

HI-LINES

A NEWSLETTER FOR JO-CARROLL ENERGY MEMBERS

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Elizabeth, Illinois



800-858-5522

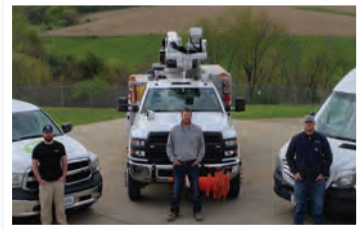


www.jocarroll.com



20C Contests

Enter annual photo and coloring contests



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Conserve energy and save money

Working for a brighter future

During the past year, we have all faced challenges and opportunities in the ways we work and live. As an energy and broadband cooperative, our priority is to provide reliable and affordable service to members. Because we are a co-op, concern for community is a guiding principle as we work with our members and communities to get through even the toughest times.

We're building on that principle for our 2021 annual meeting theme, "Powering You Through." As a part of that message we'll share how your co-op is "Working for a Brighter Future." In last month's column, I shared Jo-Carroll's three strategic objectives: growth, enhance cooperative value and operational excellence. Closely adhering to these objectives will not only help us weather any disaster or pandemic, but it will also brighten our area's future.

Growing your cooperative helps stabilize rates for our members and businesses, as well as help attract additional businesses and grow our workforce. For example, our area with its beauty and recreational opportunities attracts more than a million tourists a year. With the addition of high-speed fiber internet, more families may be inclined to move here, growing our workforce, tax base and local economy. **Martin Altensey**



CEO'S REPORT by Mike Casper

Jo-Carroll is excited to be a part of building a brighter future for our members and the communities that we serve. To better position ourselves to effectively handle the current and upcoming growth, specifically in high-speed broadband services, we are adjusting the organization to better align your cooperative to be successful.

Operationally, we owe it to you to work as efficiently and effectively as possible to maintain stable rates and provide reliable service. With that comes resiliency. Whether at home or your business, you expect reliable energy and broadband services. From a member care perspective, we understand the importance of providing our membership the highest level of support and care possible to better serve you. Through valuable feedback from you, we continue to improve on the member care process.

While our job may be keeping the lights on, the gas flowing and the internet connected, our passion is our community. No matter what the future brings, you can count on your co-op to care about you.

SAVE THE DATE!

Jo-Carroll Energy's 2021 Annual Meeting of Members is set for Tuesday, Aug. 3 at 6 p.m. at the River Ridge schools, 4141 Route 84 South, Hanover. (See Page 20E for RSVP information.)

For your information

Your Board of Directors:

David Senn
Chairman
District 7

Russell Holesinger
Vice Chairman
District 8

Marcia Stanger
Secretary
District 3

Vacant
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
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
www.jocarroll.com

For emergencies and outages call:

(800) 858-5522

Jo-Carroll Energy board meeting minutes summary

Board Meeting Minutes Summary - March 31, 2021

The regular board meeting of Jo-Carroll Energy, Inc. (NFP) was held via video phone conference on Wednesday, March 31, 2021 at 9 a.m.

A Safety Moment was provided by President and CEO Mike Casper.

Presentations – A presentation was provided by Mark Prouhet and Chris Noll of BKD CPAs & Advisors. They provided a high-level presentation of the annual independent audit that was conducted of Jo-Carroll Energy. BKD issued a clean unmodified opinion and no issues with accounting policies, management practices or information provided by staff. The Independent Auditor's Report and Consolidated Financial Statements for Dec. 31, 2020 and 2019 are located on the Jo-Carroll Energy website.

A presentation was also provided by Jo-Carroll Energy employee Dan Marcure, Director of Technology. Dan provided a cybersecurity update and discussed the policies and procedures that Jo-Carroll Energy has developed to prevent cyberattacks.

Association of Illinois Electric Cooperatives (AIEC) Report – Chairman Senn discussed the highlights from the AIEC and the National Rural Electric Cooperative Association (NRECA) reports. Director Senn also commented on NRECA's President Phil Carson's retirement announcement.

NRECA Directors Conference – Director Stanger provided some input from the "virtual" Directors Conference that she recently attended. Stanger noted the growth of electric vehicles, also mentioning that many new home builders are installing 220-volt outlets to accommodate charging stations for electric vehicles. Directors Senn and Smith also commented on the format of the meeting and noted the educational opportunities that were provided during the meeting.

