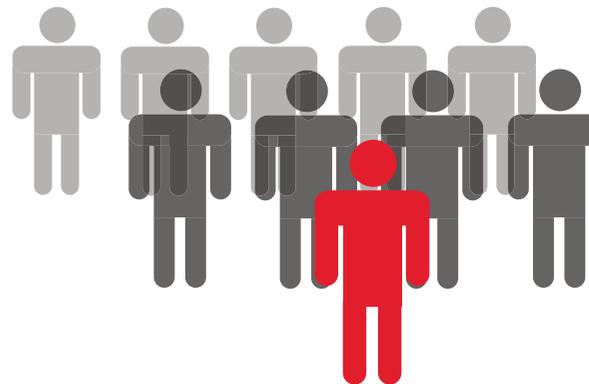




GM'S REPORT



# STANDING OUT FROM THE CROWD

Cooperatives are not like other businesses — but operating differently actually benefits a co-op's members and the communities it serves. As we celebrate National Co-op Month, it's the perfect time to take a look at what makes cooperatives like Firelands Electric stand out.

## We're in the people business

While most businesses offer a product or service in order to turn a profit, co-ops are in the “people business” — we exist for the sole purpose of serving you, our members, by providing safe, dependable electric power and first-rate customer service. This service still comes with a fee but, unlike other types of utilities, this charge is at cost. In other words, Firelands Electric Cooperative doesn't mark up the price of our services to make a profit.

Because the membership owns the cooperative, margins left over at the end of the fiscal year are allocated to members as capital credits, giving you a stake (or share) in the cooperative. When the co-op's finances are healthy enough, these credits are then retired and returned to the membership. While other companies pay margins to shareholders, Firelands pays them to the consumer.

Firelands Electric's service goes beyond just providing electricity and maintaining power lines. Cooperative employees teach electrical safety through demonstrations for first responders and youth programs. They help members locate potential sources of energy waste in their homes. They also provide information on options for assistance if a member struggles to pay their bill due to unforeseen circumstances. We power more than just homes and businesses — we also power people.

## We help members save energy — and money

The cooperative prides itself on helping members use electricity wisely. Unlike other utility companies, Firelands doesn't focus purely on kilowatt-hour sales. Our rebate programs help members save energy and money by purchasing efficient appliances, electric water heaters, and HVAC equipment. Members can also take advantage of the cooperative's energy advisors to find

ways to reduce their electricity consumption. An in-home, energy consultation is even available for members at no cost.

Our knowledgeable employees are also here to answer any questions you may have regarding solar panels and other renewable energy sources, electric needs for new construction, and energy efficiency upgrades to existing homes and businesses. Be sure to check out our website at [www.firelandsec.com](http://www.firelandsec.com) to find out what additional resources are available.



Dan McNaull  
GENERAL MANAGER

## We're members of our community

In addition to looking out for our individual members, Firelands Electric also places the communities it serves high on our priority list. These communities are our home. Our employees not only work here, but also raise their families, go to school, and worship here.

Whether it be as simple as taking part in a parade or sponsoring a football game, or as big as awarding an Operation Round Up grant to purchase equipment for a school or a medical facility, Firelands Electric Cooperative values its community and tries to support it whenever and wherever possible.

It's true that, at the end of the day, Firelands is still an electric provider. But there's so much more to the cooperative. As a member of the community, Firelands Electric Cooperative values the importance of being a good neighbor and tries to show this in everything we do. It makes us different — and we're pretty proud of that.



COOPERATIVE CONTESTS

# NATIONAL CO-OP MONTH

October is National Co-op Month — and Firelands Electric is celebrating with a special prize drawing!

The National Co-op Month Contest is open to all members of Firelands Electric. Submitted entries will be placed into a drawing for a chance to win one of four prizes.

**Grand prize:**  
**5-quart Oster DiamondForce XL  
air fryer with cookbook**

**2nd prize:**  
**10-inch, 8 GB digital picture frame**

**3rd prize:**  
**32 GB Fire HD 8-inch tablet**

Simply complete the form at right and return to: Co-op Month Contest, Firelands Electric Cooperative, P.O. Box 32, New London, OH 44851. Forms may also be completed online at [www.firelandsec.com/contests](http://www.firelandsec.com/contests). Entries must be received by 4 p.m. on Monday, Nov. 1, and are limited to one per member. Winners' names will be published in the December issue of *Ohio Cooperative Living* magazine.

## CO-OP MONTH CONTEST ENTRY FORM

Please complete the information below and mail your entry to: Co-op Month Contest, Firelands Electric Cooperative, P.O. Box 32, New London, OH 44851.

Entries may also be completed online at [www.firelandsec.com/contests](http://www.firelandsec.com/contests). Deadline to enter is 4 p.m. on Monday, Nov. 1.

Member's name

Service address

City/State/ZIP

Phone

Email



EMPLOYEE NEWS

# COMMITTED TO THE GLOBAL COMMUNITY

In August, Firelands Electric's Rob Swiger was one of 16 linemen recognized at the Ohio's Electric Cooperatives Summer Conference for their participation in Project Ohio.

The presentation acknowledged the efforts of the group, which worked to bring electricity to the remote village of Tierra Blanca Sebol in northern Guatemala in March 2020. It was the first time this village of roughly 650 residents had electric power in their homes and school.

Taking part in the presentation was 6th U.S. Congressional District Representative Bill Johnson, who represents 18 counties along the east and southeast border of Ohio. Johnson, along with senators Rob Portman and Sherrod Brown and representatives Troy Balderson, Bob Gibbs, and Bob Latta, teamed up to get the linemen home to Ohio after Guatemala's borders closed due to COVID-19.

