

JO-CARROLL

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



CEO'S REPORT

by Mike Casper

Member satisfaction is key to success

Member satisfaction is the key to our success. Last fall, Jo-Carroll Energy undertook the important task of evaluating members' views and perceptions of the co-op's service.

Thank you to all of the members who took the time to participate in this survey, providing us with valuable feedback as we plan for the future.

The residential member satisfaction survey includes questions on core topics such as member services, reliability, value, energy

communication, we take your input VERY seriously and will continue to focus on improving.

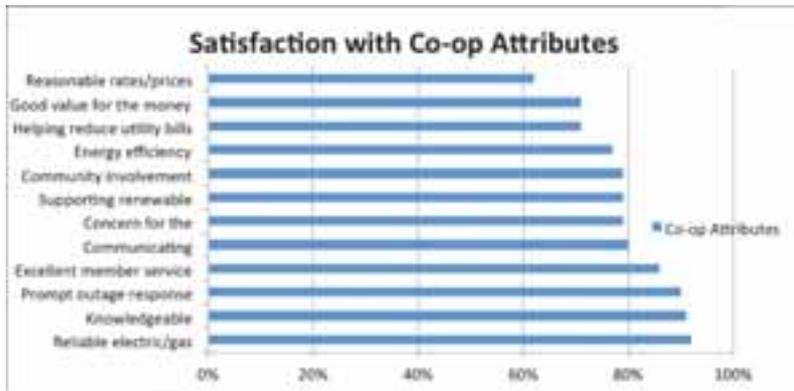
The survey also measured attitudes and perceptions about the co-op business model, revealing that we aren't doing a very good job of communicating to you the benefits of being a member-owner of Jo-Carroll Energy and/or Sand Prairie. Few of those responding had attended an annual meeting or recalled receiving capital credits.

Being a member-owner is exciting! You own a part of Jo-Carroll Energy. Being a member means more than just being able to buy energy, internet or other services. It also means having a say in electing the board of directors. Membership matters because you receive returns on your investment in your co-op in the form of capital credits. In December, you either received a check in the mail or a credit on your bill. A cooperative is not-for-profit, meaning what we don't spend, goes back to you.

We encourage you to attend our annual meeting May 23, which will be held at the West Carroll High School in Savanna. It's a great opportunity to learn about programs offered by Jo-Carroll Energy, more about the cooperative model, meet your director and the co-op employees that serve you. We look forward to meeting you and learning more about what is important to you.

Meeting with our member-owners is a favorite part of my job. The insight that we gain is crucial to better understanding how we can better serve you.

We recently met with several members,



efficiency, technology and communication. The survey measures member satisfaction, perceptions of co-op service attributes and attitudes regarding co-op relationships. Our score on the American Customer Satisfaction Index (ACSI) is 81, slightly down from last year. Overall member satisfaction with the co-op was 79%, also slightly less than the previous year. Although the ACSI score is above the national co-op average and investor owned utilities (IOUs) and you gave us higher marks for reliable power, knowledgeable employees, prompt outage response, member service and effective

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.

Continued on 16g ►

Resume of Minutes

December 1, 2016

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
Treasurer
District 1

Joseph Mattingley
District 2

Bret Jones
District 4

Patricia Smith
District 5

Thomas Lundy
District 6

Larry Carroll
District 9

Robert Kuhns
District 10

Ronald Hallendorff
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 board met on Thursday, December 1, 2016, at the Jo-Carroll Energy Headquarters. The following is a summary of the meeting activities. The Agenda, as amended, and the Consent Agenda were approved.

Introduction – Dave Senn introduced Mike Casper, Jo-Carroll Energy’s new President and CEO, to the Board and Senior Staff.

Chairman’s Report – Chairman Senn discussed the impact of a new Administration on environmental and energy policies, which may have a direct effect on the cooperative.

Dairyland Report – Director Mattingley presented Dairyland’s most recent monthly financials from the November board meeting, and estimates regarding the recent settlement with the federal government over the latest round of LACBWR reimbursement. Mattingley also noted that Dairyland Power Cooperative will be celebrating its 75th Anniversary.

AIEC Report – Chairman Senn reported on the AIEC meeting that he recently attended, including a discussion as to how other cooperatives operate their annual meetings. Chairman Senn noted that the cooperative will continue to seek improvements for annual meetings in order to increase member participation.

APGA Report – Director Carroll provided an update on regulatory matters of concern to the APGA. Carroll indicated that wildfires are becoming an issue with regard to pipeline safety; noting public awareness is crucial. Carroll relayed to the board that he conducted a survey with some of his neighbors to see what their knowledge of safety is, regarding what to do in the event of a natural gas leak.