American Public Gas Association (APGA) Report – Director Carroll commented on the recent Natural Gas (NG) event that affected hundreds of municipalities and cooperatives. Carroll noted that the APGA has requested legal hearings to be conducted on the price spike in NG. President and CEO Casper commented on letters that were submitted by the APGA to House and Senate Energy Committees regarding the high natural gas prices.

Dairyland Power Cooperative (DPC) – Director Mattingley discussed the DPC highlights, noting they would be moving to a different rate calendar to improve budget efficiency. Mattingley also discussed the DPC Annual Meeting, allowing for 3 members per cooperative to participate live with the majority being done virtually. Casper commented on a revised rate.

Prairie Power Incorporated (PPI) Report – Director Kuhns provided a summary of the most recent generation numbers. Kuhns also discussed

potential strategies that PPI could explore to help solid fuel from freezing in extreme weather events.

Policy 145/Open Meetings – A motion was made, seconded and carried with a vote of 9-1 to approve Policy 145 as written.

CEO Report – President and CEO Casper provided an extreme cold weather event in Texas that affected natural gas prices.

Financial Operating Report – CFO Woods provided a summary of the financial operating report for February. YTD revenue is approximately \$12 million vs. a budgeted amount of \$11.5 million. Total operations and maintenance expenses were approximately \$8,592 under budget. YTD margins are approximately \$1.5 million vs. a budgeted amount of approximately \$690,585. By general consent, the board moved to file the financial operating report with the auditor.

Board Issues and Action Items

A motion was made, seconded, and carried unanimously to approve the 2020 Audited Financials.

A motion was made, seconded, and carried unanimously to approve the 2020 Margin Allocations.

A motion was made, seconded, and carried unanimously to approve the Outside General Counsel Contract.

A motion was made, seconded, and carried by a vote of 9-0 to approve the implementation of the Dairyland Power Cooperative (DPC) DG-3 Rate Rider Tariff. Director Mattingley abstained from voting.

Operations and Regulatory Update

Operations Update – Kyle Buros, Vice President and Chief Operating Officer discussed Administrative Policy 136.2/Net Metering, noting that we will be reaching 5%. A review of the policy will be revisited.

Jennifer Meyer, V.P. of Member Services discussed natural gas billing, reminding the board that we are working with our members and offering bill budget options and alternative payment arrangements. Members who are already currently on the budget plan will also be receiving calls to inform them of their bill recalculation that occurs in May.

Covid Update – Merri Sevey, V.P. of Human Resources, provided an update on Covid statistics in our region. Sevey also commented on the applications that were received for the Sharing Success Grant, noting that we had over 40 applications submitted.

Action Resulting from Executive Session – None.

Other Business – Attorney John Cox thanked the board for allowing him to work as the interim Outside General Counsel.

Adjournment

Chairman Senn adjourned the meeting at 12:45 p.m.



Enter JCE's photo contest!

Jo-Carroll Energy is accepting entries for its 2021 Photo Contest through June 30. Winning entries will be featured in the 2022 Jo-Carroll Energy photo calendar.

We're looking for images that represent life in our area, whether they are action shots

or scenic landscapes.

Entrants must be Jo-Carroll Energy members. All photos must be the work of the entrant and be taken within the co-op's service territory. From the submissions, we choose 12 photos to appear on the calendar pages along

with the front and back cover photos. Several others are selected as honorable mention.

Complete rules and entry information can be found at jocarroll.com/photo-contest. Don't miss your chance to see your photos in print!

Showcase your child's artistic talents

Looking for something for your children to do? Have them enter Jo-Carroll Energy's Summer Coloring Contest.

We'll select a winner in each of three age categories – ages 5-6, 7-8 and 9-10. The winners will receive a set of school supplies for the fall school year and other fun prizes. We traditionally donate five energy-related children's books to the child's community library, also.

Coloring sheets, along with the entry form and rules, can be downloaded at jocarroll.com.

