


HI-LINES

A newsletter for members of JCE Co-op



OCTOBER 2025

 Elizabeth, IL

 800-858-5522

 jcecoop.com



CALENDAR OF EVENTS

OCTOBER TOPIC— SENIOR PLANET

Artificial intelligence & disinformation

OCTOBER 7

Senior Planet–Savanna
Museum & Cultural Center
10:00–11:00 a.m.

OCTOBER 9

Senior Planet–Mount Carroll
District Library 1:00–2:00 p.m.

OCTOBER 14

Senior Planet–Schmaling
Memorial Public Library Fulton
11:00 a.m.–Noon

OCTOBER 16

Senior Planet–Apple Canyon
Lake Clubhouse 1:00–2:00 p.m.

OCTOBER 21

Senior Planet–Odell Public
Library Morrison 11:00 a.m.–Noon

OCTOBER 28

Senior Planet–JCE Co-op
Elizabeth West Campus
10:00–11:00 a.m.

OCTOBER 30

Senior Planet–Geneseo Public
Library 10:00 a.m.–11:00 a.m.

SPECIAL FEATURE

18C

Why public natural gas matters
to our community



JCE CO-OP
Electric • Gas • Fiber



CEO'S REPORT

by Mike Casper

Embracing positive change

I want to start by expressing my heartfelt gratitude for your patience and understanding as we forge a path toward improved service and innovation. I am pleased to share some exciting developments at JCE Cooperative. We have been transitioning to the National Information Solutions Cooperative (NISC) platform, a move that will bring a host of benefits to our membership and enhance our overall service delivery. This transition is more than just a technological upgrade; it represents our commitment to providing you with the best possible cooperative experience.

One of the changes has been consolidation of our electric and natural gas billing from six cycles to three cycles. This adjustment is designed to streamline our operations and ultimately lead to a reduction in cost to you, our member-owners. In the coming years, we expect we will consolidate further into one billing cycle, giving us the opportunity to include broadband services on the same statement with electric and gas accounts.

Additionally, we are excited to introduce the new mobile billing app, SmartHub in November. This app is a powerful tool that puts control in your hands, offering a convenient and user-friendly way to manage your account. With SmartHub, you can view and pay your bills, monitor your energy usage and receive important updates, all from the convenience of your mobile device.

Another component of our slate of improvements is the integration of a new Advanced Metering Infrastructure (AMI). As part of the upgrade, new advanced meters will improve our ability to respond

to outages more swiftly. We can also better monitor the health of our electrical system, ensuring a more stable and efficient power supply. This proactive approach not only benefits our cooperative but also empowers you with more precise data about your energy consumption.

While the transition to the NISC platform is largely positive, we acknowledge that change can bring challenges. Some members may experience a learning curve as they adjust to the new billing cycles and mobile app. We understand that adapting to new technology can be challenging for some. Our dedicated team is here to support you through this transition. We are committed to providing assistance and resources to ensure you can take full advantage of this innovative tool, including tutorials, member service assistance and community workshops. Your understanding and patience are invaluable as we work through these initial hurdles together.

Looking ahead, the benefits of this transition are clear. The NISC platform will enhance our operational efficiency, provide you with greater control over your energy management, and improve the service we provide to our members. The integration of SmartHub and AMI represent a significant step forward in our mission to deliver utility solutions to our members and communities safely, efficiently and responsibly, which will lead to a more rewarding experience for all our members.

Thank you for your continued trust and support as we embark on this journey together. We are committed to making this transition as seamless as possible and look forward to serving you with improved capabilities and services.

IMPORTANT **REMINDER**

SmartHub is coming November 3! You will receive a *NEW* account number on your SmartHub welcome email or November bill!



Register for SmartHub on November 3 with your *NEW* account number found here.


After we launch on November 3, we will have instructions on how to register your account on our SmartHub support page at jcecoop.com/smarthub.



