



Five Reasons We Love Serving Our Members

Bill Scott
President & Chief Executive Officer

Valentine's Day may seem like an observance originally created by a greeting card company, but over time, it's become a widely celebrated day generating millions of dollars spent on flowers, candy and of course, greeting cards professing our love. But Valentine's Day isn't just for the lovebirds. It's also the perfect time to let our friends, family, co-workers and other special people in our lives know we care about them—with or without a store-bought greeting card.

So, in that vein, we've created our list of top five reasons why we love serving you, the members of Great Lakes Energy.



1. We love serving our members because without you, the co-op wouldn't exist.

Our purpose is to provide you with reliable, responsible, and safe electricity. Simply put,

GLE exists to serve you. That's why we were formed—to bring power to our local area when for-profit utilities would not.



2. You enable us to complete our mission by supporting our efforts to give back.

A major part of our mission is to serve our community and look after the greater good.

With your assistance, we're able implement our People Fund program, enhancing our community by supporting the great local nonprofits throughout our service area.



3. Members of our co-op also serve on the board of directors. They provide guidance for setting co-op priorities and helping make big decisions. Because our board members

live in the area, they're able to serve as the pulse of the larger community and identify immediate and long-term needs. The broader co-op membership provides helpful input through their vote on director elections and by weighing in on co-op and community issues.



4. You help us get it right.

GLE members are great about keeping us in the know. We do our best to avoid power outages, but

Mother Nature can occasionally throw us a curveball; our members are quick to report any power disruptions and are patient as our crews work to safely restore power. We know outages are frustrating, and your support as we work through storms means so much to our employees.



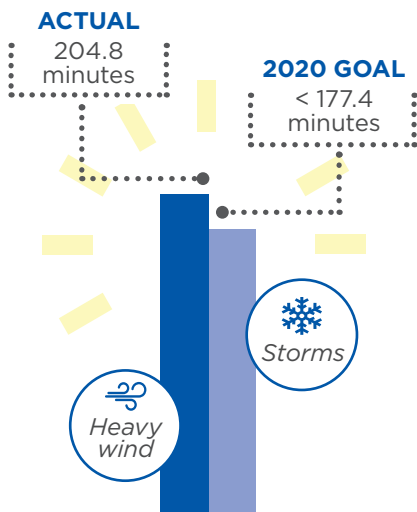
5. You and other Great Lakes Energy members make up the community we serve—and for us, it's all about community.

Our employees live and work here too and care about our community the same way you do. We're invested and work to help it thrive. That's why we created programs to assist local nonprofits, schools, and scholarship funds. It's also why we invest in economic development and Trustream, our life-changing fiber internet project.

▶ **As a co-op, our mission is to enhance the quality of life in our community and look after its long-term interests. We love serving our members and our local community, and just like you, want to see it continue to thrive.**

2021 POWER OUTAGE MINUTES

High winds and storms starting in August and into late December proved to make 2021 a challenging year for outages despite restoration efforts.



Minutes listed are average outage minutes across the entire GLE service area, also called SAIDI (System Average Interruption Duration Index).

Areas Scheduled for Tree Work

Tree re-clearing along Great Lakes Energy power lines is scheduled this year in the counties and townships below.

Our annual vegetation management program helps us provide safe and reliable electric service. See the February issue of *Michigan Country Lines* for more information.

Allegan County: Wayland

Antrim County: Banks, Central Lake, Forest Home, Milton, Torch Lake

Barry County: Barry, Irving, Hope, Orangeville, Rutland, Thornapple, Yankee Springs

Charlevoix County: Bay, Eveline, Hayes, Marion, Norwood

Crawford County: Lovells

Emmet County: Bliss, Carp Lake, Center, Maple River, McKinley, Pleasant View, Resort, Wawatam

Grand Traverse County: Fife Lake

Kalkaska County: Boardman, Garfield, Kalkaska, Oliver, Orange, Springfield

Lake County: Eden, Elk, Peacock, North Newkirk, South Newkirk

Manistee County: East Stronach, West Norman

Mason County: Amber, Eden, Hamlin, Logan, Meade, Pere Marquette, Riverton

Mecosta County: Aetna, Grant

Missaukee County: Bloomfield

Montcalm County: Reynolds

Muskegon County: Casnovia, Egelston, Moorland, Ravenna, Sullivan

Newaygo County: Ashland, Barton, Big Prairie, Bridgeton, Brooks, Croton, Everett, Garfield, Goodwell, Home, Monroe, Sheridan, Wilcox

Oceana County: Benona, Claybanks, Crystal, Elbridge, Ferry, Hart, Shelby, Weare

Osceola County: Cedar, Evart, Hersey, Highland, Lincoln, Orient, Osceola, Richmond, Rose Lake, Sherman, Sylvan

Otsego County: Elmer, Greenwood, Big Creek



Download our FREE app today

Search "GLE" in the App Store or Google Play.



REPORTING OUTAGES With Just a Simple Click

When power outages occur, the last thing you want is to be tied up with phone calls reporting the issue. Save yourself the hassle by using our FREE mobile app.

Report your outage with the click of a button

Submit one of many predefined messages, with the ability to include pictures and GPS coordinates, to assist our response team.

Easily monitor your usage

View energy usage graphs to identify high usage trends. Navigate graphs quickly and easily.

Take advantage of 24/7 account access & bill pay

Quickly view your account balance and due date. Manage recurring payments and modify payment methods.



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