

JO-CARROLL

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

Jo-Carroll Energy is thankful for your membership

“Feeling gratitude and not expressing it is like wrapping a present and not giving it.”

In the spirit of this quote by William Ward, I'd like to take this opportunity to express my gratitude for your membership in our electric cooperative. Connecting with our communities is a continuous theme and because of your connection to Jo-Carroll, we can make our community a better place.

During this season of giving thanks, I think it's important to let you know just what an impact you have on our co-op and the greater community, likely in ways you may not even realize.

As part of the cooperative business model, one of our core principles is “Concern for Community.” While our priority is to provide safe, reliable and affordable energy and broadband services, we view our role in the community as a catalyst for good.

We are purposeful in partnering with local groups, working together on projects that benefit our communities.

We work closely with our local schools to provide safety demonstrations and award college scholarships. We also participate locally in National Manufacturing Day through “Work in the Real World” experience for high school sophomores. The event provides

an opportunity for students to spend time with employers throughout the region and gain a realistic view of careers. Jo-Carroll also participates in an annual Youth Tour where we select two of our community's young people to travel to Washington, D.C. for a week-long immersion to experience democracy in action. The trip is inspirational for those students, and we are both humbled and honored to be a part of this leadership development journey.

Ultimately, the larger community benefits from these programs because of you! You empower the co-op through your membership and through your participation in and support of these programs.

To enhance your cooperative's value and better serve the larger co-op membership, please alert us to problems and/or provide suggestions. Your input is extremely valuable.

Because we are locally governed by members of our community, we are able to get a first-hand perspective on community priorities, thereby enabling us to make more informed decisions on long-term investments, such as high-speed fiber internet, other technology upgrades and renewable energy programs.

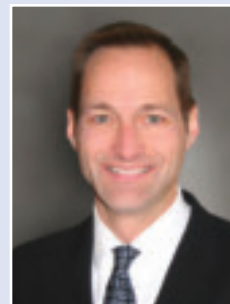
We are thankful that our co-op board members carve out time to attend important training sessions, participate in planning meetings and keep abreast of industry trends. This

investment in time results in better informed advisors that serve the co-op's interests in a way that our consumers expect and deserve.

On a more personal note, we appreciate the countless acts of kindness our crews and other employees receive when they are working to better serve you. Our employees are thankful for your patience and consideration when we are trying to restore service during challenging conditions.

Jo-Carroll Energy was originally established in 1939 to bring electricity to rural areas in northwest Illinois when no one else would. The cooperative is a reflection of our local community and its evolving needs, such as bringing high speed internet and/or natural gas service to your home or business. Together, let's continue making our corner of the world a better place. We can't do it without you, and for that, we're thankful for your membership.

We appreciate the countless acts of kindness our crews and other employees receive when they are working to better serve you.



Mike Casper
President and CEO

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.

Voluntary and open membership • Voluntary and open membership • Voluntary and open membership • Voluntary and open membership • Voluntary and open membership

Resume of Minutes

August 29, 2018

For your information

Your Board of Directors:

David Senn
Chairman
District 7

Russell Holesinger
Vice Chairman
District 8

Marcia Stanger
Secretary
District 3

Martin Werner
District 1

Joseph Mattingley
District 2

Dan Tindell
District 4

Patricia Smith
District 5

Thomas Lundy
District 6

Larry Carroll
District 9

Robert Kuhns
Treasurer
District 10

Office Hours:

Monday-Friday

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 4:30 p.m.

Geneseo

1004 S. Chicago St.
7:30 a.m. to 1 p.m.
1:30 to 4 p.m.

Services and Billing Questions:

(800) 858-5522
www.jocarroll.com

For emergencies and outages call:

(800) 858-5522

The regular board meeting of Jo-Carroll Energy, Inc. (NFP) was held at the cooperative's headquarters in Elizabeth, Illinois on Wednesday, Aug. 29, 2018 at 9 a.m.

AIEC (Association of Illinois Electric Cooperatives) & NRECA (National Rural Electric Cooperative Association) Report – Chairman Senn reported on topics from the AIEC Board Meeting he recently attended. The IEC Memorial Scholarship program was discussed. Mike Casper provided a presentation during the AIEC meeting and discussed JCE's principles, mission, and vision of the cooperative. Casper shared Sand Prairie's latest fiber initiatives.