Call Toll Free: 1-800-858-5522
Website: www.jcecoop.com

Page 1 of 2
ANY MEMBER
123 ANYPLACE RD
ANYWHERE IL 99999-9999
Your Membership District is ZZ
ACCOUNT NUMBER: 999999


Your Account Summary

Bill Date: July 22, 2025	
Previous Balance	\$75.03
Payment Received - 06/28/2025	-\$75.03
Past Due	\$0.00
 Electric Service	\$65.50
Current Charges	\$65.50
Total Charges Due by 08/11/2025	\$65.50
Amount Due after 08/11/2025	\$65.50

Total Amount Due

\$66.50

Payment due on Aug 11, 2025

 Electric Charges

Message Center

▶ Important messages to members.

SAMPLE

ATTENTION! **Auto Pay members!**

On November 3, you will be required to RE-REGISTER for Auto Pay in our new SmartHub billing and payment system.

If you have automatic payments set up through JCE Co-op, you'll need to set them up again. This applies to everyone using a credit or debit card, or an electronic check for recurring payments. When you sign up for automatic payments, you'll get a \$5 bill credit per service you have in the first month after you sign-up.



**Have questions or need help?
Contact us at
800-858-5522.**

WHY PUBLIC NATURAL GAS MATTERS TO OUR COMMUNITY

This year, Oct. 5-11 is Public Natural Gas Week, a time when communities such as ours give recognition to one of their most valuable community assets, their publicly owned natural gas utility. We are dedicating this week to educating our community about the benefits of having a public natural gas utility, in addition to promoting the overall benefits

of natural gas for your fueling and heating needs. There are approximately 1,000 public natural gas utilities in the United States. Most are small and comprised of a few hundred to a few thousand customers. Despite their size, they have a huge impact on the communities they serve, by providing an irreplaceable function of offering low-carbon, affordable and efficient natural gas.

Our customers recognize the need to access reliable energy; having a local public natural gas utility is the best way to do that. There are many other benefits of having a public natural gas utility, for example:

1



Public natural gas utilities are directly accountable to the citizens they serve, and decisions regarding your energy needs are made locally through citizen participation instead of being made outside of the community.

2



Public natural gas utilities are locally controlled operations, which ensures that rates remain competitive and affordable. This is especially reassuring as energy and fuel prices continue to rise and affect your family's bottom line.

3



Lastly, public natural gas can play a valuable role in helping broaden our tax base and helps local dollars stay at home. We also work with local financial institutions and make purchases from local businesses. This, in turn, improves the local economy and creates jobs.

We're here for our community and invite you to join us on Oct. 7 at Heritage Park in Erie, IL. for an appreciation picnic from 11 a.m. to 1 p.m. If you have any questions regarding your public natural gas utility or your upcoming energy needs, please feel free to reach out to JCE Co-op at 800-858-5522.

Paul Chiarelli



HALLOWEEN I SPY



Count how many of each item you see and write the correct number below.

















Thanks for rolling up your sleeves!

JCE Co-op thanks everyone who took part in the August blood drive. Because of your willingness to roll up your sleeves, we collected 12 units of blood, enough to help save up to 36 lives.

Each donation plays an important role in supporting patients during emergencies, surgeries and ongoing treatments. We are grateful for everyone who showed up to give, whether it was your first time donating or you are a regular at our blood drives.

Events like this show the strength of our cooperative spirit. By coming together, we continue to make a lasting impact on the communities we serve.

Thank you again for helping make the August drive a success. Do you feel brave enough to give again in October?



OCTOBER VEIN DRAIN

Join us ... if you dare!



Scan the QR code to make an appointment, call (800) 747-5401 or visit bloodcenter.org.

Appts preferred.

Please eat before donating and bring a photo ID.

JCE Co-op Main Headquarters
Elizabeth, IL
Thursday, October 16
2:30-5:30 p.m.



ImpactLife



Fiber buildout update: Fall construction in full swing

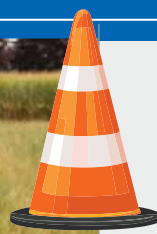
Our fiber expansion continues at a strong pace this fall, with construction advancing in East Dubuque, Galena, Savanna, Lena, Hanover, and Thomson areas. Each area is progressing through its buildout phase as crews work to bring fast, reliable fiber internet to more homes, businesses and farms.

