

JO-CARROLL

A Touchstone Energy® Cooperative  **HI-LINES**



PRESIDENT'S REPORT

by Michael Hastings

Strategic plan sets goals for future

Strategic planning is critical to the future success of Jo-Carroll Energy. A focused plan helps us target our resources and talents to better meet our members' needs into the future.

Jo-Carroll Energy's board and staff have been working over the past two to three months on a new strategic plan. The plan was drafted following a period of study involving employee and culture surveys at the board and employee levels, as well as interviews and strategy sessions. The plan was approved by the board of directors at the May meeting.

In crafting and implementing this plan, we are utilizing the well-recognized model, Kaplan and Norton's Balanced Scorecard. This approach creates a balanced scorecard in which we balance member perspective, internal processes and learning and growth of the employee culture.

The approach also includes risk and resource analysis. Every initiative we undertake will be looked at from a risk standpoint—what is the return on investment as well as the resource needs. Built into the planning are accountability, tracking and measurement. Measurement is a key piece of the balanced scorecard.

The plan provides a roadmap for going forward. It includes our goals and principles and a new vision statement that includes four major areas: "Reduce long term costs per member through member engagement, embracing change, financial stability and economic development without impacting platform reliability, quality of service and safety to our employees."

We work hard to reduce the overall cost per member. This drives everything we do

and every project we look at. And, it is a unifying theme of our strategic plan.

Work is just beginning on the execution of the strategic plan as approved by the directors. Determining the co-op's future direction and providing management direction on how to proceed is a key role of the board of directors. It is then management's responsibility to design goals and initiatives to achieve the board's strategic vision.

Reader Prize

Each month we print the name of a Jo-Carroll Energy member who is eligible to win a monthly \$25 readership prize. If your name is printed in this month's edition, and not a part of any article, contact Jo-Carroll Energy and claim your prize no later than the 10th of the month following publication.

Special Online Content

Visit our website for special online only content.

This month's feature recognizes the actions of a West Carroll school bus driver when his bus came in contact with electric wires during a spring storm.

Just click this box in the online version of the newsletter.

Recognizing 38 years of service

After 38 years of service to the cooperative family, Bob Delp is saying farewell to the daily routine of working to meet the needs of co-op members.



Bob is currently Jo-Carroll Energy's senior vice president – special projects after working many years as the general manager of Farmers Mutual Electric Company.

My gratitude is extended for his many years of service and friendship. I thank Bob for all he has done, and wish him the best in his retirement. His last day of work is June 27.

I hope you'll join us for an open house for Bob in the Geneseo office from 10 a.m. to 1 p.m. on July 26.

For your information

Your Board of Directors:

David Senn
Chairman
District 7

Chris Stadel
Vice Chairman
District 4

Marcia Stanger
Secretary
District 3

Martin Werner
Treasurer
District 1

Joseph Mattingley
District 2

Patricia Smith
District 5

Thomas Lundy
District 6

Russell Holesinger
District 8

Larry Carroll
District 9

Thomas Zwica
District 10

Douglas Darby
District 10

Ronald Hallendorff
District 10

Office Hours:

Elizabeth
793 U.S. Route 20 West
8 a.m. to 5 p.m.

Savanna
103 Chicago Ave.
8 a.m. to 1 p.m.
1:30 to 4 p.m.

Geneseo
1004 S. Chicago St.
7:30 a.m. to 4 p.m.

Services and Billing Questions:

(800) 858-5522
www.jocarroll.com

For emergencies and outages call:
(800) 927-5254

Resume of Minutes

Regular Board Meeting • April 24, 2013

The board met at the Cooperative headquarters in Elizabeth on Wednesday, April 24, 2013. The following is a summary of the meeting activities. The Agenda as modified and the Consent Agenda were approved.

Chairman's Report – Chairman Senn expressed how pleased he was with the recent Strategic Planning sessions, including the new format and all of the feedback and ideas that were given by staff and directors. Additionally, he is looking forward to working with the new directors on the Jo-Carroll Board who come to us from Farmers Mutual, who shared some great insights and goals at the Strategic Planning sessions.

