



MESSAGE FROM THE PRESIDENT

CAPITAL CREDITS

It pays to be a member of an electric cooperative

There are many benefits that come with cooperative membership, but one of the most exciting is receiving capital credits. In fact, Firelands Electric is retiring over \$1 million of capital credits to current and former members this month.

Being a not-for-profit organization that is owned by its members, Firelands Electric provides its member-owners electric service at cost. Money to cover the cooperative's day-to-day operating costs — maintaining, repairing, and constructing the electric distribution system — comes directly from the members paying their electric bills.

At the end of the year, Firelands Electric subtracts expenses from the amount of money collected, and the remaining balance is called the margin. Any margin the cooperative makes — the money left over after all the bills are paid — is allocated back to the members' capital credit accounts.

Firelands Electric allocates the margin as capital credits to each member based on the amount of electricity they purchased throughout the year. These capital credits represent each member's ownership in the cooperative. As a member, you are investing in the efficient operation of your electric cooperative.

When we meet the financial requirements stated in our loan documents, and when our board of trustees determines it is financially feasible, we retire, or refund, capital credits back to our members.

Capital credits that are allocated, but unretired, are used to maintain, improve, and expand our electrical system and meet our other operating expenses. The cooperative invests the money in new poles, wire, transformers, substations, equipment, and other infrastructure in order to provide a reliable

supply of cost-effective electric power. This reduces the necessity to borrow money and helps us provide dependable electric service.

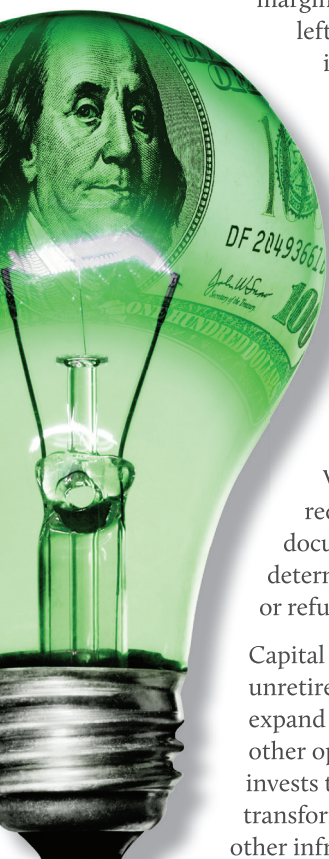
The \$1 million being refunded this year will be from the oldest capital credits years — the remaining allocation from 1997 and a portion of 1998. Active members of the cooperative will receive a credit on their August electric bill labeled "Capital Credit Refund." Former members who lived in the co-op's service territory during this period will receive a check. It's pertinent for members who move out of Firelands Electric's service area to provide the co-op with updated contact information to ensure that any capital credits owed to them in the future will be sent to the correct address.



Dan Schloemer, President
BOARD OF TRUSTEES

Since 1948, Firelands Electric Cooperative
has refunded over \$15.3 million in
capital credits.

The return of capital credits is just one of the many ways that electric cooperatives set themselves apart from other utility providers. Collectively, more than 900 electric cooperatives serve an estimated 42 million people in 47 states and retire around \$1 billion in capital credits annually — that's the cooperative difference.





ANNUAL MEETING

CO-OPS AND COMMUNITIES *Grow* TOGETHER

Firelands Electric Co-op holds 81st annual meeting of members

Around 600 members and guests attended Firelands Electric Cooperative's 81st annual meeting of members, held June 22 at Myers Convocation Center on the campus of Ashland University.



Incumbents Bruce Leimbach, Carl Ayers, and W.E. Anderson were re-elected to the cooperative's board of trustees to represent districts 4, 5, and 8, respectively. Congressman Bob Gibbs, R-Lakeville, spoke to Firelands Electric's members, voicing his support for the Ohio electric cooperative community. Gibbs noted the passage of a farm bill in the House, which prioritizes rural infrastructure and the expansion of broadband internet access.