We're also excited as construction continues for the Connect Illinois Round 3 Broadband Grant project. This initiative will bring high-speed fiber internet to rural areas across Whiteside, Carroll and Jo Daviess counties to help to close the digital divide for underserved communities.

While we're proud of the momentum and the number of members already transitioned to fiber, important work still lies ahead. Over the coming months, you may notice increased activity in your area. In addition to our own technicians, contracted crews will be assisting with essential tasks like field data collection, framing, engineering and underground fiber installation and splicing.

We appreciate your continued patience and support as we build a stronger, faster future for your community. Once the fiber construction is complete, if you're in one of our current buildout areas noted above and have submitted your online fiber signup form, our broadband schedulers will reach out to schedule your interior installation at a time that works best for you.

Thank you for being a valued member. We look forward to providing you with the best possible internet experience! You can view your area's progress and buildout phase with our fiber communities map at forms.jcecoop.com/fiber/communities.



Fiber expansion and construction updates in the following neighborhoods

- **Council Hill - CHL1 (Rural Area)**
Estimate construction completion fall 2025
- **Menominee - MEN2, MEN3, & SR1 (Rural Areas)**
Scheduling Installations
- **Galena - G19 (Rural Area)**
Fiber In-Service
- **Hanover - HAN1 & HAN2 (Rural Areas)**
Estimate construction completion fall 2025
- **Lena - LNA3**
Estimate construction completion winter 2025
- **Lena - LNA4**
Sign-up Phase
- **Savanna - PAL1 & PAL2 (Rural Areas)**
Estimate construction completion fall 2025
- **Thomson - THN3**
Estimate construction completion fall 2025
- **Woodbine - WBN1 (Rural Area)**
Scheduling Installations
- **Connect Illinois Rd. 3 Broadband Grant - Whiteside, Jo Daviess and Carroll County rural areas**
Estimate construction completion in spring 2026
 - SPV1, MOR1, MOR2, FTN2, COL1, COL2, COL3
 - J11A, B, C, D, E
 - CHT3
 - STK7
 - J8
 - J12 A, B
 - J13 A, B
- **GPN1**
Scheduling Installations



Reader prize!

Each month we print the name of a JCE Co-op 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 JCE Co-op.

YOUR BOARD OF DIRECTORS

David Senn
Chairman
District 7

Jerry Meyer
Vice Chairman
District 1

Robert Kuhns
Treasurer
District 10

Dan Tindell
Secretary
District 4

Joseph Mattingley
District 2

Allen Hendren
District 3

Vacant
District 5

Thomas Lundy
District 6

Ted James
District 8

Larry Carroll
District 9

Office Hours:
Monday-Friday

Elizabeth
793 U.S. Route 20 West
7:30 a.m. to 4 p.m.

Savanna
103 Chicago Ave.
7:30 a.m. to 1 p.m.
1:30 to 4 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
jcecoop.com

**For emergencies
and outages call:**
(800) 858-5522

Resume of Minutes

July 29, 2025

Board Meeting Minutes Summary

The regular board meeting of Jo-Carroll Energy, Inc. (NFP) was held on Tuesday, July 29, 2025.

Safety Moment – Director Dave Senn shared tips on working safely in the yard.

Approval of Agenda – A motion was made, seconded and carried unanimously to approve the meeting agenda.

Consent Agenda – A motion was made, seconded and carried unanimously to approve the consent agenda.

Presentations – The 2024 Key Ratio Trend Analysis (KRTA) results were presented.

Governance Topics and Board Policy Review – None.

CEO/Financial Operating Report

CEO Report – Mike Casper, President and CEO, reported on letters that are being sent to members in response to their member survey comments. In addition, Casper shared background information on Dairyland Power's Power Cost Adjustment (PCA) and Revenue Volatility Adjustment (RVA).