Dairyland Report – Director Stadel reported that a proposed amendment to the Dairyland bylaws regarding qualifications to serve as a Class A Delegate has been presented to the Dairyland Board for approval.

AIEC Report – None this month.

APGA Report – None this month.

Directors Mattingley and Carroll, and V.P. John Cox will be attending the APGA Annual Conference in May.

Monthly Committee Review

- a. **Policy** – Reviewed Policy 118: No Smoking Policy. No change recommended.
- b. **Resolutions** – John Cox summarized the re-drafting of the AIEC Resolutions. The Resolutions Committee approved the new drafts and recommended that they be forwarded to the AIEC.

CEO's Report – The CEO reported on the following in addition to his written report:

- a. **Financial Operating Report** – Hastings reported that the Cooperative had an unaudited margin of \$726,112 for March, as opposed to a budgeted loss of \$(60,684). He reviewed the various financial reporting documents and answered questions from Board members. The Board accepted the Financial Operating Report for filing by general consent.
- b. **Power Supply Report** – The CEO reported that we have reached a settlement agreement with Interstate Power & Light (IPL) that will be to the benefit of the cooperative. Also, Dairyland will be implementing their new rates, beginning May 1, 2013 for the next rate year. The initial capacity auction at MISO came in much lower than expected and capacity is still quite cheap at the MISO level.
- c. **Farmers Mutual Report** – The merger with Farmers Mutual is now closed. The staff of Farmers Mutual Electric Company and Jo-Carroll Energy continue to work on a range of issues that will likely be ongoing for the foreseeable future. Sr. V.P. Bob Delp remarked that any challenges remaining will be easily overcome. Delp has been

invited to speak at the AIEC May meeting in regard to the merger process.

- d. **CFO Report** – CFO Heidenreich stated that we are in the process of merging Farmers Mutual Electric Company accounts into our SEDC system. CFO Heidenreich also stated that allocation notices for 2012 margins are complete and will be sent out with May bills for active members and via letter for non-active members. Jo-Carroll Energy will also be filing for an extension on its form 990-990T with the IRS, which involves taxable income like First Call.
- e. **COO Report** – COO Buros stated that NERC issued a "Find, Fix, & Track" on one outstanding violation for Jo-Carroll Energy. There is one other outstanding violation. Buros also stated that the Metform expansion is continuing and also gave an update as to what is being done to continue to upgrade the Farmers Mutual Electric Company system.
- f. **Culture of Excellence and Communications** – Vice-President of Human Resources Sevey reported that Caroline Fischer will be at Jo-Carroll Energy in October to introduce the "Culture of Excellence" to new employees. Sevey and other Jo-Carroll Energy employees are closely following "Best Practices" as recommended by the NRECA, in order to boost ASCI scores, and they will be visiting several coops who received outstanding scores in various ASCI categories.
- g. **Member Services** – Vice-President of Member Services Skien stated that work continues on synching Farmers Mutual Electric Company accounts with Jo-Carroll Energy. Also, the LIHEAP program that assists members with paying their electric bill is now out of money and there will be a two month window where Tri-County will be unable to assist. V.P. Skien explained Jo-Carroll Energy's "Neighbor-to-Neighbor" program and how it will become even more important in situations like this.
- h. **External Affairs Update** – Cox reported that the legal work for the Farmers Mutual Electric Company/Jo-Carroll Energy merger is complete. Additionally, he is working on meeting with Senators Durbin and Kirk while he is in Virginia for the APGA conference. He already has a meeting scheduled with Congresswoman Bustos. Finally, Cox discussed Lisa McCarthy coming on board full-time to work for TCEDA and stated how much TCEDA has benefited from her and Al Griffiths' work.

(Continued on page 16g)

Shift and conserve this summer

Warm weather brings an opportunity to participate in the cooperative's Together We Save summer campaign to limit the amount of energy used from 11 a.m. to 7 p.m. weekdays.

This is our region's peak demand time for energy, and the most expensive time of day to buy electricity from the market. It is also the time of day when costly wholesale energy demand charges are assessed to the cooperative.

Together We Save—with the dishwasher!