Also addressing the crowd was Vice President of Statewide Services Doug Miller, who represented

Firelands Electric's power supplier and service organization, Buckeye Power and Ohio Rural Electric Cooperatives. Buckeye Power generates safe, environmentally responsible, and affordable electric power that is delivered to Firelands' members. This energy is generated from a variety of resources including coal, natural gas, and renewable options such as solar, hydro, landfill, and methane gas projects.

In addition to ensuring plant efficiencies, Buckeye Power is reducing costs by refinancing some of its long-term debt. With the passage of the 2018 Farm Bill, Buckeye Power took advantage of the opportunity to refinance \$100 million of debt at lower rates, which will save millions in interest expenses. Miller stated that Buckeye Power is fulfilling its mission to deliver competitive, stably-priced, and reliable wholesale power to its 24 electric cooperative distribution systems serving 400,000 meters in Ohio.

Firelands Board of Trustees President Dan Schloemer reflected on a year of change at the cooperative, including the completion of a new headquarters facility, which came in more than 10 percent below budget. He stated the cooperative had a strong year financially and achieved record operating revenue with margins of \$1.7 million for 2018.

At right, Firelands Electric General Manager Dan McNaul addresses co-op members during the 2019 annual meeting.





Around 600 members and guests attended Firelands Electric Cooperative's 81st annual meeting and breakfast, held on June 23.

Two major items that accounted for the cooperative's strong financial numbers were high kilowatt-hour sales due to a cold winter and a warm summer, and the employee team holding controllable expenses in check.

Strong margins are a source for capital credits that are paid back to Firelands Electric's members. The cooperative's board approved to return \$1 million in capital credits to member-consumers in 2019, which will appear on their August electric bill.

General Manager Dan McNaul addressed the group in attendance about rates and reliability. He announced the cooperative is constantly watching expenses and has avoided the need for a rate increase by holding down controllable costs. In 2018, the cooperative and its employees held down controllable expenses to its lowest level in four years, while earning healthy operating margins that were more than double of last year and scoring a record high 87 in member satisfaction on the annual American Customer Satisfaction Index survey.

McNaul noted the primary causes of power outages over the past year were trees, followed by animals and weather. "Even though we can't control things like animals, trees, weather, transmission lines, and automobile drivers with cell phones, we are continuously working to upgrade our distribution system to minimize the effects of these outage instigators," McNaul said.

Firelands Electric Cooperative is in the process of developing an extensive four-year construction work plan for the years 2020-2023. This plan will put an emphasis on upgrading main tie lines between substations to permit rerouting power for maintenance work and during outages. The cooperative is looking at certain areas where blinks have occurred and areas where heavier lines are needed to handle growing electrical loads.

One major budget consideration in the cooperative's work plan is to add a second transmission feed to its New London substation, which is dependent on a single feed to supply the entire village and surrounding area. McNaul stated the four-year work plan is expected to be in the range of \$10 million, which is significant when considering the system's present value is \$49 million, but pointed out that the investment is necessary to ensure the reliability that Firelands Electric Co-op owners deserve.

McNaul encouraged Firelands members to join the more than 350 current members of ACRE Co-op Owners for Political Action®, a nonpartisan political action committee that supports candidates who represent the interests of electric co-op members. "These members value the benefits of being a member-consumer and understand the importance of building a strong political identity to protect their interests," McNaul said.

To view additional photos of Firelands Electric's 2019 annual meeting visit, www.flickr.com/photos/firelandsec/albums.

Annual meeting prize winners

- Milwaukee cordless tool set — Richard Jones of Ashland
- Kitchen Aid 5-quart mixer — David French of Ashland
- \$100 bill credit — Michael Gault of Ashland
- \$50 bill credits — David Hester of Norwalk and Vaughn Neel of New London
- \$25 bill credits — Thomas Adams of Jeromesville, Tom Beck of Loudonville, Thomas Keener of Ashland, and Larry O'Neil of Mansfield
- \$25 bill credit for Questionnaire — C. Fred McClure of Ashland



PAYMENT OPTIONS

BUDGET BILLING AVAILABLE

Smooth out the lumps and bumps in your monthly electric bills

Budget Billing is a free service that makes managing your cash flow easier by providing predictable monthly payments. Firelands Electric's budget plan (or leveled billing) is available to members who wish to pay the same amount each month and not be surprised by higher summer or winter electric bills.