Financial Operating Report – Chuck Woods, Chief Financial Officer, noted that June revenue is approximately \$36.3 million. Total operations and maintenance expenses are \$29 million, which is \$519,681 over the budget of \$28,463,529. Margins are approximately \$1,035,623. By general consent, the board moved to file the financial operating report with the auditor. In addition, Woods provided a mid-year financial forecast update.

Operations and Regulatory/Legislative Update

Operations Update – Senior Vice President and Chief Operating Officer Kyle Buros shared an update on the cooperative's fiber installation progress, including an overview of the engineering plan to meet the grant deadline requirements. He noted that the project remains on track to reach the goal of 3,000 new subscribers this year. Buros also reported on the recent back-to-back

storms that affected the service territory, resulting in approximately 3,400 outages. Thanks to the quick and efficient efforts of our crews, power was safely restored to members in a timely manner.

Cooperative Services Update – Jennifer Meyer, Vice President of Cooperative Services, provided an update on upcoming changes to members' billing cycles. These adjustments will create important operational efficiencies and align with our new NISC software, which is designed to enhance the member experience and support smoother system upgrades in the future. In addition, Meyer provided a Smarthub presentation showing how the tool has been in use and discussed the Senior Planet program, highlighting some of the program's successes and participant numbers.

IT Technology Report – Dan Marcure, Vice President and Chief Technology Officer, reported on a fiber cut in Carroll County that resulted in a widespread outage and what JCE is doing to improve reliability. He also shared that Dairyland Power Cooperative has granted JCE Co-op access to their AI tool. These tools will strengthen internal operations by supporting predictive maintenance, enhancing cybersecurity through advanced threat detection and prevention, and optimizing system performance. Collectively, these capabilities will improve reliability and efficiency across the co-op's technology infrastructure.

External Affairs/Legislative Update – Terry Kurt, General Counsel discussed SB 2493 being on the Governor's desk for signature. If he doesn't sign the bill within 60 days of receipt, it automatically goes into effect as law.

Executive Assistant Update – Amy Johnston discussed upcoming meeting logistics and travel for directors.

Resume of minutes *(Continued)*

Board Issues and Action Items

Sale of Property to Dairyland Power Cooperative DPC for Battery Storage Project – A motion was made by Director Hendren to approve the sale of property to Dairyland Power Cooperative for a battery storage project, which was seconded by Director James and carried unanimously.

Select Attendees for NRECA CCD 2620| Board Operations and Process – Board members were chosen to participate in NRECA CCD Class 2620| Board Operations and Process.

Select Attendees for NRECA BLC 901| Parliamentary Procedures for Directors – Board members were chosen to participate in NRECA BLC Class 901|Parliamentary Procedures for Directors.

Select Attendees for NRECA CCD 2630 – Board members were chosen to participate in NRECA CCD Class 2630|Strategic Planning.

Executive Session

Into Executive Session – A motion was made by Director Hendren to go into Executive Session at 11:37 a.m., which was seconded by Director Tindell and carried unanimously.

Out of Executive Session – A motion was made by Director Hendren to come out of Executive Session at 12:50 p.m., which was seconded by Director Carroll and carried unanimously.

Action Resulting from Executive Session – None
Reports/Updates

Association of Illinois Electric Cooperatives (AIEC) – Director Senn reported that he had no additional updates beyond his submitted report.

American Public Gas Association (APGA) – Director Carroll shared highlights from the natural gas industry and noted that the Senate had introduced bipartisan legislation granting FERC retroactive refund authority under Section 5 of the Natural Gas Act.

Dairyland Power Cooperative (DPC) Report – Director Tindell reported on the Director Peer training and noted that the training was very informative.

Prairie Power Inc. (PPI) Report – Director Kuhns reported that he had no additional updates beyond his submitted report.

Other Business – None.

Adjournment – Chairman Senn adjourned the meeting at 1:02 p.m.



Please join us!

MEMBER APPRECIATION DAYS

OCT. 7	Heritage Park Erie, IL	11 a.m.–1 p.m.
OCT. 8	JCE Co-op Office Geneseo, IL	11 a.m.–1 p.m.

Lunch: Pork chop sandwiches
hot dogs | chips | cookies | drinks

Games & prizes!

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