Do you have a dishwasher made before 1994? If so, you may pay an extra \$40 a year on your utility bills compared to owning a new ENERGY STAR® qualified model. Dishwashers that have earned the ENERGY STAR® are, on average, 10% more energy efficient and 20% more water efficient than standard models.

Replace one of these old dishwashers with ENERGY STAR® and save enough money to pay for dishwasher detergent all year.

Can I conserve with a smaller change?

If you are not ready to purchase a new dishwasher just yet, consider turning off the heated dry cycle on your dishwasher. Jo-Carroll Energy's Questline online energy savers' resource estimates that a dishwasher for a family of four would consume about 47 kWh per month.

If your dishwasher has an air dry setting, choose it instead of heated drying to cut your dishwasher's energy use with every load. If there's no air-dry setting, turn the dishwasher off after its final rinse and open the door. The dishes will dry slowly, but without using any extra electricity!

Consider shifting the timing of when you use your dishwasher to avoid the weekday peak. Can you run the dishwasher earlier in the morning? Or, create a reminder to wait until after 7 p.m. to run the dishwasher.

According to research, a load of dishes cleaned in a dishwasher requires 37 percent less water than

washing dishes by hand. However, if you fill the wash and rinse basins of your sink instead of just letting the water run, you will use half as much water as the dishwasher would.

Individual efforts to shift energy use outside of the 11 a.m. to 7 p.m. window on weekdays add up. When

we shift our energy use outside of the summer peak demand period, we help our cooperative avoid higher summer demand and capacity surcharges—Together We Save!

Sources: U.S. Dept. of Energy
online: www.eere.energy.gov
and www.members.questline.com

Advanced technology can help you save

ENERGY STAR® certified dishwashers use advanced technology to get your dishes clean while using less water and energy. New ENERGY STAR® certified models include several innovations that reduce energy and water consumption and improve performance.

Save loads of water: Dishwashers built before 1994 waste more than 10 gallons of water per cycle. A new, ENERGY STAR® qualified dishwasher will save, on average, 1,300 gallons of water over its lifetime.

Soil sensors test how dirty

dishes are throughout the wash and adjust the cycle to achieve optimum cleaning with minimum water and energy use.

Improved water filtration removes food soils from the wash water allowing efficient use of detergent and water throughout the cycle. The final clean-water rinse assures your dishes come out sparkling.

More efficient jets use less energy to spray detergent and water over the dishes when cleaning.

Innovative dish rack designs maximize cleaning by strategically situating the dishes.



DO THE SUMMER SHIFT
11 am - 7 pm

It's so simple. Shifting energy use to before 11 am or after 7 pm weekdays helps keep electric rates affordable for everyone.

- ◆ Delay the dishwasher.
- ◆ Turn up the thermostat.
- ◆ Shift the start of laundry.

TOGETHERWESAVE

Check our list of Unclaimed Capital Credits

We are publishing, in monthly installments, a list of names of those members who have unclaimed capital credits. You may search a complete list on our website. If you find your name on the list, please call 800-858-5522 or email info@jocarroll.com.

Houtz James H Joyce	East Moline Il
Tetzloff Carl Bertha	Eden Prairie Mn
Kirkpatrick J H Elizabeth	Elgin Il
Prickett Tom Pat	Elgin Il
Mackender John F	Elgin Il
Turgeon Leo	Elgin Il
Schmidt Donald	Elgin Il
Manning Don	Elgin Mn
Koester Art Estate	Elizabeth Il
Guenzler Ralph	Elizabeth Il
Schultz Johanna John M	Elizabeth Il
Wendling William M Ethel	Elizabeth Il
Reusch Johnnie	Elizabeth Il
Flack Raymond	Elizabeth Il
Haas James G Karen S	Elizabeth Il
Gaskill Leslie J Ellen	Elizabeth Il
Carver James Joann	Elizabeth Il
Goldhagen Tony	Elizabeth Il
Schoonhoven James M Sally	Elizabeth Il
Pafford Charles W	Elizabeth Il
Stegal Richard L	Elizabeth Il
Hallabrin Hans Helen	Elizabeth Il
Schleager Lillian G	Elizabeth Il
Holcomb Robert E Mary	Elizabeth Il
Vanzuiden Mindy Jo	Elizabeth Il
Arisa Herbert D Juanita	Elizabeth Il
Noble Don	Elizabeth Il
Steinbach Chester	Elizabeth Il
Blust Val	Elizabeth Il
Hayes Michael Barbara	Elizabeth Il

