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# Annual Meeting of Members

Saturday, March 19, 2011  
Crestwood School, Paris

**7:30 – 9:00 a.m.**

A pancake and sausage breakfast served by EnerStar employees

**7:30-9:30 a.m.**

Member registration

**9:30 a.m.**

Business meeting begins

*All members in attendance at end of meeting receive a 3 ft. Power Strip!!!*



**2011 Candidate for Voting District A, Representative District 1**  
**Jeff Zimmerman**



The board member serving EnerStar's most western region is Jeff Zimmerman of the Oakland area. He has served on the board for nine years.

Jeff is a 1974 graduate of Oakland High School and earned his B.S. in Accountancy from the University of Illinois in 1978. He is a certified public accountant and a certified financial planner.

Jeff has accounting and financial planning practices in Oakland and Bradenton, Fla. The professional services offered include tax planning and preparation, financial planning, client write-up and management advisory services. He is also the Vice President of Finance & CFO for Manatee County Rural Health Services, Inc., a non-profit corporation that operates 20 community health centers in west central Florida. Jeff also is a board member and the

treasurer for The Oaks Manor, Inc., which is a senior living facility located in Oakland.

Jeff serves as Vice Chairman of the EnerStar board of directors. He is a member of EnerStar's Ethics and Audit Committees. He completed the required educational courses and became a Certified Cooperative Director in 2003.

Jeff believes strongly in the cooperative form of ownership as it allows members, who are owners of the cooperative, to participate in the governance and direction of the cooperative.

When asked what is the most important fact about the co-op that members may not realize, Jeff explained, "It is important to understand how the cooperative came into existence and the social and economical benefits it brings to our communities."

Jeff enjoys camping, canoeing and sports. He and his wife, Diana, have two children, Zack and Vanessa.

**Two candidates are running for Voting District B, Representative District 5**

**2011 Candidate for  
Voting District B, Representative  
District 5**  
**Mark Comer**



Mark and his family have resided in rural Edgar County for the past 18 years, after moving here from the Casey, Ill. area.

Mark has worked in the propane business for the past 30 years. He is currently employed by B&B Propane, and previously in the propane division of Enerstar. He has served on the Illinois Propane Gas Association board for the past 15 years where he is currently a director at large. He also served 8 years on the Clark County Pork Producers board.

"If elected, I will strive to provide the best electric rates possible to the membership," he says.

Mark and his wife, Marsha, have been married 37 years and have two children and two grandchildren. In his free time he enjoys spending time with family and friends, golfing, fishing and hunting.

**2011 Candidate for  
Voting District B, Representative  
District 5, Incumbent**  
**Carrol Drake**



Carrol is a native of Edgar County and graduated from Paris High School. He served in the Army Reserve from 1957 to 1963, including 15 months' active duty.

He was an employee of Illinois Cereal Mills from November 1957 through the summer of 1963. He then worked as a millwright in Gibson City until early 1969. He farmed from 1969 through 2003.

Carrol served 20 years on the Edgar County Farm Bureau Board of Directors and is now retired. He has been a member of the Enerstar Board since December 2000. In 2003, he completed all courses of study to become a Certified Credentialed Director.

Carrol believes Enerstar's main focus should be reliable electric power at the lowest possible cost.

**2011 Candidate for Voting District C, Representative District 9**  
**Dan Gard Jr.**



Since December 2000, Dan Gard Jr. has served as Director of the southernmost district. He is a lifelong resident of the West Union area. He graduated from Marshall High School and has farmed since 1973. His wife, Barbara, is the Ag Literacy Coordinator for Clark County Farm Bureau.

Dan and Barb have three sons. Captain Daniel Gard and his wife Sherri are stationed in Beaufort, SC. He is a University of Illinois graduate and is an F-18 pilot in the Marine Corp currently serving an Asian deployment. Seth graduated from Lakeland College in Agriculture. He has returned to the family farm and is engaged to be married. Jacob graduated from Southern Illinois University with a degree in Agriculture Business

Systems and is employed by Casey-Miller Fertilizer.

