enjoy the pumpkin spice season, it is also time to prepare your home for winter. There is nothing better than coming inside to a warm, cozy house after a cold day outdoors. However, winter air leaking into your living space can ruin that comfort. More importantly, it can cause your baseboard, furnace, or heat pump

to struggle with maintaining a comfortable indoor environment — wasting both energy and money.

Now, you may be scratching your head and wondering: “But what is air infiltration and why should I be concerned about it?” The condensed definition of air infiltration is the unintentional or accidental entry of outside air into a home or building. It typically occurs because of gaps around doors or windows, cracks in attic or basement spaces, or poorly sealed ductwork and plumbing. Any situation that allows unwanted outside air to enter your home can significantly impact winter comfort and heating bills.

Just how does air infiltration affect your comfort and pocketbook? Unwanted cold winter air increases the heating load, or the amount of heat that needs to be added to a space to maintain the temperature set on your thermostat. Adding this extra heat causes your furnace to work harder and longer, increasing energy use and cost. Studies conducted by the U.S. Department of Energy, along with independent organizations such as the Building Performance Institute and Green Building Advisor, reported that air infiltration can increase the energy needed to cool your home by as much as 30%. That's the equivalent of leaving a window open all winter!

The most accurate way to determine how much air is leaking into a home or building involves an in-depth test using a blower door, often used in conjunction with an infrared camera. A blower door depressurizes the inside of a building, causing positive air pressure outside to easily find its way inside through hidden cracks and gaps in a building's exterior. The infrared camera allows you to visually pinpoint any pockets of cold air in the home.

A less intrusive method, and perfect for those who prefer DIY projects, is to inspect the insulation in your basement and attic. Marks or discoloration on your insulation are a sign that air is leaking into your home. The infiltrating air blows across the insulation, leaving a trail of dirt. The visible movement of dust or cobwebs is another sure sign of an air leak.

So, what are the next steps if you find an air leak? Reducing air infiltration around your home can be as simple as sealing obvious gaps and cracks around windows, doors, the foundation, and other areas of your home with caulk or spray foam. Another weekend project to stop air leaks involves sealing and insulating ductwork with duct mastic or aluminum tape. You can also find additional tips online at www.energy.gov/energysaver/detecting-air-leaks.



As always, members are welcome to call Firelands Electric at 1-800-533-8658 to schedule a FREE energy consultation, during which we will be happy to help assess your home's energy use and look for the steps you should take next.

IN THE COMMUNITY

SNAPshots



View additional photos from Firelands events by scanning the QR code at left or visiting www.flickr.com/photos/firelandsec/albums.

Below: During Monroeville's annual safety town event in August, Firelands Electric's Andrea Gravenhorst and Scott Carbary shared important electrical safety tips with more than 30 elementary students.



Above top: Thanks to the North Fairfield Improvement Group and support from a Firelands Operation Round Up grant, the North Fairfield Village Park now features a brand-new unity basket swing. This inclusive swing accommodates children with diverse abilities and offers a fun way for everyone to play together.

Above bottom: The cooperative teamed up with VacationLand Federal Credit Union to collect school supplies for their 2026 Stuff the Bus event. The donations benefited local children in kindergarten through eighth grade, including students from Huron County.



FYI

UNDERSTANDING YOUR MONTHLY STATEMENT

Refer to this list and the sample bill on the next page as a guide to reading your bill:

1. Total amount due on your account.
2. Your account number.
3. Billing transactions activity since your last monthly statement.
4. Important messages from your cooperative.
5. Service address and meter information.
6. Graph showing monthly usage, along with high and low temperatures for the billing period. Usage for the same month the previous year is also included.
7. Detailed list of current charges for electric use.
 - **WHOLESALE PWR ADJ** — Total kilowatt-hours (kWh) used during the month, multiplied by the Wholesale Power Adjustment (WPA), which is the variable monthly cost to produce electric power. In this sample, the WPA is 0.0027 cents/kWh.
 - **ROUNDUP AMT** — Difference between the total monthly charges and the next whole dollar amount. Members who voluntarily participate in this program provide funds for Firelands Electric Cooperative's Operation Round Up. The board for this charitable trust distributes these funds in the form of grants to local organizations and individuals to help meet special needs within the community.
 - **ENERGY CHARGE** — Total kWh used, broken down by rate tier and multiplied by the rate. This example uses the standard residential rate, which includes about 98% of Firelands' membership. In this sample, the member used a total of 2700 kWh. Note that 14.37 cents/kWh is the rate for the first 2,500 kWh used. The cost of the next 2,500 kWh is 13.897 cents/kWh, and the cost of any kWh over 5,000 is 12.449 cents/kWh.
 - **DISTRIBUTION SERVICE** — This is a fixed cost paid by all residential members for expenses associated with the delivery of electricity. It includes meters, poles, transformers, wire, and other equipment needed to maintain the system. In short, this fixed cost ensures that all of the co-op's equipment operates properly so the lights turn on when you need them. This rate structure gives each member an equal share in the cooperative and its operating costs. For residential members, which make up about 98% of Firelands Electric's 9,300 meters, this charge is \$40 per month.
8. Graphic for comparing usage.
 - Light blue circles — Total energy use for the current month, previous month, and the same month last year.
 - Green circles — The daily kilowatt-hour use, cost, and temperature averages for the current month.
9. Account number and total amount due.
10. Firelands' contact information and additional ways to pay your bill.