Meyer Bruce	Elizabeth Il
Fitzgerald Harold A	Elizabeth Il
Guenther Robert M Lori L	Elizabeth Il
Freeman Mark	Elizabeth Il
Larson Steven	Elizabeth Il
Waugh Roy B	Elizabeth Il
Smith Raymond	Elizabeth Il
Holland Rosemary	Elizabeth Il
Arnold Vanessa	Elizabeth Il
Saile Engelbert	Elizabeth Il
Ertmer Bill	Elizabeth Il
Hale Nathan	Elizabeth Il
Farmers Home Adm	Elizabeth Il
Curl Barbara	Elizabeth Il
Hayes Glen	Elizabeth Il
Abata Joseph Anna Mac	Elk Grove Village Il
Pinkowski Leonard	Elk Grove Village Il
Contaldo Frank	Elk Grove Village Il
Savary Lynn	Elko Nv
Hafer A Don Irene	Elmhurst Il
Koeller Don	Elmhurst Il
Marrs Marilyn L	Elmhurst Il
Sommers Edmund L	Elmwood Park Il
Williams Dave R	Enderlin Nd
Ritchie Lyle C Lillian	Engelwood Co
Helgeson Clarence Estate	Erhard Mn
Bailey Diana M	Erie Il
Dewitt Larry	Esat Dubuque Il
Spalding Virginia S	Evanston Il
Mcgrath William J Marilyn	Evanston Il

Nelson Roy G	Evanston Il
Palmer Michael	Evanston Il
Iliopoulos Mildred	Fairfax Va
Heeringin Carol A	Fairfield Wa
Gilden Lynne L Allen	Flat Rock Mi
Fleener Cora	Forreton Il
Binkley Frank	Forreton Il
Arduino Vincent	Fort Collins Co
Wilcox Phil	Fort Myers Fl
Sefzik Lee	Fort Smith Ar
Kolbusz Joseph	Fox Lake Il
Spain Henry	Frankfort Il
Smith Raymond P Lucille	Freeport Il
Garrow Joseph	Freeport Il
Broughton Calvin	Freeport Il
Pontnack Clifford Helen	Freeport Il
Koltz Howard H Jane H	Freeport Il
Badger Gerald E Margaret	Freeport Il
Garman Tom Joann	Freeport Il
Eller Charles Thelma	Freeport Il
Detwiler Henry Melva	Freeport Il
Manson Michael A	Freeport Il
Newman Richard F Geneva	Freeport Il
Veer Leroy Virginia	Freeport Il
Burgett Paul J Lois	Freeport Il
Horsbasch Carl	Freeport Il
Wild Robert	Freeport Il
State Bank Of Freeport	Freeport Il
Furst Frank	Freeport Il
Borsdorf Joseph	Freeport Il
Wallin Dennis	Freeport Il
Vegter John W Alberta	Fulton Il
Bright Danny Brenda	Fulton Il
Hammer Kent	Fulton Il
Hervi William	Fulton Il
Bonnet Ken	Fulton Il

Installation of new meters continues

Installation of new meters in areas served by the Geneseo and Ladwig substations, in the Geneseo area, as part of Jo-Carroll Energy's advanced metering infrastructure project was expected to be completed in early June.

The next phase includes the Palisades and Mount Carroll substations along with Clay A and B, all in the Mount Carroll and Savanna area.

More than 12,000 meters have been installed to date since the project began in 2010, according to Dean Skinner, manager of engineering services. Meter installations are being completed by

Chapman Metering, a Jo-Carroll Energy authorized contractor.

