

Jo-Carroll Energy • Elizabeth, Illinois • 800-858-5522 • www.jocarroll.com

JO-CARROLL

A Touchstone Energy® Cooperative



HI-LINES



PRESIDENT'S REPORT

by Michael Hastings

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.

Office hours

Elizabeth Office
8 a.m. to 5 p.m.

Savanna Office
8 a.m. to 1 p.m.
1:30 p.m. to 4 p.m.

Both Offices
Monday - Friday
800-858-5522

For all outages and emergencies call
800-927-5254

Times have changed. Today, technology plays a big role in our daily lives. Chances are instead of writing a paper check at the store, you make a digital transaction. Instant messaging, e-mail and text messages are replacing pen and paper. Rotary telephones are almost a thing of the past, with cordless, wireless and cell phones the norm. Just like some of you may be using today's "smart phones", we're employing technology at your co-op to improve the way we distribute energy.

In 2009, Jo-Carroll Energy began work on a territory-wide substation communication infrastructure to allow full communication between headquarters and the Cooperative's electric and natural gas substations as one of the first steps toward smart grid technology. The project allows supervisory control and data acquisition (SCADA) capability to provide improved system efficiency and reliability.

Now we've gone a step further. Like many other cooperatives across the country, Jo-Carroll Energy is replacing traditional meters with new meters as part of an advanced metering infrastructure (AMI) project. Following the successful completion of a three-month pilot AMI project at almost 300 homes in the Galena area, full deployment of new meters is starting in December. Homes in the western Galena area, followed by Menominee and then the Pilot Knob areas, will be the first to have new meters installed.

Advanced metering infrastructure does more than just automatically record how much energy is used. The new meters measure, collect and analyze

energy usage. Not only are AMI meters more accurate than older meters, they can monitor power quality; the meters will inform us if voltage is too low.

A smarter grid will help us restore service following an outage much faster and safer. Automated equipment may help reduce the number and duration of outages. While it will still take the same amount of time to move a tree that's fallen on a line, we'll be able to pinpoint the location remotely rather than having to patrol a line to find the problem.

In the future, "smart meters" will bring many new opportunities and advantages that improve reliability, efficiency and affordability. In-home displays may increase awareness of how much energy you use. If you have questions about your bill, we'll be able to look at your daily energy usage. Daily, possibly hourly, readings will provide data to help you look at your usage and decide on efficiency measures. As the technology becomes available, the smart grid will communicate with the appliances in your home.

Smart meters open the door for services such as prepaid systems and time-of-use rates. Someday, a smart grid may let our members reduce electric use during demand peaks and lower line losses.

We want to do everything we can to help you make wiser energy choices to keep your energy bill affordable. Smart meters, better substation communications and other digital technologies can allow us to operate more efficiently and, ultimately, help keep electric bills affordable.

Be warm and efficient

When the weather starts to get really cold, most of us are happy to settle into the comfort of our homes and workplaces. But sometimes those places just don't seem to get warm enough. Even though we turn up the thermostat, our feet may still feel frosty or an arctic draft may send shivers down our backs.

Portable space heaters offer one solution to the problem of cold rooms. While a space heater can gener-

ate a tremendous amount of heat in a very short time, it may not be the most economical or efficient solution for ongoing needs. Even a fairly small space heater can consume 1500 watts of electricity, the same as 20 standard 75-watt light bulbs. Running it eight hours a day can quickly add to your monthly bill.

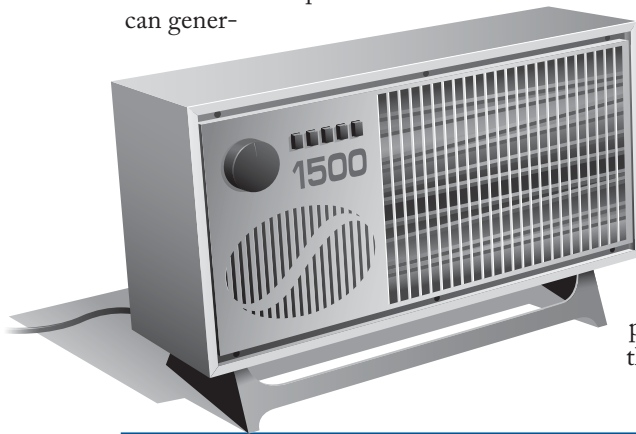
If you have a room that's cooler than the rest of the house, or one with an annoying draft, the real problem may be that the room is not properly sealed. That means any kind of heater is going to have to work a lot harder — and a large amount of the warm air you create is just going to seep out of the room. By identifying and solving the real problem you may eliminate the need for the space heater

and improve your comfort all year 'round.

