

What does “cooperative” mean to you?

When you hear the word cooperative, we hope you think of EnerStar Electric Cooperative – your local, not-for-profit electric co-op.

All cooperatives share one core trait: They're led by the people they serve. That simple idea makes a real difference.

Co-ops come in many forms, each built around a specific need. Credit unions help members save and borrow. Producer co-ops like Ocean Spray and Land O'Lakes help farmers reach the market. Retail co-ops like REI and ACE Hardware are owned by their shoppers. And utility co-ops like EnerStar deliver reliable electricity to the areas they serve.

Unlike businesses that answer to outside investors, electric cooperatives exist to serve their members – not to maximize profit, but to provide value and strengthen the communities they call home.

That's what makes EnerStar different.

Our story began in 1938, when neighbors banded together to bring electricity to rural communities that investor-owned utilities had refused to serve. Less than a year later, we energized our first lines. A lot has changed since then – but our purpose hasn't. We're still here to power our community and make decisions with its best interests in mind.

Being locally owned gives us the flexibility to focus on what matters most where we live. That's why no two co-ops look alike – each reflects their own community's priorities. For EnerStar, that means energy-saving

programs, economic development, new technology and scholarship opportunities. It also means investing in nonprofits that serve local needs and lighting up the ball field for local kids.

You'll also find the co-op difference in the everyday moments of operating our co-op: lineworkers out at all hours and in any weather restoring power, employees answering your calls, board members – your neighbors – helping guide our future.

We're your neighbor and local energy partner, committed to serving this community for generations to come.

This National Co-op Month, join us in celebrating the cooperative difference – because this co-op belongs to you. Your membership is what makes our mission possible, and what keeps us focused on the people and places that matter most.



📍 11597 Illinois Highway 1, Paris, IL 61944

☎ 800-635-4145

🕒 Monday through Friday 7:30 a.m. to 4:00 p.m.



Help with heating costs: LIHEAP program opens Oct. 1, 2026

Assistance available for income-eligible households

As temperatures begin to drop, EnerStar wants to make sure members know about a program that could help ease the cost of staying warm this winter. The Low Income Home Energy Assistance Program (LIHEAP) is designed to help income-eligible households offset the rising cost of home energy through direct financial assistance, energy counseling, outreach and education.

This year's program runs **Oct. 1, 2026, through Aug. 15, 2027.**

Types of assistance available

Depending on funding availability, LIHEAP offers three types of assistance:

- **Energy assistance** - A one-time payment available to all income-eligible households. Applicants must prove they are low-income and responsible for their home heating costs. Payment amounts are determined by household size, fuel type and geographic location.

- **Emergency services** - Assistance for eligible households that have been disconnected from their utility or whose fuel supplier has refused delivery.
- **Emergency furnace repair** - Help restoring a home's heating source when it's no longer working.

Am I eligible?

If your household's combined income for the 30 days prior to applying is at or below the income guidelines, you may be eligible to receive assistance.

- Your gas and/or electric bill must be in your name, or in the name of an adult member of your household.
- If you rent and your heat and/or electric is included in your rent, your rent must be greater than 30% of your income to be eligible.

How to get started

If you think you may qualify, don't wait – funding is limited and is distributed on a first-come, first-served basis. Please contact your county's correct office.

Clark County

9 Trotter Lane, Martinsville, IL 62442
217-712-2090

Coles County - Mattoon

416 S. 17th St., Mattoon, IL 61938
217-961-0831

Coles County - Charleston

696 Castle Drive, Charleston, IL 61920
217-500-3120

Cumberland County

115 S. Kentucky St., Greenup, IL 62428
217-921-5505

Edgar County

114 Andrew St., Paris, IL 61944
217-500-3090

Welcome!

Please join us in welcoming Dylan Linton to the EnerStar team as our new Manager of Engineering and Operations!

In this role, Dylan will oversee engineering and utility operations across the cooperative, with a focus on safety, reliability, long-term planning and operations efficiency. He brings nearly 20 years of experience in the utility industry, including time with municipal utilities, Ameren Illinois and outside utility construction, experience that will serve our members well as we continue investing in a reliable, well-run system. Dylan holds his Journeyman Lineman certification and has completed leadership training throughout his career, further strengthening the expertise he brings to his role. A native of Ludlow, Ill., Dylan and his experience make him a strong fit for the cooperative.

This hire comes as we prepare for the upcoming retirement of Greg Hollingsworth, who has served as our Manager of Engineering and Operations. At EnerStar, we take succession planning seriously; bringing Dylan on now ensures a smooth transition and no gap in leadership for this critical role.

Welcome to the team, Dylan!



EnerStar employees complete fire extinguisher training

Safety starts with preparation

Safety is always a top priority at EnerStar, and this fall, our team put that commitment into practice with hands-on fire extinguishing training.

Employees learned the proper technique for using a fire extinguisher and had the opportunity to practice putting out live fires in a controlled setting, gaining real, hands-on experience they can rely on if the need ever arises.

A big thank you to the Paris Fire Department for leading this training and sharing expertise with our team. Being prepared for the unexpected is part of how EnerStar keeps our employees, our member-owners, and our communities safe.