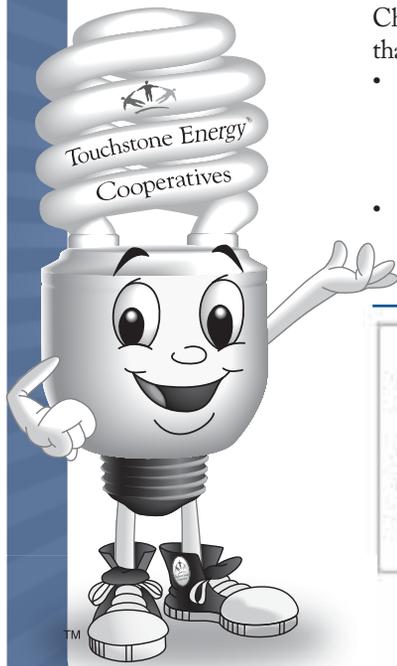
After meters and substation equipment are installed, along with software set-up at the cooperative, a read report is done to determine if any meters are not reporting, Skinner noted. The report identifies which meters require a field visit by Jo-Carroll Energy meter technicians to help activate communications. Once communications with the meter are established, data is transmitted to the cooperative.

Meters will show multiple displays, depending on the type of meter installed. Some members

may see all 8's flashing in one screen. Read more about your new meter by visiting the AMI page of the Electricity section in the Service Center on our website.

Expected completion date of the project is in the fourth quarter of 2014. Once complete the new AMI system will provide much more than a simple meter reading. It is one more tool Jo-Carroll Energy can use to focus maintenance programs and improve system reliability. Members will eventually be able to access information about their use through our secure online MyAccount Member Services Portal.

CFL Charlie's Summer Search



Hey, kids! Looking to stay cool over the summer? CFL Charlie has some tips on how to do that while saving energy.

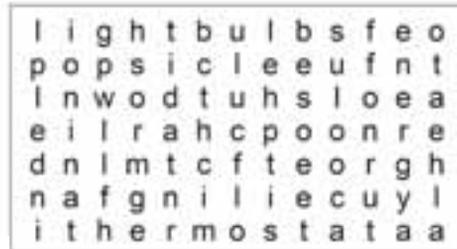
- Turn your thermostat up a few degrees—it can save you a lot of money! If you're still hot, turn on a ceiling fan or have a popsicle.
- Make sure to turn off things like your TV and shut down your computer—those make a lot of

heat if you leave them on.

- Finally, make sure to replace your regular light bulbs with CFL or LED light bulbs—these save energy and aren't as hot.

Parents: Visit Touchstone Energy's Kids Energy Zone to download a full size activity or more games, stories and activities.

www.kidsenergyzone.com



Touchstone Energy recognizes Brand Champions

Heidi Weber, Jo-Carroll Energy member services and marketing manager, was awarded the 2013 Brand Champion Award May 15 at the annual CONNECT® Conference in Orlando, Fla. Along with ten other dedicated co-op employees, Weber was recognized for her efforts in making the Touchstone Energy® Cooperatives brand come alive with our members and delivering real value.

The Brand Champion Award shines the spotlight on dedicated employees in various job roles who have shown exceptional leadership, effectiveness and consistency while locally or regionally building the brand. These employees exhibit

innovation, integrity, accountability and commitment to community while proudly serving their members.

Tammy Eilers “Weber is a shining example of why the brand is as strong and successful as it is today,” said Jim Bausell, COO of Touchstone Energy. “This type of leadership on behalf of the Touchstone Energy brand has had an impact in their local, regional and state communities.”

Touchstone Energy's success as the national brand for electric cooperatives is attributed to individuals such as these award winners who truly live the “power of human connections”.



True Value Home & Building Center, Savanna

One member. One vote. True Value Home & Building Center in Savanna is a cooperative member of not only Jo-Carroll Energy, but the True Value Company cooperative. Their vote represents the democratic right shared by both True Value and Jo-Carroll Energy members.

Becky and Duane Kistler, member-owners of True Value, have a voice in their cooperative.

Duane saw the need for a hardware store in Savanna after working in construction. He opened ServiStar in 1983 and through mergers and acquisitions Kistler transferred the same quality of service to a new name: True Value Home & Building Center. An expansion in 2010 increased the retail space to 11,000 square feet in addition to the vast lumber and building department west of the main street storefront.

True Value is a store for all seasons. Electrical, plumbing, hardware, building materials and lumber, tools, paint and other home supplies are available year-round.

