GM'S REPORT

Investing in Community

Being a member of Firelands Electric Cooperative means being part of something extraordinary.

Founded in 1936, Firelands Electric brought electricity to areas that had none. When investor-owned utility companies refused to bring electricity to rural locations, neighbors banded together to fulfill a critical need in our community. Concerned local leaders went door-to-door, encouraging people to join the cooperative and invest in new technology that would change their lives — and continues to have an impact to this day.

In the early years of Firelands Electric Cooperative, members of the community understood we were different. They remembered when the lights came on for the first time or they knew someone who helped establish the co-op. For most people, our founding and its circumstances have long been forgotten. Over time, folks in the community may have come to think of us as just another energy provider.

But that is not the case. Simply put, we are not a corporation — we are a not-for-profit cooperative run by our members, for our members. Firelands Electric members guide important decisions that improve and enrich the co-op and the community. By electing board representatives from their own neighborhoods, members have a voice in how the cooperative operates.

Unlike most other businesses, your cooperative is not about profits. The money Firelands Electric receives when members pay their bills does not go to

shareholders. These dollars go toward paying expenses, are returned to our members in the form of capital credits, or are reinvested in the co-op. Circulating close to home, this money helps strengthen the local economy and the community.

Your co-op's concern for community sets us apart from other companies. Firelands Electric offers scholarships to students and provides electrical safety training to first responders. From sponsoring the county fair to helping a local business with its energy efficiency needs, we stand as a driving force in our community.



Dan McNaull
GENERAL MANAGER

This October, Firelands Electric joins tens of thousands of other cooperatives in celebrating National Cooperative Month. These co-ops represent every sector of the U.S. economy, from utilities and credit unions to insurance and farmers. In fact, one in three Americans are members of some type of cooperative. Firelands Electric is just one of 900 electric cooperatives across the country that exist solely to provide safe, reliable, and technologically advanced service to 42 million Americans.

Your cooperative is member focused and community driven. Our members and our community are at the heart of what we do. Just as the communities we serve are constantly changing, Firelands Electric Cooperative is always evolving to meet our members' needs. And we are able to do this because of members like you.

To celebrate National Co-op Month, Firelands Electric Cooperative will be giving one FREE LED lightbulb to the first 200 members who visit our office at 103 Industrial Drive, New London, during the month of October.



RATES

UNDERSTANDING YOUR MONTHLY STATEMENT

As a member of Firelands Electric Cooperative, you make an investment in the co-op every time you pay your bill. So what exactly is this monthly investment, and how do you benefit from it?

The distribution charge on your monthly bill statement is a fixed investment that helps your co-op cover the expenses of maintaining the overall electrical system. Maintaining poles, wires, substations, meters, and other co-op equipment takes strategic planning and significant resources. The distribution charge is also used to cover insurance and taxes, as well as the routine upkeep of trucks, computers, and software. Essentially, this fixed cost ensures that all of Firelands Electric Cooperative's equipment operates properly and that employees are trained and ready so the lights turn on when you need them.

Regardless of how much electricity a family uses, the cost of delivering power to a home is the same. Think of it like a car. Whether you drive 500 miles a month or 5,000 miles a month, you still have to keep your car in working condition so that it starts each and every time you turn the key. The same goes for electricity: The cooperative's equipment must be maintained to ensure electricity is there whenever you press a power button or flip a switch.

Since everyone benefits from the same service, the cooperative's regular residential members are all charged the same \$34 per month for their distribution charge. About 98% of Firelands Electric's 9,100 members are residential. The remaining 2% have other types of electric service, such as grain-drying or commercial three-phase service, and those members have a different fixed distribution charge based on the

operational costs for their particular

Flat fee that covers expenses involved with maintaining your electric service.

Costs associated with generation and transmission.

type of service. This rate structure gives each member an equal share in the cooperative and its operating costs.

There is also a variable component on your monthly statement called the kilowatt-hour (kWh) charge. This is where how much electricity you use comes into play. Just like you pay for gas by the gallon to operate your car, you buy electricity by the kilowatt-hour. If your car gets 20 miles per gallon and it's a 20-mile roundtrip drive to work, you have to purchase one gallon of gas at the current market price. Likewise, if using your oven for one hour a day uses 100 kWh of electricity per month, you pay for that 100 kWh at the kilowatt-hour rate of \$0.1035 (i.e., \$10.35 for 100 kWh).