The deadline to sign up for Firelands Electric's budget plan is Friday, August 16.

The co-op will estimate your monthly consumption based on the past 12 months of electric use. Members' accounts will be reviewed quarterly and, based on changes in actual electric consumption, the monthly payment amount may be increased or decreased.

Utility bills are generally highest during cold winter months and hot summer months. Levelized billing avoids highs by creating a consistent monthly payment based on the past 12 months of electric use — therefore, members need to have at least 12 months of residency listed in their name at their current address to be eligible for the budget plan.

Firelands Electric Co-op's budget plan has an annual "catch-up" during the month of August, when any credit or balance due on the budget account is reflected on that month's bill.

Your cooperative's leveled billing option is available at no extra cost, and you can also participate in automatic budget payments, meaning you can sign up for both auto pay and budget billing. The same amount can be electronically paid from your bank draft, debit, or credit card every month.

For your convenience, Firelands Electric has numerous options for paying your electric bill. Members can make payments by mail, in the co-op's office, at the drive-up window, or in our night drop box. They can also pay by phone 24 hours a day, 7 days a week, by calling 1-800-533-8658. Several other convenient payment options include:

- Automatic Bank Draft — This service enables you to have your Firelands Electric payment automatically deducted from your checking, savings, or credit card account each month. You save postage costs and time, and your money stays in the bank until the 14th day of each month.

- SmartHub Account — Firelands Electric's online payment system gives members the ability to schedule future payments, report power outages, and receive important notifications regarding their account.

- SmartHub App — The co-op's free mobile application allows members to pay bills and access their electric account information anytime, anywhere through their mobile device. Members can also receive power outage notifications directly to their mobile device.

- SmartHub Pay Now — For those members who just want to view and pay their account without having to create an online account, SmartHub Pay Now access is an easy bill payment system that does not require any online registration, and can be accessed using your electric account number and last name/business name.

For more information, please contact Firelands Electric Cooperative at 1-800-533-8658, or e-mail us at billing@firelandsec.com. Visit www.firelandsec.com to start using SmartHub today.



INNOVATIVE TECHNOLOGY

Firelands embraces the future of electric vehicles

Electric vehicle (EV) announcements are appearing almost daily among automotive manufacturers. This, coupled with actions by local and national governments around the world to restrict the use of gas- and diesel-powered vehicles, has resulted in EVs humming their way into the hearts of motorists across the Buckeye State.

A new market niche is created for electric cooperatives and other utilities as owners and operators will need to keep those vehicles charged and running. Fleet acceptance will gain momentum as companies and agencies conduct more analysis aimed at determining which roles EVs can fill, significantly reducing fuel and maintenance costs. Consumer acceptance will be key to the depth of the market penetration that EVs achieve, and the availability of public charging stations could determine the pace of that expansion.

Markets for both public and home charging units are likely to grow. Firelands Electric Cooperative considered this when launching its newest rebate program — offering a \$250 rebate towards the installation of a new, UL-listed EV-Level 2 (240-volt) charger.

“Charging where you park is the key — that’s going to involve car dealers, utilities, businesses, and communities all working together to figure out solutions and how we can make it work,” says Firelands’ Director of Member Services and Communications Andrea Gravenhorst. “Some co-ops across the country are doing great things to support increased interest in electric vehicles,” she adds.

This predicted increase in household electricity consumption is consistent with what utilities are seeing in early adopted markets. For example, an electric utility that serves the third-largest EV market in the nation advises its customers that their electric consumption will increase by about 30 percent when making the switch to fueling with electricity. Annual mileage driven is the key variable influencing overall energy consumption.