To learn more about the breakdown of charges on your monthly statement, please visit www.firelandsec.com/content/common-billing-questions. You can also contact Firelands Electric Cooperative's billing department by phone at 1-800-533-8658 or email at billing@firelandsec.com.



YNNN

**Firelands
Electric**
COOPERATIVE

A Touchstone Energy® Cooperative

Office Hours: Monday - Friday, 7:30 am - 4:00 pm
Website: www.firelandsec.com
Office/Outage Hotline: 1-800-533-8658
Automated Payment System: 1-855-940-3960

Member Name
Account #

JOHN DOE
999999

Important Messages

CHECK HERE FOR IMPORTANT MESSAGES
FROM YOUR COOPERATIVE.

Total Due

\$435.00

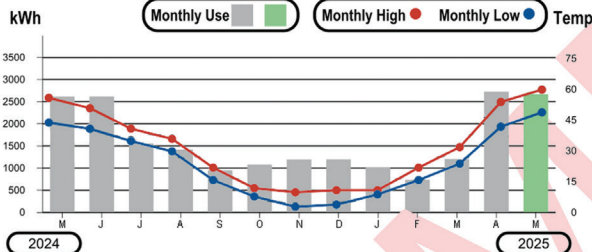
Due Date:
06/14/2025

Current Bill Due Date: 06/14/2025

Previous Balance	\$442.00
Payment Received	-\$442.00
Balance Forward	\$0.00
Current Charges Due	\$435.00
Total Amount Due	\$435.00
Total Amount Due After 06/14/2025	\$478.43

Service Address: 123 ANY ROAD

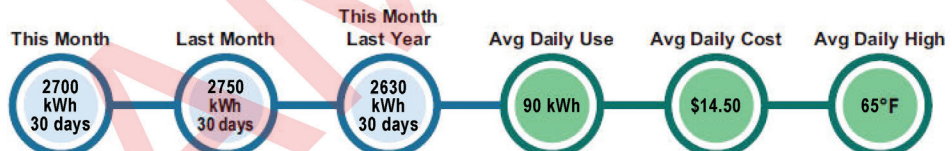
Meter No.	Reading Dates		Days	Readings		Multi	kWh Usage	Demand Reading	Demand Usage
	From	To		Previous	Present				
999999999	04/22/2025	05/22/2025	30	28556	31256	1	2700	0.0	0.000



Current Service Detail

Wholesale Pwr Adj	2700 kWh @ 0.0027	\$7.29
Roundup Amt		\$0.67
Energy Charge	2500 kWh @ 0.14370	\$359.25
Energy Charge	200 kWh @ 0.13897	\$27.79
Distribution Service		\$40.00
Total Current Charges		\$435.00

Energy Usage Comparison



**Firelands
Electric**
COOPERATIVE

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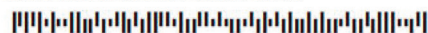
103 Industrial Drive
New London, OH 44851

Please notify Firelands of phone, email, or address changes.
Phone Number: (999) 999-9999
Email: email@email.com

JOHN DOE
123 ANY ROAD
NEW LONDON OH 44851-0000



FIRELANDS ELECTRIC COOPERATIVE INC.
103 INDUSTRIAL DRIVE
NEW LONDON OH 44851-9112





COOPERATIVE UPDATE

BOARD MEETING *highlights*

Firelands Electric Cooperative's Board of Trustees met July 28 and covered the following items:

- Board President Dan Schloemer reported that the cooperative received 45 membership applications for approval by the board.
- General Manager Don Englet reviewed the monthly safety and training, tree-trimming, outage, and personnel reports.
- The board interviewed candidates for the vacancy left following the retirement of District 5 Trustee Carl Ayers. Following discussion, the board appointed Evan Hahn to fill the position for the remainder of Ayers' term.
- Director of Operations Rick Bowers reported on activities in the operations department, including updates on the AEP and First Energy New London project and the construction on the Coulter and Hillsdale substations.
- Director of Communications and IT Andrea Gravenhorst reported on recent activities involving the member services and IT departments, including a review of the co-op's recent ACSI scores.

- The board appointed District 6 Trustee Kevin Reidy as the delegate for the NRECA regional meeting and District 3 Trustee Tom Lucha as alternate.
- 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 appointed Englet to serve as the certifier and Shepherd as the administrator with Rural Utilities Services on behalf of the Cooperative.
- The board reviewed recent meetings and courses attended by various trustees, the next scheduled Project Ohio, and recent peak demands recorded by Buckeye Power.

Firelands Electric Co-op is democratically controlled and governed by local people committed to policies that result in a safe and reliable electric system, fair rates, financial responsibility, and superior member service.

The cooperative's next board meeting is scheduled for Tuesday, Oct. 27. 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
New London, OH 44851
1-800-533-8658

OFFICE HOURS

Mon.-Fri. 7:30 a.m.-4 p.m.
www.firelandsec.com



BOARD OF TRUSTEES

Dan Schloemer
President, District 1

Kevin Reidy
Vice President, District 6

Tom Lucha
Secretary/Treasurer, District 3

Joe Williams
District 2

Lon Burton
District 4

Evan Hahn
District 5

Greg Hess
District 7

Adrian Finlay
District 8

Brian Cucco
District 9

GENERAL MANAGER

Don Englet

HAVE A STORY SUGGESTION?

Email your ideas to:
members@firelandsec.com

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