It may be as easy as caulking around a window or improving the weather stripping on a door.

If you do decide to use a space heater, think about safety. Space heaters that are certified by agencies such as Underwriters Laboratories have built-in safety features, but you'll want to think twice about keeping them where young children or nosy pets might be tempted to touch them. They should also be kept a safe distance from paper and other combustible materials.

If you have a room that's just not comfortable, or if you're wondering whether a space heater is the right choice for you, our energy advisor will be happy to answer your questions. It's one more way we provide advice when you want it and help when you need it.



Light
Up
the
Holidays



Annual Holiday Food Drive

Brighten someone's holiday
and receive a CFL lightbulb.

Sponsored by Jo-Carroll Energy

Donations of nonperishable items accepted at Jo-Carroll Energy's Elizabeth and Savanna offices through Dec. 17.
Donations will benefit nine food pantries in the Cooperative's service territory.

Jo-Carroll Energy offers scholarships

Jo-Carroll Energy will award five \$500 scholarships to high school seniors in 2011. This is the ninth year Jo-Carroll Energy has awarded scholarships to the sons and daughters of cooperative members.

"The purpose of the scholarship program is to assist electric cooperative member families in our service area," said Michael Hastings, Jo-Carroll Energy president and CEO. "We want to make a difference in our communities and we think lending our youth a hand is one of the best ways to do this."

Current high school seniors within the Jo-Carroll Energy service territory are encouraged to apply for the scholarships. Applicants must be a current high school senior and a son or daughter of a Jo-Carroll Energy cooperative member who is receiving services from the cooperative at the time the application is submitted.

Scholarships may be used for

educational costs at any two- or four-year accredited college or university, including vocational/technical schools and lineman's school.

Scholarship winners must begin undergraduate studies within one year of being notified that they have won. Scholarship winners are expected to be full time students (at least 12 hours). Scholarships are for one year and are not renewable.

Scholarships will be awarded based on grade point average, college entrance test scores, work and volunteer experience, participation in school and community activities, a brief biographical statement with emphasis on the student's citizenship, leadership and character and that includes the student's career goals and how the scholarship would help them achieve those goals, and a short essay demonstrating their knowledge of electric/natural gas cooperatives and the

value of the co-op to its members and community

Applicants also will need to submit two letters of recommendation, one from a teacher or other school personnel and one from a community member who is familiar with the student.

Deadline for application for the Jo-Carroll Energy scholarship is Jan. 31, 2011. Scholarship winners will be notified by May of 2011. Two scholarships will be awarded in both Jo Daviess and Carroll counties and one scholarship in Whiteside County.

Applications are available from Jo-Carroll Energy and local school guidance counselors.

For further information, please contact Peggy Francomb, corporate communications manager, at 800-858-5522, ext. 1218.

Eight 2011 IEC Memorial Scholarships available

Illinois electric cooperatives will award seven academic scholarships to high school seniors in 2011 through a memorial scholarship fund designed to financially assist deserving students in the "electric cooperative family." In addition, a new eighth scholarship – to assist with costs in attending an electric lineworker school – will be offered for the first time.

The eight scholarships of \$1,250 each will be awarded in 2011 through the Thomas H. Moore Illinois Electric Cooperatives (IEC) Memorial Scholarship Program.