APGA Report – Director Carroll reported that public awareness regarding natural gas safety is becoming more prominent and the board discussed efforts the cooperative makes to ensure members have the latest relevant information on natural gas safety.

Dairyland Power Cooperative (DPC) Report – Director Mattingley discussed highlights from the DPC Board Meeting. DPC margins are slightly above budget for the YTD.

Prairie Power Inc. (PPI) Report – Director Kuhns reported on PPI's most recent generation figures and provided operational highlights from Prairie State Units 1 and 2.

Board Policy 121 – Director Tindell referred Policy 121 to the Policy Committee for further review.

CEO's Report – President and CEO Casper reported that the cooperative's operating margins for July YTD were \$276,521. The current equity of the cooperative is 21.88 percent.

Operations & Regulatory/Legislative Update

Kyle Buros, Senior Vice-President and Assistant General Manager, provided details on the metrics and performance indicators for strategic planning initiatives.

Vice-President and CFO Chuck Woods provided a summary of Jo-Carroll Energy's Key Ratio Trend Analysis (KRTA) results, which included revenue and expenses, number of services and utility plant ratios.

Chris Allendorf, Vice President of External Relations & General Counsel, provided the board with an overview of matters concerning the state of Illinois and the federal government. Allendorf also updated the board on the EPA's plan to replace the Clean Power Plan. Northwest IL Economic Development (NWIL) formerly TCEDA, is currently planning their 10th annual meeting. Allendorf discussed the Governance Task Force Report, which is used as a discussion tool for cooperatives regarding governance matters.

Board Issues

Discounted estate retirements were approved as presented.

The board declined to participate in the NRECA's Guatemala project, considering our recent contribution to the Bolivia project.

A motion was made seconded and carried unanimously to opt out of collecting \$0.05 from all residential accounts and \$0.50 non-residential accounts for the state's Renewable Energy Fund. The program has not given out renewable energy grants in several years and the state is now using those funds for other purposes.

Action items as a result of Executive Session

– None.

Chairman Senn adjourned the meeting at 12:20 p.m.



Holiday closings

Jo-Carroll Energy will be closed on Monday, Nov. 12 in observance of Veterans Day and Thursday and Friday, Nov. 22-23 for the Thanksgiving holiday.

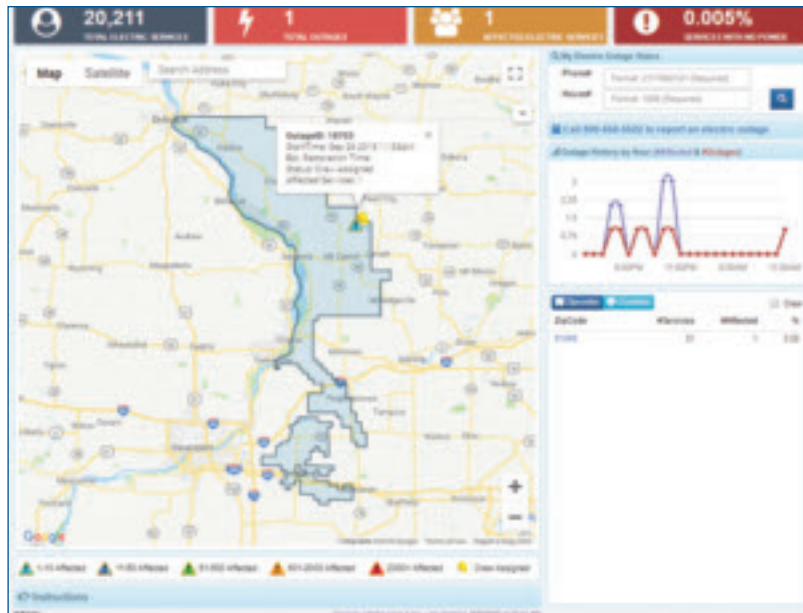
Jo-Carroll rolls out new outage map

Have you visited our online outage map recently? We've rolled out a new version of the map that has some special features for our members.