While the amount of your kWh charge varies each month depending upon how much electricity you used, your fixed monthly distribution charge is an investment to ensure you have access to safe, reliable, and affordable power whenever you need it. We appreciate and value the investment our members make in the co-op each month, and we strive to use that investment wisely for the benefit of our entire community.

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 at 1-800-533-8658 or email them at billing@firelandsec.com.

> Based on the amount of killowatt-hours (kWh) used.

Mar Ago	Rate/Type of Din
Usage One Year Ago SINGLE PHA	SE GENERAL SER \$ Amount
342 Current Bill Inform	nation 0.00
	37.78 34.00
BALANCE PRIOR TO THIS BILLING	2.88
KWH CHARGE DISTRIBUTION CHARGE DISTRIBUTION CHARGE	0.34
WHOLESALE POWER ADJ OPERATION ROUNDUP	75.00
AND THE RESERVE OF THE PROPERTY OF THE PROPERT	
TOTAL CHARGES	

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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.

ABRAM, DAVID A ABSHER, LINDA ACKERMAN, WILLIAM H ADAMS, A K ADAMS, RICHARD H, JR ADAMS, EDNA ADKINS, ANTHONY R ADKINS, O ADKINS, CHARLES ALBRIGHT FAMILY TRUST ALCORN, MICHAEL E ALEXANDER, ARNOLD ALLEN, KATHERINE R ALSEPT, J R ALT, BERNARD J AMERICAN TOWERS INC AMOS, W M AMSTUTZ, RANDY A ANDERSON, FRANCES L ANDERSON, GARY L ANGRIST, A M APPLEGATE, HAROLD P **AQUA GARDENS** ARMSTRONG, JANE E ARMSTRONG UTILITIES INC ARTHUR, KIM AT&T COMPANY STORE #OH3440 ATKINS, DANIEL J ATKINSON, ROBERT T ATKINSON, GLENN FOR MARJORIE L ATKINSON

AUSTIN, WILLIAM C

B BUILDERS

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BONNEY, MARGARET



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BRICELAND, JOSEPH R BRIGHT, BEVERLY BROCKWAY, DENNIS D BROWN, KATHY A BROWNE, BRAD BROWNELL, LESTER A BROWNING, DIANA BRUBAKER, EDWARD BRUNKE, DENISE BRUSACORAM, PAULETTE BUCCI, GENE A BUCHANAN, KATHY **BUCHANAN, ROGER** BUCKNER, HUBERT BUETOW, KATHLEEN M BUFFINGTON, KENNETH, III BUMB, GREGORY L BUNT, MARK W BURDETTE, ROBERT J, SR BURGER, A W BURGER, JOAN BURK, JOHN BURKEPILE, RONALD BURNELL, LINDA F BURSLEY, OPAL M BURWELL, CARL **BUTLER. SHELLY** BUTLER, STEVEN W BUTTS, MELISSA A BUZZARD, PHILLIP A CALTRIDER, RON CAMPANO, KAREN B CAMPBELL, ALFRED E. JR CAMPBELL, DONNA M CAMPBELL, LOUISE CAMPBELL, TIMOTHY W CAMPUS, PHILIP M CANO, JAVIER CANO, LINDA A CANODE, DONALD V CANTRILL, JOANNE CANTRILL, LEO R, JR CARBARY, RICHARD CARLSTROM, CARY A CARMAN, RICHARD T CARPENTER, DENNIS J CARR, DONALD L, III CARRUTHERS, GUY A

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KINNEY, JAY R

KIRK, RUSSELL

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FIRELANDS ELECTRIC COOPERATIVE LOCAL PAGES

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KEEPING TABS

ON POWER OUTAGES

When co-op members are suddenly and unexpectedly without power, Firelands Electric occasionally receives questions about the exact location of the outage. Often, a member is away from home and trying to determine if they are being affected. Other times, members ask simply out of curiosity.