Only one entry per child is allowed, and each entry will be placed into one of the three age groups. Artwork will be judged based on creativity,

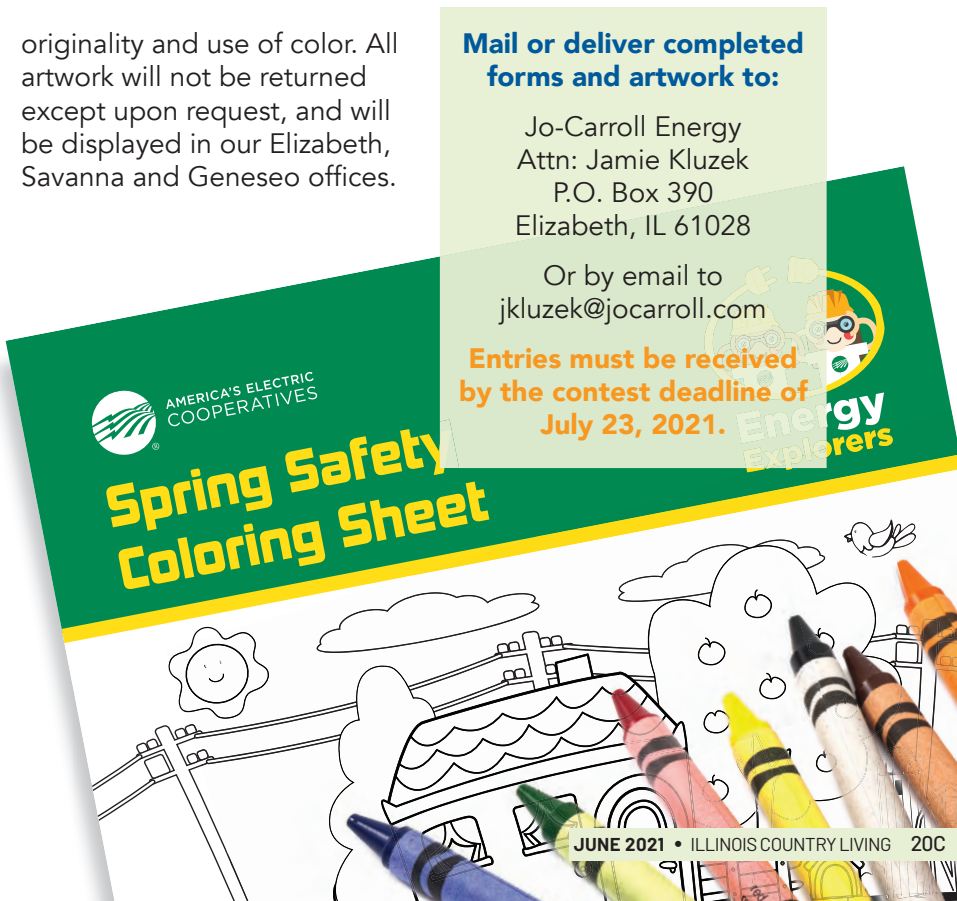
originality and use of color. All artwork will not be returned except upon request, and will be displayed in our Elizabeth, Savanna and Geneseo offices.

Mail or deliver completed forms and artwork to:

Jo-Carroll Energy
Attn: Jamie Kluzek
P.O. Box 390
Elizabeth, IL 61028

Or by email to jkluzek@jocarroll.com

Entries must be received by the contest deadline of July 23, 2021.



Election petition deadline is June 4

June 4 is the deadline for candidates to file nomination petitions in the 2021 Jo-Carroll Energy board of director elections. Directors will be elected for Districts 5, 7, 8 and 10.

Petitions are available on jocarroll.com. Complete details on qualifications and the

nomination process are found in the cooperative's bylaws posted on the website.

If two or more candidates file in a district, ballots and voting instructions are mailed to members in that district. A member votes for one candidate either by mail or through a special

election website.

If only one candidate files, no ballots are mailed. Election is by vote of acclamation at the annual meeting. All eligible candidates will be listed on jocarroll.com.

Director District 1 board vacancy

The Jo-Carroll Energy Board of Directors has declared a vacancy for Director District 1 following the passing of Marty Werner. The board will appoint a member-owner to serve the remaining portion of the term of office for District 1, which will end at the 2022 Annual Meeting of the cooperative.