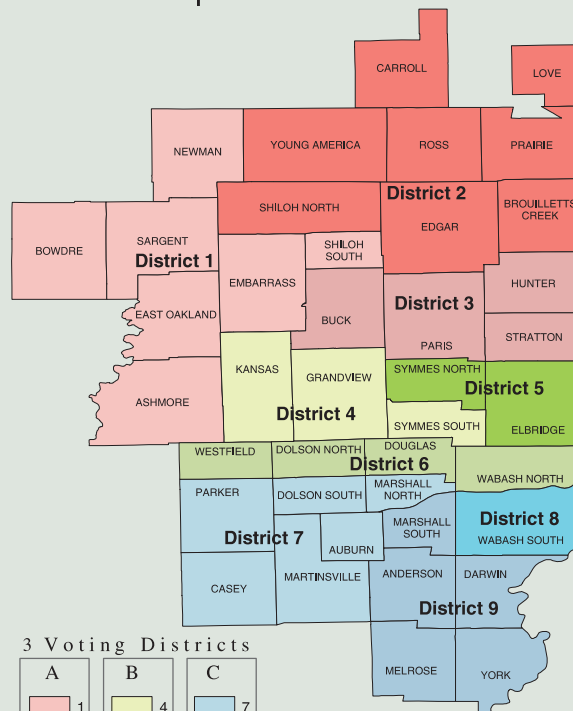
Dan currently serves as President of the Marshall Lion's Club, Trustee of the Marshall Cemetery Board and a member of the Marshall Masonic Lodge. They attend Zion United Methodist Church and Dan continues to volunteer with the Clark County 4-H. Dan has previously served as Road Commissioner and trustee in Darwin Township.

Dan said, "It is a satisfying experience to work with EnerStar's current board, management, and staff to provide the highest quality services at the lowest possible cost. We want to continually improve our plant and infrastructure, such as the current tie line being built between the West Union and Martinsville substations for added reliability. I appreciate the support from the members and ask for their continued support in the upcoming election."

**Members may return their ballots one of two ways.**

1. Return envelopes with ballots enclosed can be mailed or hand-delivered to the EnerStar office and must be received by 4:30 pm on Friday, March 18, 2011. Ballots received in the office after that date will be null and void.
2. Return envelopes with ballots may also be brought to the Annual Meeting on Saturday, March 19, 2011.

**Enerstar Power Corp**  
**9 Representative Districts**



3 Voting Districts

A	B	C
1	4	7
2	5	8
3	6	9

Voting Districts A, B, and C each contain three Representative Districts in shades of red, green, and blue, respectively.

**EnerStar** Mission statement

*EnerStar Electric Cooperative exists to reliably distribute affordable electricity to its member-owners while upholding our values of integrity, accountability, and commitment to our community.*

# Ice Storm Q&A -

## *Reflecting on the Ice Storm of February 2011*

**E**nerStar Electric Cooperative, along with other Midwest electric utilities, just came through a “once every 25 year ice storm.” At the time this is being written the power is back on and EnerStar employees are still cleaning up the mess from the storm. Several members have voiced concerns and have asked sincere questions regarding this outage. Here are answers to some of the most frequently asked questions.

### **Q:** What was different about the February 2011 ice storm?

**A:** EnerStar experienced similar ice storms of this magnitude in 1977 and 1988. In 1988, some members were without power for up to 10 days. This time power restoration took about seven days. An ice storm is our version of a hurricane. It can be that devastating to a power system. It is like having 500 or more separate outages all at once and across a wide area. The outages are generally labor intensive and very time consuming. Many times, even before power line repairs are made, chain saws must be used to clear trees. Thick sheets of ice must be busted off downed power lines. Trucks slide off the road and just standing is difficult at times. During this storm, wind would knock down lines that had just been repaired or cause new outages in new locations.



### **Q:** How did EnerStar's service territory compare to neighboring electric cooperatives?

**A:** East central Illinois was hit hard by the ice storm. EnerStar and its two neighboring electric cooperatives, Norris Electric Cooperative to the south, and Coles-Moultrie Electric Cooperative to the west, were the last of the electric cooperatives in the state to restore power. Norris Electric had about 60 broken poles while EnerStar had around 100.