PPI Report – Director Hallendorff reported on PPI’s most recent generation figures. An unscheduled outage at one of the Prairie State units was able to be utilized for planned outage maintenance.

Monthly Committee Review

Policy 105B – Cooperative Personal Property or Equipment Provided to Directors – A motion was made, seconded, and carried unanimously to approve Board Policy 105B as is.

CEO’s Report – The CEO reported on the following, in addition to his written report:

Financial Operating Report – President and CEO Mike Casper reported that the current equity of the co-op is approximately 24.31%,

which is up from 23.97% in 2015. By general consent, the board moved to file the Financial Operating Report with the auditor.

CFO Report – CFO Heidenreich provided a brief update on the Power Cost Adjustment relative to the cooperative’s year-to-date financials. Heidenreich also discussed the cooperative’s retirement of capital credits. Heidenreich concluded by discussing insurance renewal rates with Federated.

Sr. Vice President and Assistant General

Manager Report – Contained in his written report.

Culture of Excellence and Communications

– Merri Sevey, Vice President of Human Resources, provided an update on donations from the cooperative. These donations are funded from unclaimed capital credits at no additional cost to members. Year-to-date, the cooperative has donated approximately \$26,000.00 to local charities and organizations within our service territory.

Member Services – Jennifer Skien, Vice President of Member Services, informed the board that service disconnect letters will be going out in the mail.

External Affairs Update – Chris Allendorf, Vice President of External Relations and General Counsel, reported on the Exelon subsidy bill being considered in Illinois. If approved, it would provide \$235 million per year to Exelon for 10 years to subsidize generation from the Cordova and Clinton nuclear plants. Allendorf also provided an update on the lack of a state budget, noting that Illinois does not yet have a budget for the remainder of fiscal year 2016. The state’s backlog of unpaid bills has reached \$10 billion. Allendorf also reported on the activities of TCEDA, noting that the “Build It Grow It” program has assisted participating businesses in cumulatively increasing sales by \$335,000. Allendorf concluded with updates on legislative and regulatory issues, including the potential impact of a new Administration on environmental and energy issues facing the cooperative.

Board Issues

Approve Resolutions to add President and CEO Mike Casper as a signatory to the Bank Card Signature Line for the following banks:

Apple River State Bank – A motion was made, seconded, and carried unanimously to approve the resolution to add President and CEO Mike

Continued on 16c ►

Galena students give gift of energy

A group of Galena High School students helped pay someone's electricity bills through the coldest part of the year.

During the holiday season, members of the GHS Chapter of Highland Community College's Servant Leadership Program chose to make a donation of \$500 to Jo-Carroll Energy's "Neighbor to Neighbor" care fund to be used towards the utility bills of area families in need. The donation will gift five area families with \$100 towards their electric bills.

The group usually makes a donation or gift of some kind around Christmas, noted senior Christian Gronewold. "This year, we really wanted to do something that would make a difference," added Kali Feldermann, also a GHS senior.

Other members of the group are Seanna Gebhard and America Trinidad.

Funds for the donation were raised by the group's doughnut and



Students from Galena High School's Servant Leadership Club made a \$500 donation to Jo-Carroll Energy's Neighbor-to-Neighbor Care Fund to help area Galena families with their utility bills during the holiday season. Pictured from left are: Anne Huber, club sponsor; GHS senior Kali Felderman; GHS senior Christian Gronewold; Jo-Carroll Energy president and CEO Mike Casper; GHS senior Seanna Gebhard; GHS senior America Trinidad; and Jo-Carroll Energy member service representative Jodi Sweeney.

root beer float sales and an "ugly sweater" event at the school.

Jo-Carroll Energy's Neighbor to Neighbor fund is intended to coordinate and work in tandem with LIHEAP agencies programs. In Jo Daviess County, these funds are administered for the co-op

through the Northwestern Illinois Community Action Agency. The students requested that co-op members aided by the donation be from the Galena area, that three go to elderly members and two to families with children in the Galena school district.

► Continued from 16b

Casper as the signatory to the Bank Card Signature Line, as presented.

CoBank – A motion was made, seconded, and carried unanimously to approve the resolution to add President and CEO Mike Casper as the signatory to the Bank Card Signature Line, as presented.

CFC – A motion was made, seconded, and carried unanimously to approve the resolution to add President and CEO Mike Casper as the signatory to the Bank Card Signature Line, as presented.