Four scholarships will be awarded to high school seniors who are the sons or daughters of an Illinois electric cooperative member receiving service from the cooperative. A fifth scholarship, the Earl W. Struck Memorial Scholarship, will be awarded to a student who is the son or daughter of an Illinois electric cooperative employee. The sixth and

seventh scholarships are reserved for students enrolling full-time at a two-year Illinois community college who are the sons or daughters of Illinois electric cooperative members, employees or directors.

A new eighth annual scholarship, the "LaVern and Nola McEntire Lineworker's Scholarship," will be awarded for the first time in 2011. This \$1,250 scholarship will help pay for costs to attend the lineworker's school conducted by the Association of Illinois Electric Cooperatives in conjunction with Lincoln Land Community College, Springfield, Ill. LaVern McEntire served as a lineman for McDonough Power Electric Cooperative from 1949 until 1991. He and his wife, Nola, helped to endow and establish the new scholarship to financially assist deserving individuals in becoming trained lineworkers. Relatives of co-op employees or directors are eligible for the lineworker's scholar-

ship, as are individuals who have served or are serving in the armed forces or National Guard.

"We hope to assist electric cooperative youth while honoring past rural electric leaders with these scholarships," said Michael Hastings, Jo-Carroll Energy president and CEO. "The Illinois cooperatives are very pleased to offer the new electric lineworker's scholarship. It will benefit not only electric cooperative youth but also those fine men and women who have served their country through their military service and may now be wanting to become a trained lineworker."

For more information regarding the scholarships, contact Peggy Francomb, corporate communications manager. All necessary paperwork has also been sent to area high school guidance counselors and is also available for download at the cooperative's website at www.jocarroll.com.

Co-op Connections featured business

Renew Salon in Galena, IL



“Most people cannot say they love working, but I can. This is my career, not my job,” said Vickie Scharpf, owner of Renew Salon in Galena.

Scharpf opened Renew Salon on July 12, 2006, with a simple menu of services. As a nail technician, Scharpf offered manicures, pedicures and waxing services when Renew Salon opened. As business grew and the salon’s reputation spread, Scharpf took the advice of her customers and expanded. She remodeled the current building on U.S. Route 20 into a full nail and hair salon.

Renew Salon is geared toward local clients from the tri-state area. Her small and comfortable salon takes pride in serving men and women from this area. Every technician and stylist at Renew Salon

is self-employed and licensed to provide professional service. Each technician and stylist continues her education throughout the year.

The salon remains affordable while offering a wide variety of services including Renew Signature Hot Stone and Spa pedicures and manicures, all nail treatments and services, all waxing, ear candling, acne and anti-aging facials for men and women. For repeat customers, Renew Salon offers each client’s sixth and tenth pedicure free if purchased within one year of their first. Also available are children’s, men’s and women’s haircuts, color, perms and styling, as well as make-up application.

All of the products used at Renew Salon are safe for sensitive skin and very environmentally conscious. All hair products are water soluble

and the make-up and skin care lines are mineral based. All make-up is sold in refillable containers to eliminate waste. Scharpf has chosen not to print the Renew Salon logo on her chic shopping bags for the purpose of allowing the customers to reuse them as gift bags.

Renew Salon also helps local artists and crafters by selling their jewelry and skin care products at the salon. For more information, email renewsalon@sbcglobal.net or call (815) 776-9918.

Renew Salon is open Tuesday and Friday 9 am – 5 pm, Wednesday and Thursday 9 am – 8 pm and Saturday 9 am to Noon. Walk-ins are welcome and appointments are preferred. Jo-Carroll Energy Members will receive 20% off all regularly priced retail with their Co-op Connections Card.

Nominees sought for three seats on board of directors

Three positions on Jo-Carroll Energy's Board of Directors will be filled during the 2011 election. Districts included are: District 3 now represented by Marcia Stanger, District 6 now represented by Tom Lundy and District 9 now represented by John "Jack" Janssen.

Any Jo-Carroll Energy member residing in the district of a director whose term is expiring, including the incumbent director, may petition for nomination as director. Members interested in being elected to the board of directors may pick up a nominating petition at Jo-Carroll Energy's headquarters at 793 U.S. Route 20

West in Elizabeth or download a petition from the cooperative's website at www.jocarroll.com.