Currently True Value carries everything for your lawn, garden, summer barbeques and home remodels. This fall, weatherize with their expansive inventory including caulk, weather stripping as well as blown cellulose and fiberglass insulation. Keep the home bright during dark winter evenings with efficient CFL and LED light bulbs.

"We're educating ourselves and



our customers about lumens," stated Becky Kistler. As lighting efficiencies improve, so does the knowledge of True Value employees.

Experienced contractors and first time do-it-yourself customers trust the expertise of the True Value team. With up to twenty years of experience, every employee is able and willing to help. They know the materials and how to use them.

"We give you the confidence to get the job done," Becky explained.

For projects you cannot complete alone, the True Value team can help with screen and window repair, pipe cutting and threading, small engine repair and material quoting. Several tools and equipment are also available to rent.

"I love being able to call customers by first name," Becky Kistler stated, "and making sure they are all taken care of properly".

Jo-Carroll Energy values cooperation among cooperatives; therefore, it only makes sense True Value Home & Building Center is a Co-op Connections® Card participating business.

Support this local co-op and receive 10% off water heaters (excluding sale items) when you show your Co-op Connections® Card. Stop in at 115 Main St. in Savanna or call 815-273-4304 to speak with the helpful True Value team.

20% off
one power strip.

Take Charge, LLC.

www.takecharge-us.com

20% off
one car quick cover.

Quick Covers, LLC.

www.carquickcovers.com

20% off
one baker's band.

Bakers Band, LLC.

www.bakersband-us.com

20% off
whole house cleaning

Hawkeye Chem-Dry

309-944-3376

15 Hawkeye Ln. Geneseo, IL
www.chem-dry.net/hawkeyeillil

Summer safety tips

Water and electricity don't mix

When the weather gets hot, we head outdoors for sun and fun. Keep in mind some tips from the Electrical Safety Foundation International to make sure everyone has a safe summer.

Summer is the season for swimming and boating, and awareness of electrical hazards around water can prevent deaths and injuries. Water and electricity don't mix.

- Sailboats often have masts of 30 feet or more, which are dan-

gerous when they come into contact with overhead power lines. Look up as you get close to shore, and stay at least 10 feet away from overhead lines. Coming into contact with an energized power line causes serious and sometimes lethal electric shock.

- Use covers on outdoor power outlets, especially near swimming pools. Keep cords and

electrical devices away from the water, and never handle electrical items before you've dried off.

- Use a ground fault circuit interrupter (GFCI) to help prevent electrocutions and electrical shock injuries. These devices interrupt the flow of power when they sense a surge. Portable GFCIs require no tools to install and are available at prices ranging from \$12 to \$30.

How do you select LEDs?

I'm used to looking for watts, not thinking in lumens.

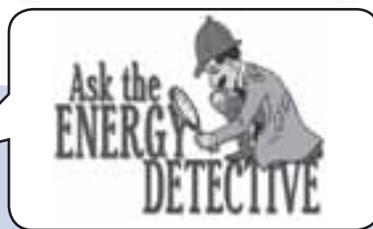
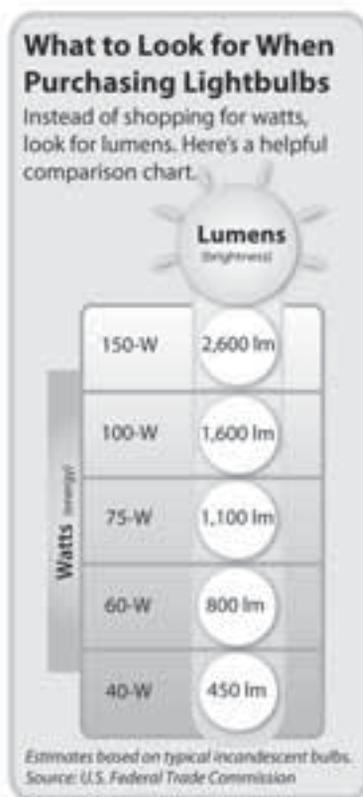
Lighting accounts for about 13 percent of the average household's electric bill, and switching to new lightbulbs that have increased output and longevity are a great way to cut costs.