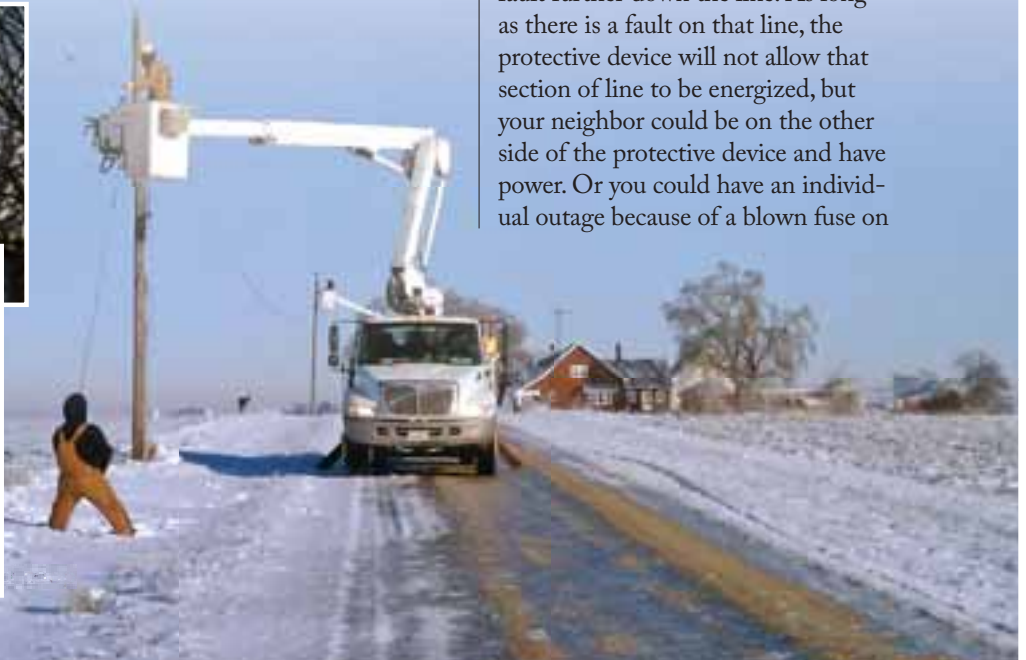
### **Q:** Why was it so hard to get estimated hours/days until power was to be restored?

**A:** We understand you want to know how long it will last so you can make plans. But until lineworkers can verify the extent of the damage at a given location, we really don't know how long an outage will last. Changing weather conditions affected our restoration efforts. When the storm initially hit on Monday, we were dealing with snow and blowing winds followed by two days of heavy ice. Snow is bad. Ice is ten times worse. Just a ¼-inch of ice can wreak havoc. Add some wind and poles can fall like dominos. Downed power lines were frozen to the ground. Saturday brought another 3-5 inches of

snow on top of the ice. Just when the cooperative was about done with the original outages, Sunday brought new power outages due to melting ice and trees that finally gave way and broke through power lines. We were also dealing with transmission line outages that feed EnerStar's Brocton and Kansas substations. It took Ameren and EnerStar crews longer to make these transmission lines operationally stable than originally estimated. The magnitude of the storm and the changing conditions made it nearly impossible to give time estimates. In general, you can count on ice storm outages turning being more devastating with multiple day outages.

### **Q:** Why did my neighbors have power before me?

**A:** There could be a several reasons. We must work in a logical progression — main lines, secondary lines, tap lines and then individual services. Main lines have two or three phases. It is sometimes possible to get one or two phases energized without getting the other phase “hot.” If your service is connected to a different phase that is not energized, you will not have power but your neighbors will. Or a protective device may be keeping the line from energizing because there is a fault further down the line. As long as there is a fault on that line, the protective device will not allow that section of line to be energized, but your neighbor could be on the other side of the protective device and have power. Or you could have an individual outage because of a blown fuse on



a transformer. Or we may have power to your meter, but you could possibly have an individual problem.