The petition must be signed by at least 25 Jo-Carroll Energy members residing in the district for which a director is to be elected. Petitions must be filed at Jo-Carroll Energy's headquarters no earlier than Nov. 10 and no later than Feb. 8, 2011.

In order to qualify to have their names placed on the ballot, all nominees must participate in an orientation process provided by the attorney for the cooperative assuring that all nominees fully understand the expectations and responsibilities of directors,

including, but not limited to, time demands, educational expectations, and fiduciary responsibilities.

All eligible candidates will be announced in the April 2011 issue of Illinois Country Living and in the 2011 Annual Meeting book. Elections are conducted by mail prior to the cooperative's annual meeting in April.

Complete details on director qualifications and the nomination procedure can be found in Jo-Carroll Energy's bylaws. The bylaws are posted on our website. Those without Internet access may request a copy by calling 800-858-5522. **Jean Vincent**

Holiday closings



Veterans Day

Our offices will be closed on Thursday, Nov. 11, in honor of Veterans Day.

Happy Thanksgiving



The Jo-Carroll Energy offices will be closed on Thursday, Nov. 25, and Friday, Nov. 26 in observance of the Thanksgiving holiday.

Jo-Carroll Energy

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

Resume of Minutes

Regular Board Meeting • August 31, 2010

The Jo-Carroll Energy Board of Directors met at its headquarters in Elizabeth on Tuesday, August 31, 2010. The following is a summary of the meeting activities. The agenda was approved as modified and the Consent Agenda was approved. There was no member presentation.

Chairman's Report

Chairman Mattingly commented on the leadership role provided by Jo-Carroll Energy directors in submitting resolutions to the AIEC. He expressed his appreciation for the successful efforts of Director Senn in providing the leadership at the AIEC level.

Dairyland Report

Director Stadel provided his report on the activities of Dairyland Power and board efforts there to deal with flooding and other challenges.

AIEC Report

Director Senn reviewed the resolution process in place with the AIEC and the NRECA regional groups and otherwise reported on AIEC activities.

Strategic Activity

Director Werner reviewed Policy 137 entitled Privacy Principles for Member-Consumer Information. A motion was approved to amend the policy.

CEO's Report

The CEO reported on the following:

- **Financial Operating Report** – The CEO reported that the Cooperative had an unaudited margin of \$150,055.00 for the month of July, 2010.
- **Power Supply Report** – The CEO advised the Board that it is not unreasonable to expect double digit increases in power costs on an annual basis over the next several years.
- **Cost of Service Study Update** – The CEO then reviewed the current cost of service study advising that recommendations regarding the Jo-Carroll Energy rate structure will be provided to the board by the October board meeting.
- **Biomass Plant Update** – The CEO reported on the current efforts to continue consideration of a biomass plant.
- **Farmers' Mutual Meeting Report** – The CEO reported that the contacts continue with Farmers' Mutual regarding Jo-Carroll Energy assistance with their billing system.

- **Economic Development Program Update** – The CEO and Russ Simpson commented on continuing economic development efforts beginning with the 2008 strategic plan, TCEDA and other activities. A recommended increase in financial commitment was approved.
- **Flood Report** – Buros provided a report on the effects of the recent flooding in northwest Illinois and the efforts at Jo-Carroll Energy to minimize the negative effects of the flood on members,
- **External Affairs Update** – Cox reported on Congressional and county activities related to issues having a direct effect on the cooperative and its members.

Board Issues

- **Consideration of Rate Revision** – The board approved Jo-Carroll Energy Administrative Policy No. 18 and Jo-Carroll Energy Administrative Policy No. 73, including the RATES 18 AND 73 AGREEMENT form.
- **Board Resolution/Reimburse (new credit cards)** – The board authorized execution of a proposed Charge Card Reimbursement Agreement.
- **Industrial Member Contract Negotiations Update** – The CEO reviewed the status of negotiations with one remaining industrial member.
- **CFC Line of Credit** – The board authorized the execution of the proposed agreement for a line of credit.