A common concern among electric utilities is the load growth from EVs that may stress distribution systems or result in additional marginal generation costs. There are uncertainties regarding the future of federal and state tax



During Firelands’ open house event in April, guests were also able to get an up-close look at an EV of the future. Local resident Dave Bailey had his Tesla Model 3 electric car on display during the event and answered questions regarding the vehicle.

credits, fuel efficiency standards, and driver perceptions about EVs. In the face of those potential challenges, electric cooperatives are positioned to evaluate methods to mitigate any system impact through pricing, program design (potential load management devices or time of use rates), and other technology deployment.

EV sales are expected to grow internationally and domestically. Investment and financial services company Morgan Stanley has looked at three possible scenarios and predicts that 2025 could be a turning point for EVs. In its base case, it predicts that EVs will constitute 10 percent of new car sales in 2025, grow to 30 percent in 2035, and reach 70 percent in 2049. It also has a more aggressive scenario putting EVs at 90 percent of new car sales by 2045. However, it also presented a weaker model that saw EVs at or below 10 percent of new car sales for the foreseeable future.

If costs do not fall and government mandates are not enacted then it is possible that electric drive vehicles will remain a niche product, more prevalent among high end cars, performance vehicles, and fleets.



REBATE PROGRAMS

SAVE MONEY

with Firelands Electric Co-op's rebates

To encourage members to make energy-smart purchases, your cooperative offers a variety of energy efficiency and load management programs and rebates. Some of Firelands Electric Cooperative's member programs date back over 35 years, and the co-op constantly updates them to reflect advances in technology and energy efficiency.

In addition to offering incentives for geothermal and heat pump systems, electric water heaters, and weatherization upgrades, the cooperative also offers savings on several Energy Star-listed appliances.

New for the 2019-2020 program year, Firelands Electric has added a rebate program for cooperative members who install a Level 2 (240-volt) electric vehicle charger.

Residential and commercial members who install a charger certified by Underwriters Laboratories, Inc. (U.L. Listed) and Edison Testing Laboratories (ETL Listed) are eligible to receive a \$250 rebate.

Check out the chart at the right for more information on the co-op's current rebates. A complete listing of all Firelands Electric rebate programs and incentives, as well as their specific eligibility requirements, is available at www.firelandsec.com/content/member-programs.

Note: Some rebates and incentives require members to participate in the cooperative's load management program by having a PeakBuster device installed on the applicable appliance.

NEW \$250 electric vehicle–level 2 charger rebate

Firelands Electric Cooperative is offering a \$250 rebate to members who install a new electric vehicle (EV)–level 2 charger in a home, office, or other building. This rebate is available only to members of the cooperative. Equipment must be installed in compliance with requirements between July 1, 2019 and June 15, 2020.*

The equipment must be certified by Underwriters Laboratories, Inc. (U.L. Listed) and Edison Testing Laboratories (ETL Listed).

EV rebates are issued to the member in the form of a check.

A maximum of two charging port rebates may be paid per residential member home and a maximum of six charging port rebates may be paid per non-residential commercial building.

*Rebate is retroactive to January 1, 2019.

Please note: Charger may require electric upgrades and higher installation costs that will be the responsibility of the homeowner.