**Q: Why did I never see a truck in my area?**

**A:** EnerStar has more 1,517 miles of line, mostly in rural areas. That distance is comparable to driving from Paris, Ill., to New York City and back again. The cause of your outage could be many miles from your home. Outages must be restored from the substation out to the individual tap. It does not make sense to make repairs on the end of the line if there is no source of power at the beginning of the line. We will always dispatch lineworkers to the area with the highest number of outages first and repair individual outages later.

**Q: Why was Ameren able to restore power to their customers faster than you?**

**A:** Ameren serves more urban area and small towns with ten times the number of consumers per mile of line. We serve 3.4 members per mile, the third most rural and sparsely populated co-op service areas in Illinois. Ameren's lines are normally located along highways or major roadways. Our poles and lines are sometimes a bit of a hike from the road. In the early 1940s to save cost, some power lines were put in "as a crow flies" and did not take longer more expensive routes along country roads. It still takes more time to repair power lines in rural, private right-of-way areas. As you know, traveling on rural roads after a winter storm is always more of a problem than driving in town, or on major roads.

**Q: I called and always got a busy signal. Did you take your phones off the hook?**

**A:** No, our phones were never off the hook. The phones are just that busy when hundreds of people call in at the same time. We tried to move through calls quickly, but also be sympathetic and listen politely to members' concerns. The good news is the board approved a new phone system with the 2011 budget, long



before the storm, so you will see improvements. It will be installed in March 2011. But any phone systems and the people that answer can only handle a certain number of calls at one time. To get more information out we posted updates on our website. We will be making enhancements to our website and looking at other ways to improve communications during a disaster like this. Eventually, it is our goal that members will have access to real-time meter information and can review usage and outage information on our website.

**Q: Are you prepared for another storm?**

**A:** Each time Mother Nature throws something like this at us, we will always look at what we can do better. To quickly call in more help we utilize the Emergency Action Plan through the Association of Illinois Electric Cooperatives. Knowing a significant weather event was headed our way, EnerStar had poles and hardware delivered that Monday morning. The Kentucky crews that came to help were on their way early, and we knew when other crews would be available. We are also always working on storm hardening our system. Last year, we spent \$250,000 on right-of-way tree clearing and over \$1 million on system improvements. It is expensive, but without it the damage to our system could have been even worse.

**Q: Why didn't you get more outside crews to assist EnerStar employees or get them sooner?**

**A:** We asked for and quickly received all of the help we could safely and efficiently manage. Contract crews and personnel from other cooperatives can offer assis-

tance, but they don't know the details of our system. They don't know the direction our lines feed, where protective devices are located and other nuances of our system. Our crews know where lines are "backfeed," by which we change the path electricity flows. We must keep track of these changes to be sure that we don't have one crew trying to energize a line that another crew may be working on. This is not information that can be taught in a short period of time. To solve this we split our EnerStar crews up so that our experienced linemen can "birddog" (manage) the borrowed personnel. There is a limit to the number of crews a lineman can "birddog." To improve efficiency we staged our borrowed crews as needed. Their safety and the public's safety will always be our top priority.

**Q: Who is going to pay for my expenses incurred because of the power outage?**

**A:** It is the goal of the cooperative to have continuous, uninterrupted service. But that cannot be guaranteed. In the case of interruption of service resulting from acts of God and other acts reasonably beyond the cooperative's control, the cooperative is not be liable for damages, direct, indirect or consequential resulting from such interruption of service. Most likely, your homeowner's insurance will cover this expense.



# Planned Outage Notification Call List

*If you depend on life support equipment, contact EnerStar*

EnerStar does its best to keep the power on 24 hours a day, 7 days a week, and 365 days a year. Yet despite our best efforts, outages do occur. For most members, this is an inconvenience, but for those who depend on electricity to power life support equipment, an outage can present a real challenge. In storm-related incidents, EnerStar cannot be responsible for health-related equipment. To protect yourself, be prepared by installing a generator or having some other form of backup plan.

While most outages are weather-related, a few are planned in advance for maintenance and construction purposes. For instances of a planned outage, EnerStar maintains a Planned Outage Call List for those members with a verified medical necessity. These members receive notification in the event of a scheduled power outage.