We typically buy things based on how much of it we get, but for decades, we have been buying lightbulbs based on how much energy they consume (watts), not how much light they give us (lumens). Why should lighting be any different?

With the arrival of new, more efficient lightbulbs, we saw a change. Lumens measure how much light you are getting from a bulb. More lumens means a brighter light; fewer lumens a dimmer light.

Lumens are to light what pounds are to bananas or gallons are to milk—they let you buy the amount of light you want. So when buying new bulbs, think lumens, not watts.

The brightness, or lumen levels, of lights in your home may vary widely, so look to this chart as a rule of thumb:



Do you have a question for the Energy Detective?

Email jscott@jocarroll.com or call 800-858-5522, ext. 1339

Minutes *(Continued from page 16b)*

Board Issues

- Committee Assignments** - The Board of Directors approved director committee assignments.
- Land Options** - Approved Jo-Carroll Energy's options regarding land in the Thomson area.
- Board Performance Evaluation** - Discussion of this was moved to closed session.
- Delegates to Dairyland Annual Meeting** - Approved attendees.
- NRECA International Fund** - Approved a donation.
- Performance Evaluation Process for President and CEO** - Performance Evaluation for President and CEO was discussed.
- Mid-American Cooperative Council membership dues** - Approved 2013 membership dues.
- Reports/Meetings** - The Board heard reports on several matters and reviewed scheduled meetings. Of note was V.P. Sevey's report on the overwhelming success of this year's annual meeting. We had the largest member participation on record and it was agreed by all present that the breakfast and meeting went exceptionally well, due in large part to the efforts of Jo-Carroll Energy staff. Additionally, staff and directors commented on the success of this year's strategic planning meetings with the format and feedback from all involved. Everyone expressed optimism with the goals and ideas that came from the process.
- Other Business** - The March minutes (final meeting) of the Farmers Mutual Electric Company Board of Directors, was approved by Directors Darby and Hallendorff (former Farmers Mutual Electric Company directors). The remaining directors abstained from voting.

Jo-Carroll Energy awards five scholarships

Congratulations to the winners of the 2013 Jo-Carroll Energy Scholarships. These scholarships are awarded to outstanding high school seniors planning to pursue a post-high school education.

The winners demonstrate superior scholastic performance, school and community involvement and knowledge of electric cooperatives.

Two scholarships were presented in both Jo Daviess and Carroll counties and one in Whiteside County. All scholarships are in the amount of \$500.

This year's winners are: Zachary Gronewald of Galena, a senior at Galena High School. Matthew Carroll of Elizabeth,

a senior at River Ridge High School. Morgan Ashby of Thomson, a senior at West Carroll High School. Matt Keppen of Chadwick, a senior at Eastland High School. Olivia Whitney of

Albany, a senior at Prince of Peace High School.

Watch our website at www.jocarroll.com for the announcement of the 2014 Jo-Carroll Energy Scholarship program.



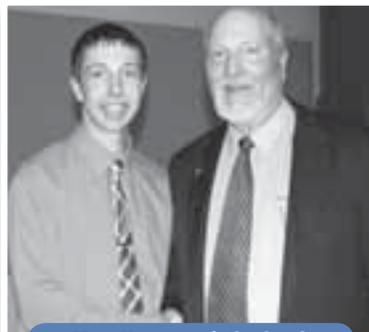
Zachary Gronewald of Galena



Matthew Carroll of Elizabeth



Morgan Ashby of Thomson



Matt Keppen of Chadwick



Olivia Whitney of Albany

MAC tours Dairyland power plant, headquarters

The Jo-Carroll Energy Member Advisory Council and several employees visited a Dairyland Power Cooperative coal plant as part of member education activities with the council.

The group toured Dairyland

Power's Genoa #3 Coal Plant, at Genoa, Wis., followed by lunch at Dairyland Power headquarters in LaCrosse, Wis. The afternoon included tours of the publications and mail services departments as well as the System Operations

Center at Dairyland Power headquarters.

For more information about the member advisory council, visit the Member Involvement page on our website.

Jo-Carroll Energy

793 U.S. Route 20 West • P.O. Box 390 • Elizabeth, Illinois 61028-0390