Firelands Electric Co-op 2019-2020 Member Programs

PROGRAM TYPE	AMOUNT	GENERAL REQUIREMENTS
HVAC SYSTEM & LOAD MANAGEMENT REBATES		
All-Electric geothermal systems	\$800* rebate	Installation of a new or replacement all-electric geothermal or heat pump system with a <u>Cool Returns</u> load management device installed . Communicating systems that are incompatible with the load management device will receive the rebate, less \$100*.
All-Electric heat pump systems	\$500* rebate	
Dual fuel geothermal and air-source heat pump systems	\$300* rebate	
All-Electric ductless or mini-split heat pumps	\$300* rebate	
LOAD MANAGEMENT INCENTIVES		
Central air-conditioning systems	\$100* bill credit	Installation of a <u>Cool Returns</u> load management device on a new or existing central cooling unit that does <u>not</u> qualify for other member program incentives.
ELECTRIC WATER HEATER INCENTIVES		
New standard electric water heaters (no existing switch)	\$300* bill credit	Installation of a new or replacement electric water heater that has a 50-gallon or larger tank capacity, with an E.F. of 0.91 or higher that <u>does not already have a load switch</u> .
Replacement electric water heaters (existing switch)	\$150* bill credit	Same as above, except tank has an existing load management switch installed.
Electric heat pump or communicating water heaters (only available on units incompatible with RCS switch)	\$150* bill credit	Installation of a new or replacement electric heat pump or communicating water heater that meets the energy efficiency standards above.
	\$50* bill credit	Installation of load management device on an electric water heater that doesn't meet the cooperative's energy efficiency standards. Solar and on-demand/tankless water heaters do not qualify for this incentive.
ENERGY STAR APPLIANCE REBATES		
Refrigerator & freezer	\$100* bill credit	Purchase of an ENERGY STAR®-certified appliance to replace an existing appliance. Purchase receipt, proof of removal of old appliance, and proof of ENERGY STAR certification required.
Dishwasher & clothes washer	\$50* bill credit	
Dehumidifier	\$25* bill credit	Installation of an ENERGY STAR®-certified dehumidifier with a minimum capacity of 70 pints/day. Purchase receipt for the new appliance and proof of ENERGY STAR certification required.
WEATHERIZATION REBATES		
Air-sealing upgrades	\$400* Rebate	Air sealing and insulation upgrades must be installed by a licensed contractor. All qualifying upgrades must be installed in an electrically heated residential home and meet or exceed required energy specifications.
Insulation upgrades	\$800* Rebate	
ELECTRIC VEHICLE (EV) REBATES		
NEW! Electric Vehicle (EV) Level 2 Charger	\$250* Rebate	Installation of a new, UL-listed electric vehicle (EV) Level 2 (240-volt) charger. Maximum of two rebates per residential member or six per commercial/industrial facility.

*A complete listing of specific eligibility requirements for all incentives is available on Firelands Electric Cooperative's website, www.firelandsec.com.



EMPLOYEE NEWS

CINDY THOMPSON CELEBRATES **20 YEAR** MILESTONE WITH CO-OP

Cindy Thompson joined Firelands Electric in August 1999 as a billing clerk and is now celebrating her 20th anniversary with the cooperative. In 2010, she was promoted to accounting clerk and handles Firelands Electric's payables and receivables.

While with the cooperative, Cindy continued her education and received her associate's degree in Business Administration from Ohio Business College in 2013.

Looking back over the past 20 years, Cindy has enjoyed a variety of work duties in both the accounting and billing departments. "I'm amazed how the cooperative has grown by using the latest technology available in the electric utility industry," says Cindy. "Yet Firelands has always maintained its dedication to personal connections with members."

"Cindy is a very dedicated and important part of the cooperative family. She is always looking for additional ways to save the cooperative money and better its membership. She is a very caring person who often works through lunch and stays late — Cindy's strong work ethic and positive attitude have an influence on everyone who interacts with her," says General Manager Dan McNaull.

Over the past two decades, Cindy has become convinced of how important it is to voice her concerns about regulations and legislation coming out of Washington,

D.C., which don't make sense for ensuring reliable electricity in rural Ohio. She does that through the Action Committee for Rural Electrification (ACRE®), which members can be a part of, too.

"I am proud to be an ACRE member and being part of the political action committee for electric cooperatives nationwide," adds Cindy. "I am very blessed to be a part of the cooperative family and really enjoy helping our members."

Cindy and her husband, Chuck, live in Clarksfield Township and have three grown children. In her spare time, outside of family and church activities, she enjoys gardening and doing crafts. Cindy and her husband take pleasure in spending quality time with their seven grandchildren, and attending their numerous activities.



Cindy Thompson
ACCOUNTING CLERK

Energy Efficiency Tip of the Month

Routinely replace or clean your air conditioner's filter. Replacing a dirty, clogged filter can reduce your air conditioner's energy consumption by 5% to 15%.

Source: energy.gov



EMPLOYEE NEWS

TRACY GIBB CELEBRATES 5 YEARS WITH THE CO-OP

Tracy Gibb joined Firelands Electric as a part-time member services representative in April 2013 and was hired on full-time in August 2014, where she serves as the cooperative's communications and member relations specialist. Tracy is responsible for handling energy efficiency questions, member programs, the company website, social media, and other communication outlets — including many aspects of the cooperative's local pages in *Ohio Cooperative Living*.