Just a few days into the group's project, cases of the virus started to pop up in Ohio. At first, there was not much cause for alarm. But within days, areas across North America were closing down, leaving the linemen with no means to get back to the United States. Representative Johnson and his fellow legislators worked to arrange a private flight to Miami, Florida, and get it cleared by both Guatemalan and U.S. officials. Once in the U.S., the group was finally able to take a flight home to Ohio.

Despite COVID cutting the project short, linemen were able to complete 98% of the work they set out to do. Local crews energized the village for the first time shortly after Ohio's group was forced to pull out.

Rob Swiger is Firelands' third lineman to take part in the Project Ohio initiative. Chris Rowland participated in 2018 and Rick Bowers in 2016. Reflecting on his experience, Swiger said, "I'll always be thankful for having had this opportunity. Participating in this project makes you even more grateful for what we have here at home."

At right: Sixteen linemen from across Ohio finally board a flight from Guatemala City to Miami, Florida, after border closures due to COVID-19 jeopardize their return to the U.S.



Above: Firelands' Lead Lineman Rob Swiger is recognized by U.S. Representative Bill Johnson for his contributions to the March 2020 Project Ohio program in Guatemala.





CAPITAL CREDITS

# 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, or by phone at 1-800-533-8658.

This is the first of two notices.

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 EDWARDS, WILLARD

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# FIRELANDS ELECTRIC COOPERATIVE LOCAL PAGES

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## ENERGY EFFICIENCY

# 7 ENERGY-WASTING HABITS

No one intentionally wastes energy, but it's really easy to do. If any of these common energy-wasting habits seem familiar, it's time to make some changes.

### 1. Forgetting to change your furnace filter

A dirty air filter forces your heating or cooling system to work harder to keep you comfortable. Change your furnace filter at least every three months and more frequently if you have pets. Remember to have your heating and cooling system inspected and cleaned annually by a qualified professional to keep it operating at top efficiency.

### 2. Taking long showers

Did you know that standard showerheads use 2.5 to 3.0 gallons of water per minute? Just think of all the water and energy those 20-minute showers are sending down the drain. Everyone likes a hot shower, but keep it to ten minutes or less. Also, look into installing low-flow showerheads to use less water.

### 3. Running partial loads

Operating your dishwasher or clothes washer with just a few dishes or a small amount of clothes may sometimes be convenient, but it's a big waste of energy. Wait until you have a full load before you press the start button. Your clothes or dishes will still be fully cleaned, and you'll save energy and water.

### 4. Browsing in front of an open refrigerator

The time you spend deciding between lunchmeat and leftover pizza can cost you money. According to the Alliance to Save Energy, the average person spends about

ten hours a year looking at an open refrigerator or freezer. That's a lot of time for cold air to escape. Decide what you want and close the door.

### 5. Heating or cooling an empty house

Adjusting the temperature of your home when you are away is a cost-effective way to save energy, but it's easy to forget. Programmable thermostats optimize savings by automatically adjusting temperatures based on your schedule. Today's smart models provide advanced features, such as remote control and self-programming.

### 6. Leaving the lights on in empty rooms

This is one of the most common energy-wasting habits and, luckily, easy to fix. By simply turning off lights when you leave a room, you'll save energy and help your bulbs last longer. To save even more, install energy-efficient LEDs. They use 75% less energy than incandescent bulbs and last up to 50 times longer.

### 7. Falling asleep watching TV

You're relaxing and watching your favorite show when, suddenly, it's 3 a.m. and you wake up to an infomercial. A regular late-night TV habit can result in up to \$55 a year in energy waste. Click the off button if you're feeling drowsy or set a sleep timer before you snuggle in. If your set is older, also consider upgrading to an ENERGY STAR TV, which uses an average of 25% less energy than standard sets.

With a little extra time and effort, you can save energy and money today and all year long by breaking a few of these bad efficiency habits. For additional energy-saving tips, check out Firelands Electric Cooperative's website at [www.firelandsec.com/energy-efficiency](http://www.firelandsec.com/energy-efficiency) or [www.energy.gov/energysaver/energy-saver](http://www.energy.gov/energysaver/energy-saver).



COOPERATIVE UPDATE

# BOARD MEETING *highlights*

*Firelands Electric Cooperative's board of trustees met July 27 and covered the following items:*

- General Manager Dan McNaull reviewed reports for a safety and training meeting held July 14 and a job site observation conducted on July 18.
- McNaull reviewed the monthly tree trimming and outage reports.
- Director of Finance and Accounting Tabi Shepherd reviewed the June financials and reported on recent accounting and billing department activities.
- McNaull reviewed the revised 2022–2025 construction work plan.
- The board was advised of plans for OEC's Key Accounts event at the Akron Rubber Ducks game on Aug. 3 and the OEC Summer Conference Aug. 9–10.
- McNaull reviewed the arrangements for Firelands' ACRE Co-op Owners Recognition Breakfast scheduled for Sept. 17.
- Director of Operations Don Englet reviewed recent activities and projects in the operations department, including a proposal for upgrades to the transmission system supplying power to Firelands' Boughtonville substation.
- McNaull reviewed the cooperative's capital credits allocation notice, which had been mailed to members on July 16.
- Director of Communications and Technology Andrea Gravenhorst reviewed a report on recent activities involving the member services and IT department.

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. 26. 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**

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P.O. Box 32  
New London, OH 44851  
419-929-1571

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**GENERAL MANAGER**

Dan McNaull

**HAVE A STORY SUGGESTION?**

Email your ideas to:  
[members@firelandsec.com](mailto:members@firelandsec.com)