The new outage map on jocarroll.com is updated every five minutes using data from our outage management system that relies on our automated metering infrastructure meters, substation monitoring system and member reports.

The interactive map provides information on the number of outages and affected electric services. A chart displays outage history for the past 24 hours. When there is an active outage, another chart displays the number affected and can be viewed by either zip code or county. Only zip codes with an active outage will appear in the list.

The map features an improved design that allows for viewing on both desktop computers and mobile devices. Any outages are highlighted by a color-coded triangle. Hover over the triangle with your mouse to open



an outage information box.

The map shows the approximate location of outages, the number of members affected and the number of members with service. New is a special hardhat icon indicating that a crew has been assigned to the outage.

Users can view the Outage Map as

a road map with or without terrain or as a satellite view with the option of labels.

Another added feature allows you to check if there is an outage at your service location. Simply enter the phone number associated with your account and street number.



Make sure we have your correct phone number

As more and more people are dropping their landlines and opting only for cell phones, it is important to keep Jo-Carroll Energy updated with your primary phone number.

Make sure your contact information is up-to-date. You can sign in to the MyAccount Member Services Portal to update your information or call us at 800-858-5522 to speak to a Member Service Representative.



Crews aid North Carolina co-op after Florence

When Florence slammed into the East Coast and began her slow crawl northward, linemen from Jo-Carroll Energy were among the Illinois crews already on the scene to assist with power restoration efforts at South River EMC in Fayetteville, N.C.

JCE Linemen Justin Rolwes, Kurt Krohmer, Justin Glassmaker

and Jake Salzman left from Elizabeth early Sept. 12 taking a bucket truck, digger and pickup with a tracked UTV and headed for North Carolina in advance of the hurricane making landfall.

“We got word about six days before the storm hit that the state-wide in North Carolina had already come together and said ‘this is going to be bad, we’re going to need help,’” said Karl Thorsen, manager of electric operations.

Electric cooperatives across the seaboard region from Georgia to North Carolina were warning the members to expect lengthy outages and asking for assistance from their fellow cooperatives.

Cooperatives from at least 12 states sent crews, including 19 from Illinois. The Association of Illinois Electric Cooperatives (AIEC) activated its Emergency Work Plan for storm recovery help. It’s an agreement with others that support the principle of cooperation among cooperatives.

At South River, the first day was spent running the lines, looking for the trouble spots along with a local lineman. Slow moving Florence was dumping three inches of rain per hour on the area, and the next day everything flooded. Crews were

working to restore over 30,000 outages in the wake of the hurricane. They had to contend with downed trees, spotty cell coverage, flooding and road closures.

The crews were working 16- and 17-hour days in the wake of the hurricane. They were up at 4 and had a half-hour drive from the hotel to the co-op where they would eat, get supplies and head out for the day.

The flooding made the work more difficult. “We were knee deep in water. You have five-buckle rubber boots and the water was going right over them,” Salzman said.

And then there were the fire ants – clumping and floating together on top of the water.

Flooding also impacted the lodging and supplies. The crew first stopped at a hotel that didn’t have power, but found another across the street that did. It was running off a generator, so they still had lights and water but no air conditioning.

Another night they had a problem getting dinner. They couldn’t make it back to the co-op and every place around was closed on the way back to their hotel.

“There was a curfew because of the flooding,” Salzman said. “All the restaurants, everything was



closed. There was one gas station, but they were pretty much cleaned out so we had beef jerky and Cheezits for supper.”

When the river flooded, everyone within a mile was told to evacuate, but there were those who didn't. The local residents who the linemen encountered showed their gratitude for the crews' work.

“They were very nice. They wanted us to come in for chili; they were making all kinds of stuff, even after they had been out of power for days, but they still wanted to help you out,” said Krohmer.

“People were extremely appreciative you traveled that distance to

help out,” added Salzmann. “They would pull up and even if they weren't on South River lines they appreciated us even being there.”

More than 200 line personnel from 25 electric co-ops in Illinois, Ohio and Tennessee as well as three electrical contractors and three tree expert businesses supported the South River crews in the storm and power restoration efforts.