The board appointed a selection committee at its May meeting and began advertising for the position. Applications will be accepted from eligible members in District 1 who are interested in being appointed to the position. Review of applications for the board seat will begin June 30. Applications are reviewed to ensure applicants meet the eligibility requirements for directors contained in the cooperative's bylaws. Interviews with applicants may be conducted as part of the appointment process. Selection of the successful nominee will be made late summer, with the appointment made by the board.

Additional information is available on the cooperative's website at jocarroll.com/board-directors.

STORMS CAN BRING



Outside

Severe weather can sometimes cause damage to overhead power lines. That damage could be noticeable — a downed line across an open road, for instance. However, it may not be as obvious if it is camouflaged by storm damage.

In either case — whether you see a downed line or you suspect one could be hidden under debris or standing water — do not go near the area. Stay away and call 9-1-1, and a crew will be dispatched to deenergize the line. Warn others to stay away as well.

Power lines and other electrical equipment do not have to be sparking, arcing (giving off a flame), or on fire to be energized.

At Home

Never step into a flooded basement or other standing water. The water could be covering electrical outlets, appliances, or cords.

If your home's electrical system has been damaged, water-logged or otherwise compromised, have it thoroughly inspected by a professional electrician before using any electricity (inside or out).

Learn more at:



Always assume a downed power line is energized, dangerous and deadly.





Jo-Carroll Energy

Your Touchstone Energy® Cooperative

POWERING YOU THROUGH



2021 ANNUAL MEETING OF MEMBERS

Tuesday, August 3, 2021 | River Ridge School

4141 IL Route 84 South, Hanover, IL 61041

4 pm : Member Registration | 6 pm : Meeting | 7 pm : Drive-Thru Boxed Dinner

CDC and IDPH guidelines for gatherings will be followed. Check jocarroll.com/annual-meeting for updates.

Please **RSVP** *Appreciated but not required.*

NAME _____

MEMBER # _____ *located on your bill*

attending: MEETING _____ DINNER _____

Please RSVP by July 9, 2021 via one of the following methods

- Return this form to any Jo-Carroll Energy office dropbox located in Elizabeth, Savanna or Geneseo
- Mail this form to PO Box 390, Elizabeth, IL 61028
- Call 800-858-5522 ext. 1208
- Complete the survey at surveymonkey.com/r/JCE_AnnualMeeting2021

793 U.S. Route 20 West, P.O. Box 390 | Elizabeth, IL 61028 | jocarroll.com

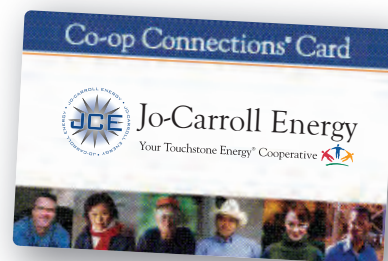


Our family
SAVES
on lawn services,
pizza and
prescriptions.

Because we have a Co-op Connections® membership card, we save on everyday purchases and services. Our family even saves 10-60% off prescriptions at our participating local pharmacy. It's just one more way we benefit from being members of a Touchstone Energy® cooperative.

Flash your card or mobile app to save on everyday purchases and prescriptions.

To learn more, visit connections.coop



Looking out for you.

Pharmacy discounts are Not Insurance, and are Not Intended as a Substitute for Insurance.

The discount is only available at participating pharmacies.



A LITTLE EFFICIENCY
GOES A LONG WAY

Do The
**SUMMER
SHIFT**

As temperatures rise, so does the demand for electricity. You can conserve energy and save money when you do the Summer Shift.

The goal of the Summer Shift program is to shift nonessential electricity use to before 11 a.m. or after 7 p.m., June through August. These are times when electricity use is not at its peak and, therefore, not as expensive.

One of the best parts of the Summer Shift is that everyone can participate. Here are a few ideas:

- Set the thermostat to 78 degrees during the summer.
- Do laundry after 7 p.m. and use cold water, if possible. You could get a load (or two) of clothes washed and hung up to dry overnight before going to bed. Or wash clothes first thing in the morning and use solar energy to dry your clothes outside during the day.
- Washing dishes in an ENERGY STAR dishwasher instead of by hand can save a home \$111 per year.
- Open the dishwasher after the wash cycle to let dishes air dry.
- Shut off lights. Longer days have arrived, so utilize the extra daylight to delay turning on lights around the house.
- Enjoy a picnic lunch and/or dinner at least once a week with sandwiches and other foods that do not require a microwave or stove to prepare.
- Set up a schedule for your smart thermostat and smart lighting options, ensuring a minimal amount of energy is used between 11 a.m. and 7 p.m.
- Charge electric vehicles overnight,
- Set the hot water heater to 120 degrees.

