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New Year But Co-op Commitment Continues



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Happy New Year from EnerStar! With the new year, there are many ongoing projects and a few changes happening at the co-op. One significant change is the appointment

of a new Chief Executive Officer.

With Dave Clinton's retirement as CEO on Nov. 1, 2024, I am excited to introduce myself as the newly appointed CEO. Having worked at EnerStar for over 35 years, I have enjoyed getting to know many of you. For those who may not know me, my experience in the cooperative sector is diverse, as I have served in various roles within our not-for-profit cooperative.

I graduated from Indiana State University and completed the National Rural Electric Cooperative's Management Internship Program at the University of Wisconsin in 2016. Throughout my career, I have engaged

in ongoing co-op training and served on committees at the state and national levels.

I am passionate about the co-op business model and look forward to continuing to serve our membership in this new capacity. Our dedicated team of co-op employees is equally dedicated to fulfilling the cooperative's mission of providing our members with safe, reliable and affordable power.

The timing was such that when I was transitioning into this new role, I received the results of our most recent member survey, conducted by our state-wide association. I thought that would be a perfect topic for my first article.

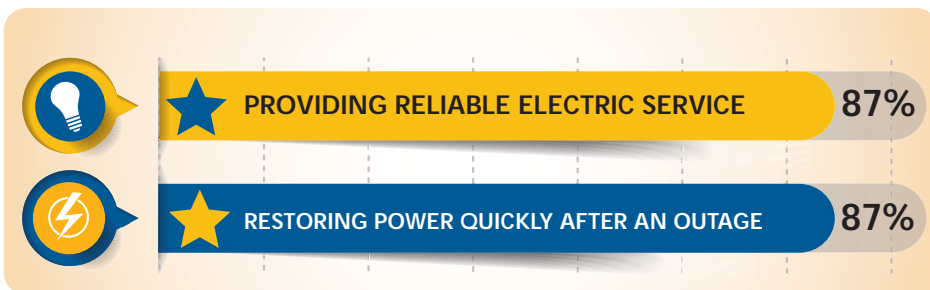
We are incredibly grateful for the feedback from our members. We are fortunate to have such an engaged community, and the survey provides us with valuable benchmarks. It helps us identify what we are doing well and highlights areas to improve.

Our core goal is to provide our membership with reliable electric service. EnerStar achieved an 87%



A Touchstone Energy® Cooperative

11597 Illinois Highway 1
Paris, IL 61944
800-635-4145
Monday through Friday
7:30 a.m. to 4:30 p.m.



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score for delivering reliable electric service and for restoring service quickly after an outage. While these are strong numbers, it is important to point out that a major initiative underway, installing a new metering system, will significantly improve this performance indicator.

Our current metering system has exceeded its expected lifespan and has helped the co-op save money. However, it now needs an update due to software compatibility issues and challenges in sourcing replacement parts. The new metering system offers numerous benefits, with two key advantages regarding outage restoration:

- **Improved reliability.** The new metering system will deliver enhanced data like power quality reporting. It will allow us to identify hazards or weak spots and detect blinks before they can lead to outages, thus improving electric reliability.
- **Outage restoration and communications.** The new metering system will communicate wirelessly instead of using power lines. This upgrade allows crews to quickly assess the scale

of outages and respond more efficiently if your power goes out. Additionally, it will enhance outage communications for members using our SmartHub app.

Another survey section I want to highlight is member service, which relates back to my comment about our dedicated team of employees. Our membership rated EnerStar highly in several key areas:

- Knowledgeable/competent employees
- Friendly/courteous employees
- Communicates effectively
- Makes it easy to do business with the co-op
- Committed to local communities
- The co-op is honest and transparent

Thank you to our members for recognizing the hard work of our dedicated employees who consistently go above and beyond. While we may be one of the smaller not-for-profit electric cooperatives in Illinois, we are mighty and serving our members is our #1 priority!



★ Friendly and courteous	93%
★ Knowledgeable and competent	93%
★ Effective communication	90%
★ Committed to local community	88%

Happy New Year from your friends at EnerStar!

Our office will be closed on Dec. 31 and Jan. 1

Regardless of whether the office is open, we are here for you 24/7/365. If you have a power situation, contact us at 800-635-4145 or report via the SmartHub app.