“We are so thankful for the assistance of all of the out-of-town emergency personnel who are traveling to assist with our restoration efforts,” said Catherine O'Dell, vice president of member services and public relations at South

River EMC said in a press release. “Linemen are the unsung heroes of many disasters. They leap into action and work tirelessly until all power is restored and people's lives are returned to normal.”

JCE maintains a rotating list of the crews for when a request for mutual aid comes in. When that happens, a lineman can say either yes or no. Why make the decision to go?

“Because that's what we do,” said Salzmann.

“And they would do the same for us,” Glassmaker added.



All photos were taken by the linemen.

Budget billing accounts recalculate in November

Members with budget billing for their electric accounts will have their budget amounts recalculated in November.

Because your budget amount is based on an average of the previous 12 months' use and outstanding credits or debits accrued, this November true-up recalculation may result in an increase or decrease, depending on changes in your use patterns.

Be sure to look at your November statement to see if your budget amount has changed. If a change results from the recalculation, a message will appear on your statement in blue indicating the

new budget amount. If you do not see a message on your statement, your budget billing amount remained the same.

If you have more than one billing account on budget, it is possible that one or both amounts may change. You begin paying the new budget amount in December. Invoice billed members, please remember that no messages will print on your bill statement whether or not the budget bill amount changes. If you would like to know your new budget bill amount please call our offices between the hours of 8 a.m. and 5 p.m. Monday - Friday or email us at info@jocarroll.com.

Budget billing can help you manage your energy costs by allowing you to allocate the same amount each month. Monthly utility bills can vary significantly throughout the year due to variations in your usage through heating and cooling seasons. With Jo-Carroll Energy's budget billing plan, you eliminate the month-to-month fluctuations caused by changing weather and use patterns. It is imperative that members on budget billing still watch their monthly use and outstanding balances to ensure a large increase does not occur during a recalculation month.

Levelized billing

Jo-Carroll Energy also offers a levelized billing program. Under this plan, each monthly bill is the rolling average of your electric use for the most recent 12 months, thus eliminating true-up months.

This means you will not pay the exact same amount every month, but it will be close to the same. The amount you owe some months will be more than the average, other months it will be less. Over the course of the year, you will have paid what you actually owe.

Levelized billing does not reduce your bill; rather it helps you manage your utility payments.

If you have any questions regarding budget billing, your budget bill account or levelized billing, please contact the Member Services Department at 800-858-5522. You can find more information about budget billing on our website at www.jocarroll.com.

Neighbor to Neighbor Care Funds offer help

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 works in tandem with the Low Income Home Energy Assistance Program (LIHEAP).

Members must first apply for LIHEAP funds to be considered.

If funds are available, you may receive a grant from the Neighbor to Neighbor funds. To find out if you qualify, contact your respective agency to start the application process:

- **Jo Daviess County:**
Northwest Illinois Community Action Agency (NICAA)
815-232-3141
- **Carroll and Whiteside counties:**
Tri-County Opportunities Council
800-323-5434
- **Henry County**
Project Now
309-852-4565

Energy Efficiency Tip of the Month

Got holiday leftovers? When possible, use the microwave to reheat food. Microwaves use as much as 80 percent less energy than a standard oven.

Source: energy.gov

Jo-Carroll Energy, statewide scholarships available



Jo-Carroll Energy will award up to \$25,000 to students from its service territory through its scholarship program. In addition, Illinois electric cooperatives in 2019 will award 11 academic scholarships to high school seniors from across Illinois through a memorial scholarship fund.

The Jo-Carroll Energy Scholarship Program includes:

- Six Jo-Carroll Energy Scholarships in the amount of \$1,000 each to current high school seniors whose parents or guardians are members of Jo-Carroll Energy. Two scholarships will be awarded in both Jo Daviess and Carroll counties and one each in Whiteside and Henry counties.
- Four \$1,000 scholarships (one awarded in each county of the cooperative's service territory) for students who will attend two-year, technical or trade schools.
- Two lineworker scholarships in the amount of \$2,000 each.