If you or a relative depend on electrically powered life support equipment and would like to be put on the call list for medical reasons, it is necessary for the member's doctor to send a letter to EnerStar indicating the need for electrically operated life support. The letter should include informa-



tion regarding the person needing life support equipment, the type of equipment, and location information. It is the member's responsibility to keep all contact information updated with EnerStar. A request for updated information will be sent yearly from the cooperative.

It is important to stress that by being placed on the planned outage call list, EnerStar is in no way guaranteeing uninterrupted power supply. Members must make personal

arrangements for both unplanned and planned outages.

If you or your business depends on uninterrupted power supply, the use of an electric generator is highly recommended and computers should have some sort of a battery back-up system.

To be placed on the Planned Outage Call List for medical reasons, contact Vicki Ewing at (800) 635-4145, extension 601.



## Can Help You Dispose of Used Oil



- EnerStar will collect used oil during normal business hours, but if oil is in a container larger than 5 gallons, please call for an appointment.
- Service available to residential members who are considered "do-it-yourselfers" for home and farm use.
- Drain the oil or transmission fluid into a suitable container sealed.
- Important to remember...Do not mix the oil with other liquids such as antifreeze, gasoline, paint thinner, brake fluid or water.

If you have questions about the program, contact EnerStar Mike Clark at 1-800-635-4145, extension 616 or e-mail him at [mclark@enerstar.com](mailto:mclark@enerstar.com).

# Take care when installing programmable thermostats

Programmable thermostats, when used correctly, have the potential to save up to \$180 a year on your heating and cooling costs, according to ENERGYSTAR.gov. If you're considering purchasing a programmable thermostat, it's important to install and program it correctly to save the most energy and money.

## Installation

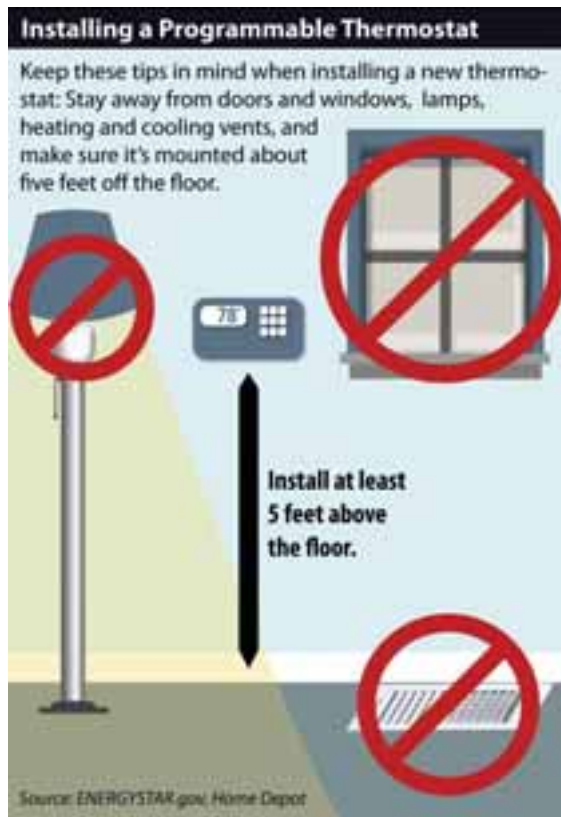
First, your thermostat should be situated on an interior wall, about 5 feet above the floor and away from heating and cooling vents and other drafty places, such as doors and windows. Also keep it away from skylights, direct sunlight, or lamps. If your thermostat is not properly situated, consider having an electrician move the location.

Next, shut off the electricity before you begin the replacement. Programmable thermostats require a low-voltage wiring installation and will have two to 10 wires, according to ENERGYSTAR.gov.

"As with any home-wiring project, safety should be the number one priority," says Tim Haddix, EnerStar's System Engineer. "Be sure to read all instructions carefully and exercise caution throughout the installation."

And if you are replacing an old thermostat that has a mercury switch, take care not to break the tube that holds the toxic metal.

Refer to the instruction manual on how to wire your new thermostat. Two handy tips before you begin disconnecting wires: Using a piece of tape, label each wire with the letter of the wire's terminal (printed on the thermostat), as these wires are not color coded. And once your old thermostat is removed from the wall, wrap the wires around a pencil to keep



them from falling back into the wall.