Energy assessments, audits resume

Looking for ways to increase the efficiency of your home? Our Energy Detective is here to help!

Jo-Carroll Energy is pleased to announce we have resumed our in-home energy analysis program, following all guidelines and procedures for safety.

Our walk-through energy

assessment lasts about an hour and is FREE! The assessment includes a review of your energy use, discussion of your home's history and recent energy efficiency upgrades and a walk-through observation assessment that allows the energy advisor to gather information, point out possible energy wasters

while providing guidance and information about possible upgrades that could increase the overall energy efficiency of your home.

Contact our energy advisor John Scott at 800-858-5522, ext. 1339, to discuss options for home assessments and audits and schedule a time that is convenient for you.

SAND PRAIRIE ANNOUNCES NEW PHONE SERVICE



Crystal clear and affordable residential and business phone service

"Many of our internet subscribers have asked if we are going to expand our services and have a reasonably priced phone offering available in the future to compete with their current phone provider," states Todd Tunks, Sand Prairie, Manager of Broadband Operations. Listening to our members' needs, the co-op is proud to announce the addition of residential and business phone service as another value-added service for our members.

Sand Prairie Phone works like a traditional phone landline, except the phone service is delivered by Voice over Internet Protocol (VoIP) via our fiber internet. In most cases, members can keep their existing number or get a new number. Crystal clear and affordable phone services from Sand Prairie will offer unlimited local and nationwide calling, voicemail, call waiting, caller ID and more. For a

fraction of the cost and twice the clarity of a traditional landline, members will have peace of mind and a quality phone line available in their home or business.

"We continue to seek out new ways to enhance our service delivery and this additional service ties in well with the co-op's three strategic objectives," according to Mike Casper, Jo-Carroll Energy, president & CEO.

The new phone service will help grow membership and provide additional revenue, which helps spread fixed costs across more members and helps stabilize rates for all members. Phone service provides value to members with local service and support from their trusted cooperative. Additionally, it expands the Sand Prairie business unit with more staff and services.

Calling features (at no additional cost) include:



Unlimited local and nationwide calling

Includes all 50 states and Canada.

(333) 121-0333

See who's calling

Name and number ID allows you to see who might be trying to call.



Three-way calling

If you ever need to quickly add someone to a call without any effect on your reception, it's never been easier.



"Leave me a message"

Voicemail comes standard. Simply set up your mailbox and you're ready to go.

Sand Prairie Residential Phone includes:

- ✓ Unlimited calling, voicemail, call waiting, caller ID, three-way calling & other features
- ✓ Keep your existing number or get a new number¹
- ✓ No contract or long-term commitment required²
- ✓ E-911 emergency calling

\$30/mo.

Price includes all applicable taxes, initial phone hardware and installation²

Sand Prairie Business Phone includes:

- ✓ Unlimited calling, voicemail, call waiting, caller ID, three-way calling & other features
- ✓ Keep your existing number or get a new number¹
- ✓ No contract or long-term commitment required
- ✓ E-911 emergency calling

\$40/mo.

\$20 for each additional line

Price includes all applicable taxes, one phone base station or ATA and installation.

Need SIP Trunking or to replace a PBX? Additional questions? Please call and ask for our Business Help Center for assistance.

If you are located within an in-service fiber neighborhood and are interested in Sand Prairie Phone, you can sign-up now at connectSP.com/iwantfiber or call 800-858-5522.



Sand Prairie

A service of Jo-Carroll Energy

800-858-5522 connectSP.com 793 US 20 West, Elizabeth, IL 61028

¹ Keeping your existing number is dependent upon service market and location. VoIP and fiber broadband services are not available in all areas.

² **Bundle and save.** Installation fee of an additional \$13/month for six months is required of Fiber-Link Home subscribers. Or for \$15/month you can upgrade to the Fiber-Link package and enjoy 10x faster internet speeds and receive free phone installation.