- Four \$1,500 scholarships (one awarded in each county of the cooperative's service territory) for adult or "non-traditional" students. These scholarships will go to cooperative members who are returning to school or will attend a post-secondary or accredited training program.
- Ten "Director's Scholarships" of \$500 each to be awarded to a student from each of the cooperative's 10 director districts. Current high school seniors, whose parents are members of Jo-Carroll Energy, are eligible for these scholarships. Applicants and at least one of their parents must attend the Annual Meeting of Members on June 12 where selections will be made by drawings.

All Jo-Carroll Energy scholarships are funded by unclaimed capital credits.

IEC scholarships

Illinois electric cooperatives will award 11 academic scholarships designed to financially assist deserving students in the "electric cooperative family." In addition, a 12th scholarship – to assist with costs in attending an electric lineworker school – will also be offered.

A total of 12 scholarships of \$2,000 each will be awarded in 2019 through the Thomas H. Moore Illinois Electric Cooperatives (IEC) Memorial Scholarship Program.

- Six 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.
- The Earl W. Struck Memorial Scholarship will be awarded to a student who is the son or daughter of an Illinois electric cooperative employee or director.
- Four 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.

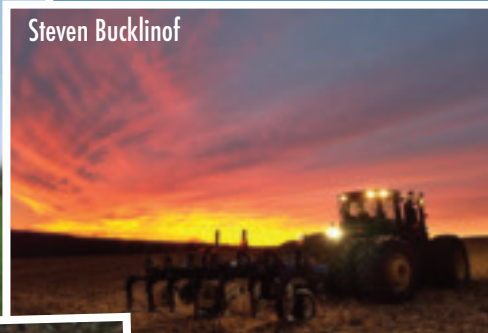
- The "LaVern and Nola McEntire Lineworker's Scholarship," of \$2,000 will help pay for costs to attend the lineworker's school conducted by the Association of Illinois Electric Cooperatives in conjunction with Lincoln Land Community College, Springfield. Sons and daughters of co-op members; relatives of co-op employees or directors; and individuals who have served or are serving in the armed forces or National Guard are all eligible for the lineworker's scholarship.

Complete details, eligibility requirements and applications for the Jo-Carroll Energy scholarships can be found on the cooperative's website at www.jocarroll.com along with information and applications for the IEC scholarships. Please note that deadlines for the various scholarships may vary. Information and application materials have been shared with high school guidance counselors also.

For more information, contact Peggy Francomb, manager of communications and marketing, at 800-858-5522, ext. 1218 or pfrancomb@jocarroll.com.



Donna Berlage



Steven Bucklinof



Debbie Borkgren



Ronald Hallendorff



Shirley Harris



Richard Beutel



Richard Beutel

Congratulations to our 2018 photo contest winners

Congratulations to the winners in our 2018 Photo Calendar Contest. We are proud to feature the work of our talented members in the 2019 Jo-Carroll Energy Calendar.

Copies are available at the Elizabeth, Savanna and Geneseo offices while supplies last.

Members whose photos appear in the calendar include:

- Debbie Borkgren of Geneseo
- Vicky Enyeart of Atkinson
- Barb Virtue Townsend of Galena

- Jennifer Pepper of Fulton
- Donna Berlage of Galena
- Richard Beutel of Galena
- Laura Edmonds of Galena
- Adelle Mure-Ravaud of Fulton
- Julie Segal of Galena
- Shirley Harris of Hurst, Texas
- Steven Bucklinof Stockton
- Ronald Hallendorff of Geneseo
- Daryl Stienstra of Dixon
- Laurie Starrett of Munster, Ind.

See your photos in print

The 2019 Photo Contest is now open

Jo-Carroll Energy is accepting entries for the 2019 contest; winners will be featured in the 2020 Jo-Carroll Energy Calendar.

We are looking for images that represent life in our service territory – whether they are action shots or scenic landscapes. All photos must be the original work of the entrant and be taken within the Jo-Carroll Energy service territory.

Entry deadline is June 30, 2019.

For complete rules and entry information, visit www.jocarroll.com or contact Peggy Francomb, manager of communications and marketing, at 800-858-5522, ext. 1218 or pfrancomb@jocarroll.com.