Youth to Washington

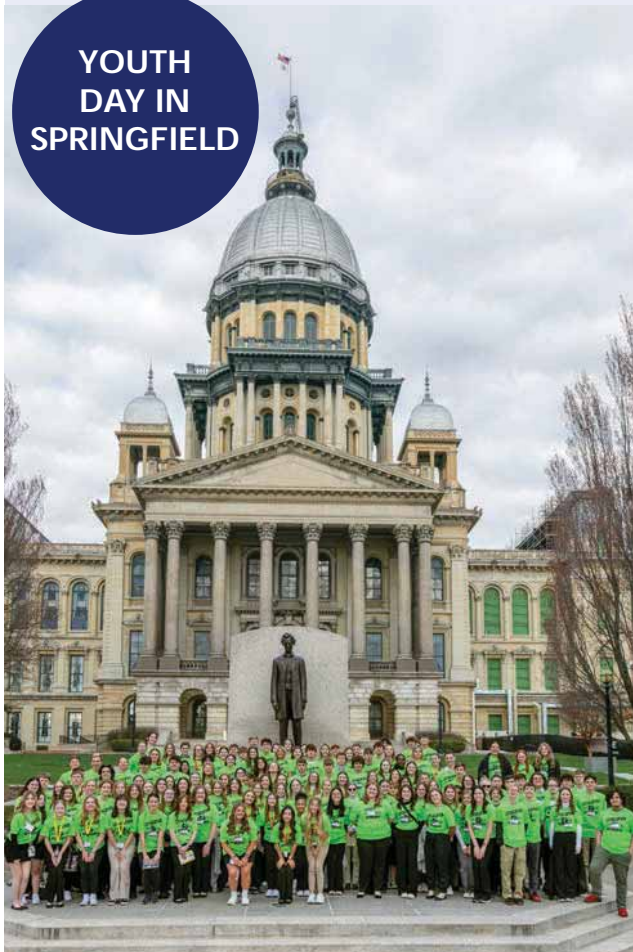
APPLY TODAY TO REPRESENT ENERSTAR IN D.C.

For more than 60 years, the electric cooperatives of Illinois have given tomorrow's leaders the opportunity to learn from today's public officials, and EnerStar is on the hunt for two outstanding students to represent our co-op at **Youth Tour** this year. EnerStar's **Youth Tour** is actually two separate events: **Youth Day** in Springfield and the Youth to Washington trip.

YOUTH DAY IN SPRINGFIELD – MARCH 5, 2025

Each year, nearly 300 outstanding students get an up-close, first-hand look at democracy in action when they meet their elected representatives during Illinois Electric Cooperatives Youth Day.

YOUTH
DAY IN
SPRINGFIELD



YOUTH TO WASHINGTON – JUNE 16-23, 2025

Those individuals selected will also travel by charter bus for an all-expense-paid, week long tour of Washington, D.C. where they will create lasting memories and visit all the Washington must-see sites including Gettysburg, George Washington's Mt Vernon, Smithsonian museums, Arlington Cemetery and much more!

YOUTH TO
WASHINGTON



HOW TO APPLY

Applicants should be high school freshmen, sophomores or juniors during the 2024-2025 school year. In addition, the students must reside in the EnerStar service territory and receive their electricity from EnerStar.

Visit www.enerstar.com to find the application in the Community Section. Applications are due Jan. 31, 2025.

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. 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. In 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 information 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.

If 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.

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.

To apply for the Planned Outage Call List, send an email to EnerStar's Kayla Foos at kfoos@enerstar.com or call her at (800) 635-4145.

Why we plan outages

Sometimes, you may hear that EnerStar will be having a "planned outage." Ever wondered why?

Occasionally, the equipment we use to bring power to your home needs to be repaired or replaced. When this happens, as a way to keep our crews and you safe, we plan a power interruption.

"We do our best to plan these outages during times when you will be least inconvenienced," said EnerStar's Manager of Engineering and Operations Greg Hollingsworth.

Hollingsworth explained that while it may be inconvenient, planned outages are actually beneficial. "Regular system maintenance is critical for many reasons. Yes, power reliability is one issue to avoid after-hour outages but there is also the issue of public safety and the safety of our employees," he said.

Here at EnerStar, we want to make sure we are doing everything we can to keep you safe and to keep our system running smoothly. So the next time you hear about a planned outage, know that it is one of the best ways we can provide you with quality electric service.



***Best way to be notified for all
EnerStar news -
Sign up for SmartHub!***



Visit www.enerstar.com or download our free, secure mobile app!