Farmers National Bank and Trust – A motion was made, seconded, and carried unanimously to approve the resolution to add President and CEO Mike Casper as the signatory to the Bank Card Signature Line, as presented.

Illinois Bank and Trust – A motion was made, seconded, and carried unanimously to approve the resolution to add President and CEO Mike Casper as the signatory to the Bank Card Signature

Line, as presented.

Triumph National Bank – A motion was made, seconded, and carried unanimously to approve the resolution to add President and CEO Mike Casper as the signatory to the Bank Card Signature Line, as presented.

Discounted Estate Capital Credit Retirements Approval – A motion was made, seconded, and carried unanimously to approve the discounted estate retirements, as presented.

NRECA 2017 Voting Delegate/Alternate – A motion was made, seconded, and carried unanimously to approve the NRECA 2017 Voting Delegate and Alternate.

NRECA 2017 Annual Meeting – The attendees were selected for the NRECA 2017 Annual Meeting.

NRTC 2017 Voting Delegate/Alternate – A motion was made, seconded, and carried unanimously to approve the NRTC 2017 Voting

Delegate and Alternate.

Prairie Power, Inc. Certification of Candidates for Director and Alternate Director – A motion was made, seconded, and carried unanimously to approve the Prairie Power Director and Alternate Director.

Executive Session – None
Reports

Reports were heard on: Course 943.1 Effective Communications in Your Community, APGA Gas Utility Management Conference and CFC IBES.

Upcoming Meetings

Dairyland Power Cooperative's New Director/Manager Orientation, ICWCG and RSI Annual Meeting, PPI, AIEC, Dairyland Power Cooperative Board Meeting

Other Business – None

Adjournment

Chairman Senn adjourned the meeting at 11:10 A.M.

Annual food drive benefits local pantries

Jo-Carroll Energy employees and members once again collected nonperishable groceries to benefit area food pantries during the cooperative's annual Light Up the Holidays Food Drive.

The proceeds were divided and donated to each of the 10 food pantries within the cooperative's service territory.

The Jo-Carroll Energy Board of Directors also approved cash donations of \$500 to each of the 10 pantries, including:

In Jo Daviess County:

- ☑ East Dubuque Food Pantry
- ☑ Elizabeth Food Basket
- ☑ Hanover Food Bank
- ☑ United Churches of Galena Food Pantry

In Carroll County

- ☑ Helping Hands Food Pantry (Milledgeville and Chadwick)
- ☑ Savannah/Mt. Carroll Food Pantry
- ☑ Thomson/Fulton Food Pantry

In Whiteside County

- ☑ Albany Food Pantry
- ☑ Erie Food Pantry
- ☑ Thomson/Fulton Food Pantry

In Henry County

- ☑ Geneseo Food Pantry



Lorraine and Bill Stutzman (right) of the Hanover Food Pantry accept a donation from Jamie Lockwood of Jo-Carroll Energy.



Lyle Gregory of the Helping Hands Food Pantry serving Chadwick and Milledgeville accepts a donation from Jamie Lockwood of Jo-Carroll Energy.



Harlan Wiebenga of the Thomson/Fulton Food Pantry accepts the donation from Jamie Lockwood, digital media coordinator, of Jo-Carroll Energy.



Brandon Beyer, staking technician, (left) and Brooke Michael, communications and marketing coordinator, (right) of Jo-Carroll Energy deliver food to Barry Eddy of the Savanna/Mt. Carroll Food Pantry.



Norma Schwartz of the Elizabeth Food Basket accepts the cooperative's donation from Peggy Francomb, Jo-Carroll Energy communications and marketing manager.



Jamie Lockwood of Jo-Carroll Energy delivers food to Jean Spaid at the Erie Food Pantry.



Kevin Ehrler, staking technician, at Jo-Carroll Energy delivers a donation to Dave Leckner at the East Dubuque Food Pantry.



Cindy Maeder, legal assistant at Jo-Carroll Energy, (left) and Jamie Lockwood, digital media coordinator, (right), deliver a donation to representatives of the United Churches of Galena Food Pantry including Virgil Gehling, Vicky Gehling and Terri Hilgendorf.



ENERGY STAR

Buyers Guide

Purchasing **ENERGY STAR**-certified appliances and electronics is a great way to save energy in your home. But how do you choose the right product? It depends on your energy-saving goals *and* how you use energy in your home.



Do you wash multiple loads of laundry each week? Investing in an ENERGY STAR-certified washer could save you around \$45 on your utility bill each year. Some of the top-rated ENERGY STAR-certified large washers come from LG and Samsung. Visit ENERGY STAR's "Most Efficient 2016" page to learn more.