- **Region V & VI – CFC Voting Delegate Alternate** – The board approved a delegate and alternate for the CFC meeting.
- **CFC 2009 Key Ratio Trend Analysis** – The board reviewed the 2009 Key Ratio Trend Analysis provided by CFC.
- **RESCO Voting Delegate** – The board approved a delegate for the RESCO meeting.
- **Reschedule Annual Meeting Planning Committee Meeting date** – The committee will meet following the next regular board meeting scheduled for September 30, 2010.
- **AMI/Broadband** – The board receiving a presentation regarding the SandPrairie Wireless activities and AMI upgrades.
- **Resolution of Support for Southern Illinois Power Cooperative (SIPC)** – The board approved a resolution supporting the efforts of SIPC in dealing with damage done to its transmission system.

Reports

The Board heard reports on numerous board activities since the last board meeting.

Upcoming Meetings

The board discussed the upcoming Region V & VI meeting of the NRECA scheduled in Minneapolis.

Other Business

The board discussed other issues of concern of board members but no action was taken.

Seasons of the Cooperative Calendar Photo Contest

2012: International Year of Cooperatives

We're planning a 2012 commemorative calendar that captures the spirit of our cooperative communities in celebration of the "International Year of Cooperatives".

Send in your photos for our 2012 calendar. The contest runs now through June 30, 2011 giving ample time to capture the seasons, as seen through your eyes.

For more information go to our website or give us a call.



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Home heating energy assistance available

Two agencies have funding available through the LIHEAP Program to assist low-income residents with their heating costs.

Northwestern Illinois Community Action Agency (NICAA) has funding available for the residents of Jo Daviess County while the Tri-County Opportunities Council has funding for residents of Carroll and Whiteside counties through the Low Income Energy Assistance Program.

Starting Nov. 1, all low-income households may apply. Prior to that date, applicants with elderly or disabled household member were able to apply from Sept. 1-30. Beginning Oct. 1, disconnected households and families with children age 4 and under as well as elderly and disabled households could apply.

To qualify, a household must have income equal to or less than the following table for the 30 days prior to the application.

Number of People in Household	30 Day Gross Income
1	\$1,354
2	\$1,821
3	\$2,289
<i>*Add \$457.50 for each additional member</i>	

When applying for assistance, the following documents will be required:

- Social Security cards for all members of the household
- Proof of all income for all members of the household for the 30 days prior to the application date
- Benefit letter for household members receiving SSA, SSI or SSD income
- If a household member is self-employed, proof of income is required
- Most recent heating utility bills in their entirety; must be in an adult household member's name
- DHS medical card or DHS assistance letter
- If a renter, a copy of the lease and rent receipt is required

- If your house has zero income, proof must be provided

If you reside in Jo Daviess County, call for appointment:

NICAA, Freeport office
(815) 232-3141
(800) 883-1111
8 a.m. to 3:30 p.m.,
Monday through Friday

If you reside in Carroll or Whiteside counties, call for appointment:

Tri-County, Rock Falls office
(815) 625-7830
(800) 323-5434
8 a.m. to 4:30 p.m.,
Monday through Friday

The agencies also have information about home weatherization assistance for low-income renters and homeowners. Weatherization work and materials are provided at no cost for eligible households and include measures to save energy for heating and cooling the home.

*Warm someone's holiday
with the gift of energy.*

Holiday Energy Credit

A wonderful holiday gift idea for any
Jo-Carroll Energy member!

Certificates available in any amount, and are applied to the member's energy bill for the amount purchased. We'll supply a gift card you can send the recipient.

Ask any billing service representative for more information.



Jo-Carroll Energy

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The power of human connections®

Neighbor to Neighbor Care Funds offer help when needed

If you need assistance paying your energy bill this winter, help may be available through Jo-Carroll Energy's Neighbor to Neighbor Care Funds.

This program is intended to coordinate and work in tandem with the LIHEAP agencies program.

If funds are available and you qualify, you may receive a grant from the Neighbor to Neighbor funds. These funds are administered through the Northwestern Illinois Community Action Agency (NICAA) in Jo Daviess County and Tri-County Opportunities Council in Carroll and Whiteside counties.

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