In addition to being a graduate of Kent State University with a Bachelor of Arts in English, Tracy has more than 15 years of freelance graphic design and customer service experience. She is currently attending Cuyahoga Community College (Tri-C) where she is taking classes on social media communications.

Tracy has been a member of a neighboring cooperative, Lorain Media Rural Electric, since 2001. Her position with Firelands has made her more aware of how much work takes place behind the scenes at an electric cooperative. "There's a lot more communications and public relations that take place than what a member may think. It's not just providing electricity, because co-ops are very committed to member service and supporting the communities they serve," says Tracy.

"Her extensive background has been a true asset to the cooperative," says Director of Member Services and Communications Andrea Gravenhorst. "Her immeasurable talents are an assist to the company and she is always able to tackle the wide array of marketing and communications projects thrown her way, including occasional IT tasks," adds Gravenhorst.

Tracy lives in the Nova area with her husband, Ron, and their two children. She enjoys reading, spending time with her family, and supporting her children's numerous activities.



Tracy Gibb
COMMUNICATIONS AND
MEMBER RELATIONS SPECIALIST

SAVE MONEY WITH BETTER BULBS

Lighting accounts for about five to ten percent of your household energy bill. This amount may not seem like a lot, but it can add up quickly. Energy efficient lighting is easy and results in immediate energy savings to lower your bill.

TYPE OF BULB	Incandescent (60W)	CFL (13W)	LED (10W)
Approximate Cost for 5 bulbs	\$2.50	\$10.00	\$15.00
Number of Bulbs Needed in LED Life Span	125	13	5
Approximate Lifetime Savings with LED	\$756	\$62	



FYI

Where does my electricity come from?

Attend the 2019 tour of Cardinal Generating Station to find out



Located on the Ohio River in Brilliant, Ohio, Buckeye Power's Cardinal Plant provides power to Firelands Electric and the 23 other electric co-ops in Ohio. The plant has invested millions of dollars in environmental upgrades — making it one of the cleanest coal-fired power plants in the world.

The 2019 Cardinal Plant tour is scheduled to take place Thursday, Oct. 3. This scenic day trip is free and available to cooperative members who have not previously toured the plant. Attendees will participate in an interesting and informative guided tour of Cardinal, as well as be treated to dinner at Dutch Valley Restaurant and Bakery in Sugarcreek.

The bus will depart from Firelands' office headquarters in New London and will also pick up/drop off at the Ashland County Career Center on State Route 60.

Since the power plant can be a potentially hazardous area, tour participants must be at least 12 years old, unless specifically authorized. There will be a considerable amount of walking, climbing several flights of stairs, and going through some hot and dusty areas. Members with health concerns, those who require assistance walking, or those who cannot walk more than a half mile without resting should not take the tour.

Space is limited and reservations are available on a first-come, first-served basis. Seating for this popular tour fills up quickly, so be sure to sign up early.

If you are interested in attending this year's tour and would like to request your seat on the Cardinal tour bus, please visit www.firelandsec.com/content/cardinal-plant-tour. Members can also sign up by contacting the member services department at members@firelandsec.com, or by calling 1-800-533-8658.



4-H CAMP CONGER

In June, Firelands Electric Cooperative employees Scott Carbary, Tracy Gibb, James Miller, and Andrea Gravenhorst visited Huron County's 4-H Camp Conger. The group assisted 70 campers with the construction of lamp and extension cord projects, continuing a long-standing tradition between the cooperative and the camp. Visit www.flickr.com/photos/firelandsec/albums to view more photos from this year's activities.



CO-OP NEWS

MEMBERS-ONLY discounts

Planning a vacation or weekend adventure? Firelands Electric Co-op members have access to thousands of exclusive travel and entertainment discounts through our affiliate partnerships with Cedar Point and TicketsatWork.com.