Home computers can use a shocking amount of energy each year. If all computers in the U.S. were ENERGY STAR certified, we would save more than \$1 billion in energy costs per year. If you can't buy an ENERGY STAR-certified computer, consider updating the power management setting on your computer. Visit energystar.gov/products/office_equipment/computers.



The larger TVs get, the more energy they use. But ENERGY STAR-certified TVs are, on average, 25% more efficient than conventional models. LG, Samsung and Vizio make the list of ENERGY STAR's most efficient 2016 TVs.

There are many different types of ENERGY STAR-certified products, including:

- Air purifiers
- Roof products
- Set-top boxes and cable boxes
- Decorative light strands
- Data center storage
- Pool pumps
- Vending machines
- Dehumidifiers

Learn more about **ENERGY STAR** products.
Visit energystar.gov/products



AMERICA'S ELECTRIC
COOPERATIVES

2017 energy efficiency incentives now available!

Being energy efficient puts dollars in your pocket by lowering your energy bill and it also can qualify you for additional savings through our incentive program.

Our 2017 program includes incentives for both our electric and natural gas members.

Eligible members can qualify for rebates on: electric clothes washers and dryers, dehumidifiers, dishwashers and refrigerators. Recycling incentives are available for refrigerator, freezers and window air conditioners. Other incentives include occupancy sensors, LED light fixtures and electric HVAC, both air source and geothermal (electric members).

Natural gas members will find incentives for natural gas HVAC, natural gas water heaters, and appliances. New this year are incentives for pool heaters and hot tubs. Natural gas members may also qualify for fuel switching incentives when switching the fuel source from propane, fuel oil or electricity provided by another utility.



John Scott, energy advisor at Jo-Carroll Energy, presents an energy efficiency incentive rebate check to Mike Melbus at Kunes Country Auto Group of Mt. Carroll. The incentive was provided for LED upgrades on the exterior lighting of the car lot.

Air sealing and insulation incentives are available also.

To qualify, members must:

Purchase and install a qualified energy efficient product in 2017. Submit required documentation as soon as possible (and within three months of purchase) as funds are limited.

Final deadline to submit forms and documentation by Jan. 3, 2018.

Incentives are in place through Dec. 31, 2017 or until funds are depleted. Forms and complete information are available online at www.jocarroll.com or by visiting one of our offices in Elizabeth, Savanna or Geneseo.

Petitions available for 2017 director nominations

Nomination petitions for the 2017 Jo-Carroll Energy Board of Directors are now available. Three director posts will be up for election in the 2017 elections including: District 3, now represented by Marcia Stanger of Apple River; District 6, now represented by Tom Lundy of Savana; and District

9, now represented by Larry Carroll of Thomson.

Any Jo-Carroll Energy member residing in the district of a director whose term is expiring, including the incumbent director may petition for nomination. Members interested in seeking election to the board may pick up a nomination petition at

one of Jo-Carroll Energy's offices or download a petition from the cooperative's website at www.jocarroll.com.

Petitions must be filed at Jo-Carroll Energy's headquarters no earlier than Dec. 27, 2016 and no later than March 24, 2017.

► Member satisfaction is key to success from 16g

and I am looking forward to meeting with as many of you as possible. During those discussions, we gained valuable insight that can help us better serve members.

We are also reminded what a great

area that we live and work in. Our area's greatest asset is our dedicated, hard-working workforce. You are the backbone of our area's success. I look forward to meeting or reconnecting with many of you in the coming year.

Sometimes it takes leaving and then coming back to be reminded what a great area we live in, and even more important the great people who live here.



**Need money
for college?**

Scholarships
available
through the
Jo-Carroll Energy
Scholarship
Program

- General scholarships
- Lineworker scholarships
- 2-year/technical school scholarships
- 'Nontraditional student' scholarships
- Director's Scholarships

Visit
www.jocarroll.com
for information

apply now!

**WIN A WEEK-LONG TRIP
TO WASHINGTON, DC!**



June 9-16, 2017

- ★ Attend Illinois electric cooperative's Youth Day on March 29
- ★ Join hundreds of young people from across the country
- ★ Visit historic monuments and museums
- ★ Boost your community service and engagement
- ★ Meet with your U.S. Representatives and Senators
- ★ Meet and mingle with students from many states on Rural Electric Youth Day

Apply now!

Visit
jocarroll.com

for more information and applications
Video application deadline is March 3