This fall, refresh your cybersecurity habits

October is National Cybersecurity Month

At EnerStar, cybersecurity is a critical part of providing safe, reliable service – not just protecting the electric grid, but also the systems that help us serve you, like online accounts and payment systems.

Scammers are becoming more sophisticated, too. Artificial intelligence is making it easier for criminals to create convincing emails, texts and calls that look and sound legitimate – even using our logo or claiming your service is about to be disconnected. According to the FTC, consumers reported losing \$3.5 billion to imposter scams in 2025, making them the most commonly reported type of fraud.

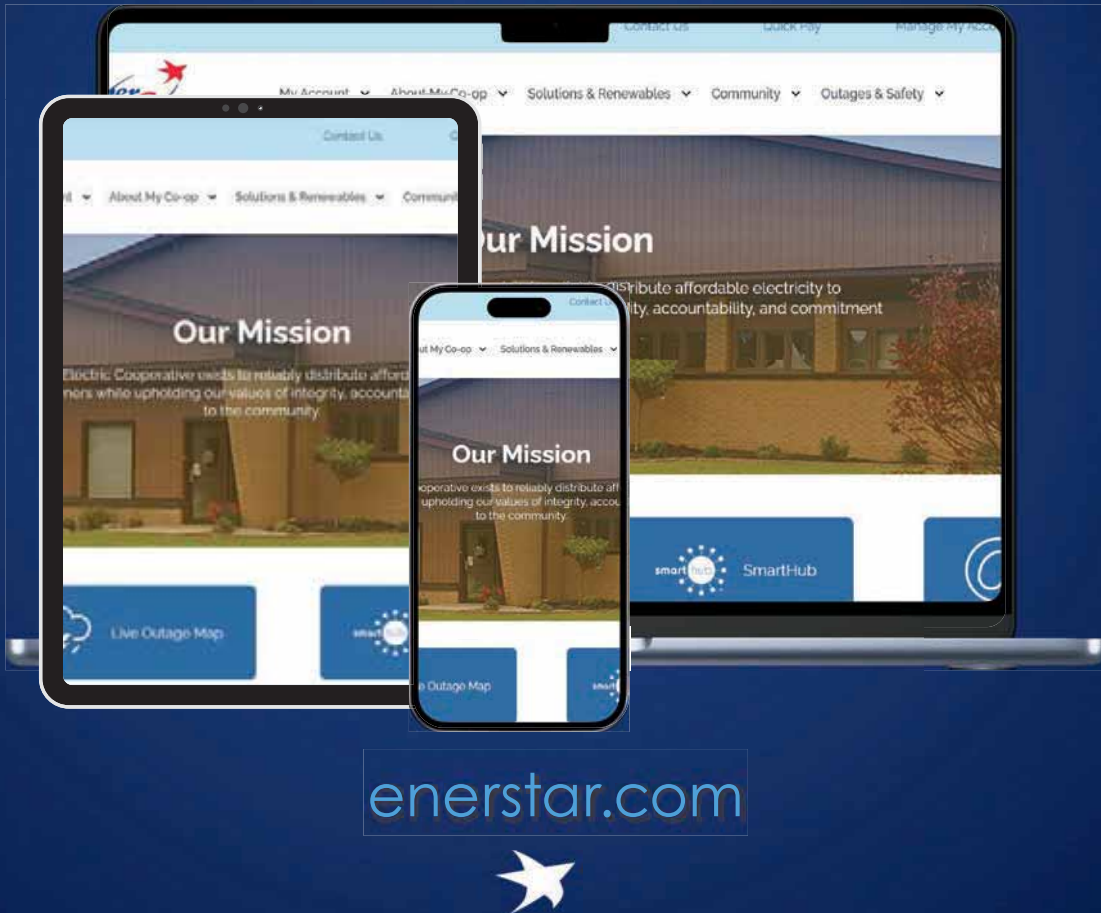
If you receive an unexpected message claiming to be from EnerStar:

- Don't click the link or call the number provided. Contact EnerStar directly at 800-635-4145.
- Use a long, unique password for your accounts, and enable multifactor authentication when it's available.
- Remember, you don't have to make a payment just because someone tells you to – take time to verify first.

EnerStar is committed to protecting the systems that serve our members. You can help by slowing down when something feels urgent and contacting us directly when you're unsure.

EnerStar Electric Cooperative

New Website Launch!



A fresh new look for enerstar.com

Beginning this October, EnerStar Electric Cooperative is unveiling a brand-new look for our website! We've redesigned enerstar.com to be cleaner, more modern and easier to navigate – so you can find what you need faster, whether you're paying your bill, reporting an outage, or learning more about your cooperative.

One of the few features we're most excited about is an embedded outage map, giving members a quick and convenient way to check outage information right from the homepage.

Our goal was simple: Give our member-owners a website that's clear, user-friendly and reflects who we are as a co-op. From browsing programs and services to staying up to date on co-op news, we want your experience on enerstar.com to be as smooth as possible.

Head over to www.enerstar.com today to check out the new look for yourself! As always, if you have any questions or feedback, don't hesitate to reach out to us at 800-635-4145.