Cedar Point

Firelands Electric has several discount ticket options available for co-op members who want to experience the thrill and excitement of Cedar Point. This special



online store offers BIG savings on Cedar Point tickets, parking passes, meal plans, Dinosaurs Alive admission, Fast Lane passes, and more. Discounts even include Halloweekends!

Tickets are available ONLY on the cooperative's convenient online store, where members of Firelands Electric can purchase and print Cedar Point and Shores Waterpark tickets at a discount.

Cedar Point online store: www.cedarpoint.com/affiliate

User Name: FIRELANDSEC | **Password:** fec
(case sensitive)

Cedar Point discount tickets may be purchased only by members of Firelands Electric (those who have the cooperative as their electricity provider). All sales are final and any tickets purchased online will be charged sales tax and a processing fee.

TicketsatWork.com

Firelands Electric Cooperative is excited to offer exclusive discounts through TicketsatWork.com. Available to cooperative members, this service offers free and discount opportunities for hundreds of attractions, concerts, sports, and events nationwide. These special offers are not available to the general public.

As a member of this corporate program, Firelands Electric Co-op members have access to savings of up to 60 percent off on:

- Over 225,000 hotels around the world, plus rental car discounts with all major brands
- Tickets to the top shows on Broadway, in Las Vegas, and locally including sporting events, Cirque du Soleil, Disney on Ice, and many others
- Theme park discounts including Cedar Point, Cedar Fair Parks Nationwide, Walt Disney World, Universal Orlando Resort, Universal Hollywood, Legoland, Sea World Parks and Entertainment, Six Flags, and hundreds of others
- Movie tickets from over 20 theater chains and local restaurant and spa offers
- Exclusive shopping offers from top electronic, apparel, and gift retailers

This is a completely FREE service, and there are NO membership fees or hidden charges.

Start taking advantage of these great offers by creating an account today!

TicketsatWork discount portal:
www.ticketsatwork.com/tickets/

Company code: CPFIREELEC





COOPERATIVE UPDATE

BOARD MEETING *highlights*

Firelands Electric Cooperative's board of trustees met May 28 and covered the following items:

- Board President Dan Schloemer reported that the cooperative received 34 membership applications for approval by the board.
- Huron County Sheriff Deputy Mitch Cawrse attended the meeting to discuss building security with the board. He discussed various safety items and made suggestions regarding active shooter situations that may involve cooperative employees, and he will follow up with management.
- The board reviewed a report of the safety and training meeting held April 17.
- Director of Finance and Accounting Tabi Shepherd reviewed the April financials and reported on recent accounting and billing department activities. She passed out IRS Form 990 questionnaires to trustees, asking for them to be completed and returned.
- General Manager Dan McNaull reviewed with the board the current status on the sale of the cooperative's former buildings.
- McNaull advised the board that the cooperative's

consumer index score had increased from 86 to 87 in this year's ACSI survey. Dan reported that the score placed Firelands Electric in the upper tier of cooperatives both on a statewide and national level.

- The board reviewed a \$260 fee to be implemented for distributed generation and net metering applications, which is totally cost based.
- McNaull discussed rural broadband with the board and advised he is still gathering data.
- Director of Operations Don Englet reviewed recent activities and projects in the operations department.
- Director of Member Services and Communications Andrea Gravenhorst reported on recent activities involving the member services and IT departments. She also reviewed arrangements for the upcoming annual meeting.
- McNaull reviewed a right of way report from James Miller with the board.

The cooperative's next board meeting is scheduled for 7 p.m. on Tuesday, August 27, at Firelands Electric's facility, located at 103 Industrial Drive, New London.

FIRELANDS ELECTRIC COOPERATIVE, INC.

OUTAGE HOTLINE

1-800-533-8658

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New London, OH 44851
419-929-1571

OFFICE HOURS

Mon.-Fri. 8 a.m.-5 p.m.
www.firelandsec.com



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GENERAL MANAGER

Dan McNaull

HAVE A STORY SUGGESTION?

Email your ideas to:
members@firelandsec.com

Firelands
Electric
COOPERATIVE
Your Touchstone Energy® Partner 