If the project is more complicated than a basic replacement, contact a certified HVAC technician to make sure the thermostat is installed properly and safely.

## Choosing the right thermostat

Programmable thermostats are not for everyone. They're best for families who are away during the day and homes with HVAC systems other than heat pumps. When a heat pump works in its heating mode, setting back the thermostat can cause the unit to operate inefficiently, thereby canceling out any savings achieved by lowering the temperature. Maintaining a moderate setting is the most cost-effective practice for homes with heat pumps.

If you decide a programmable thermostat is right for your home,

consider which type best suits your lifestyle:

- **7-day** models allow you to set different programs every day and provide the most flexibility.
- **5 + 2-day** models follow the same schedule during the week and a different one for weekends.
- **5 - 1 - 1** models keep the same schedule during the week and different ones for Saturday and Sunday.

Many units come with multiple features, such as telling you when to change your HVAC's air filter, settings for vacations and voice programming options.

## Getting the most savings

Programmable thermostats enhance your home's efficiency only when set properly. To be sure to save, set the temperature back for at least eight hours at a time — for example, when you're at work during the day or asleep at night. You can save 5 percent to 15 percent per year on your heating bills by setting your thermostat back 10 to 15 degrees over that period.

Program the thermostat to begin warming or cooling to your desired temperature shortly before you get home or wake up, so your home is comfortable when you need it to be.

"The most important thing to do is set it and then leave it alone," remarks Brian Sloboda, senior program manager for energy efficiency at the Cooperative Research Network, the research arm of the Arlington, Va.-based National Rural Electric Cooperative Association. "You'll see energy savings without doing another thing to it."

## How to Operate A Portable Generator

# Safely



You can use a portable generator to supply electricity to your appliances if an emergency exists during a power outage. But if used improperly, they can kill you and the people who are restoring power to your building. They also can damage the appliances you connect.

Generator sizes vary. Common units can be from 8 to 14 horsepower and capable of handling from 4,000 to 8,400 watts (including starting surge requirements). Prices may range from \$800 to \$3,000.

Connecting a generator to the main electrical supply for your house requires the services of a qualified, qualified electrician. Installing the connection and switch (as explained inside) can cost \$600 to \$1,000.

Before connecting the generator to your household circuit, notify your electric cooperative.

## Generator safety brochure available

*These tips will keep your family  
and linemen safe*

EnerStar Electric Cooperative has brochures available on how to operate a portable generator safely. Be sure to pick one up at our office or call us at 217-463-4145 or 800-635-4145 and we will mail one to you.



A Touchstone Energy® Cooperative 

*For additional electrical generator and safety  
information, visit [www.SafeElectricity.org](http://www.SafeElectricity.org).*



## Your fridge needs a retirement plan.

Get \$35 when you recycle your old fridge.  
Plus, save up to \$150 a year in energy costs.

It doesn't make financial sense to keep an old fridge or freezer in your garage or basement – not when it uses up to four times the energy of newer models. And throwing it away isn't a good long-term plan for the environment. Why not let us recycle it? We'll haul it away free of charge, you'll get \$35 and you can save up to \$150 a year in energy costs. Talk about a good return on investment.

Call 877-395-5535 or visit  
[www.enerstar.com](http://www.enerstar.com) for pickup.

GET  
**\$35**

SAVE UP TO  
**\$150/YR**  
IN ENERGY COSTS



Refrigerators and freezers must be in working condition, and must be between 10 and 30 cubic feet in size, using inside measurements. Wabash Valley Power Association (WVPA) contracts with JACO Environmental, an appliance recycler, to pick up and recycle refrigerators and freezers that are in working condition. This program is funded by WVPA and is available to residential electric members in EnerStar Electric Cooperative territory on a first-come, first-served basis until funding is expended. Customers must own the unit(s) being recycled. Limit two units per residential address. A check will be mailed to participating EnerStar Electric Cooperative members within 4-6 weeks after the appliance collection. Some restrictions apply. © EnerStar Electric Cooperative