When an outage occurs, Firelands Electric Cooperative turns to Facebook, the homepage of its website, and the online outage map to keep members informed of the general area being impacted. The co-op typically lists the number of members affected and the county and township involved.

Firelands doesn't, however, list the exact location, and this is for the sake of both its crews and its members.

During an outage, safety is top priority. Anytime that power lines are involved, a dangerous situation can arise. Firelands Electric Cooperative wants to do everything possible to protect its linemen and the public. For example, when a vehicle accident results in a broken utility pole, downed power lines can remain energized, causing a potential hazard. The more people who know precisely where the accident took place, the more likely it is for someone to want to take a look at the situation. This can create a major safety concern. Spectators could unintentionally cause a dangerous situation for the co-op's linemen, as well as put themselves in harm's way.

Reporting the specific outage site also makes the co-op's members more vulnerable. If it becomes public knowledge that certain homes are without electric power, those living in the area would be

more at risk for vandalism, theft, or other crimes. Outdoor lighting and security systems, for instance, would no longer be operational and unable to protect members' homes or property.

In addition to safety concerns, revealing the exact location of an outage could also create extra traffic in the area, which could interfere with the work of the co-op's line crews and slow down the restoral process for everyone involved.

This brings up another key concern: If the co-op doesn't identify the exact site of an outage, how can members stay informed? Firelands Electric Cooperative's SmartHub offers cutting-edge tools to keep members in the know. By signing up for the app's service notifications, members can monitor outages at their home or business.

Advanced technology allows participants to receive outage information for their individual account. Members can enroll multiple email addresses and phone numbers to have any combination of emails or text messages delivered directly to their electronic devices. Notifications are available for a power outage, a power outage restored, and a planned power outage. Even if you are away from home, you can know when the power goes out and when it comes back on. By just clicking "Report an Issue" (on a computer) or "Service Status" (on a mobile device), members can advise the cooperative of an outage at their location with the simple tap of a button!

To sign up or to learn more about Firelands Electric Cooperative's SmartHub outage notifications, visit www.firelandsec.com/content/smarthub-101.

CO-OP NEWS

ACADEMIC EXCELLENCE

The A Team recognizes students in grades 6-8 for their hard work and dedication to education. Students whose parents or guardians are members of Firelands Electric Cooperative and who have a minimum of three A's on their most recent

report card are eligible to enter.

A drawing will take place at the end of each grading period, and three students will be chosen to receive an iTunes gift card. Winners will also have their photo published in an upcoming issue of Ohio Cooperative Living magazine and will be featured on the co-op's website and social media outlets.

The next drawing is Dec. 10. For complete details on how to enter, visit www.firelandsec.com/content/team.







COOPERATIVE UPDATE

BOARD MEETING highlights

Firelands Electric Cooperative's board of trustees met *July 23 and covered the following items:*

- The board conducted the election of officers for the upcoming year. Dan Schloemer was re-elected president, Bruce Leimbach vice president, and Carl Ayers secretary/treasurer.
- The board reviewed and approved a report on a safety event held June 10 that involved pole-top and bucket rescue training.
- Director of Finance and Accounting Tabi Shepherd reviewed the June financials and reported on recent accounting and billing department activities.
- General Manager Dan McNaull updated the board on the current status of the co-op's former buildings. He reported that the sale of the rental house and warehouse has been completed.
- McNaull proposed changes to an internal policy in order to strengthen cybersecurity. Following discussion, the amended policy was approved by the board.

- The board approved moving forward with plans to hold a recognition breakfast for the cooperative's ACRE Co-op Owners for Political Action members.
- The board was advised that the cooperative had received over 50 tickets to the Akron Rubber Ducks baseball game on Aug. 19 from Ohio's Electric Cooperatives, which will be offered to Firelands' key account members, trustees, and employees.
- McNaull reviewed the cooperative's monthly outage report for July with the board.
- 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.

The cooperative's next board meeting is scheduled for 7 p.m. on Tuesday, Oct. 22, at Firelands Electric's facility, located at 103 Industrial Drive, New London.

FIRELANDS ELECTRIC COOPERATIVE, INC.

OUTAGE HOTLINE

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OFFICE

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HAVE A STORY SUGGESTION?

Email your ideas to: members@firelandsec.com

