

POWERTalk

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Let's Have a Good Winter



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President/CEO

What's a good winter you ask?

It can be something small, like hoping the squirrels that once vandalized my holiday lighting find better things to munch on this year.

In Great Lakes Energy's case, it's

something big: keeping the lights on in all 26 counties we serve at a time of year when having power is most critical. Just the storms alone present a big challenge. Add in the other causes of outages and you better understand why your electric cooperative is always prepared for emergencies.

Car-pole accidents, a cut tree falling the wrong way, someone digging in the wrong place, vehicles and machinery that contact our lines and, yes, even squirrels are among the other common causes of outages. Squirrels like to snuggle next to power line equipment to stay warm. When they get too close, the lights go off.

Great Lakes Energy members can improve their odds of having a good winter by preparing for emergencies, too.

Members on life-support equipment or whose health would be at serious risk from a long outage should have an emergency plan to follow that will allow them to remain safe until power is restored. An investment in a back-up generator is one option. Make sure the generator is hooked up by a licensed electrician. An improperly installed generator can endanger lineworkers and neighbors, and damage your home. We also sell meter bases designed for safe generator use.

A cell phone or corded landline phone that doesn't need power to operate will allow you to call our automated outage reporting number. If you've switched from a landline to a cell phone, please let us know. Our automated system can serve you much faster if we have your current phone number.

Smartphone users can go to www.gtlakes.com/storm-central for updates to the status of a power outage, but all outages must be reported by phone.

Our automated meters also help us restore power more quickly. But they can't report an outage for you.

Review your checklist of emergency supplies you should have on hand, such as canned food, bottled water, medical supplies, flashlight, batteries, candles, matches and other necessary items.

Make sure you have our automated outage reporting number, 800-678-0411, handy. It's our wish this winter that you won't need to use it. But if you do, we'll be there working to get your lights on as quickly as possible.

Tell us how we're doing!

You could win a \$25 gift of energy

We'd like to hear from you. Have you had a positive interaction with a GLE employee either on the phone or in-person? Tell us about it and you could win a \$25 gift of energy.

Contact us with specific details of the interaction, including the employee name, by phone, mail or email. You can even post the comment through a form on our website or on our Facebook page. We'll print all of your great comments in our employee newsletter. Employees who are recognized will be entered in a quarterly, random prize drawing. Plus we'll award the member who submits the feedback for the winning employee a \$25 gift of energy!

We appreciate your feedback! We also welcome any suggestions or concerns with our service. While we won't print these in our employee newsletter, we will work with you to resolve your concern as quickly as possible.

CONTACT US WITH YOUR FEEDBACK TODAY.

Please be specific and include the employee name.

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SAIDI Says

Third Quarter RELIABILITY UPDATE

S AIDI (pronounced SAY-DEE) says Great Lakes Energy finished the third quarter of 2015 with more average outage minutes than for the same period last year.

On Oct. 1, average outage minutes totaled 105.65 minutes compared to 99.85 minutes reported on the same date a year ago. We still remain on track to reach our 2015 reliability goal, which is to not exceed 182.1 average outage minutes.

The goal is based on average outage minutes recorded during normal conditions. Typically outages are due to weather, animals, equipment failures, vehicle accidents, and other causes.

SAIDI is an industry standard index used by GLE to determine the average amount of time a GLE member could be without power in a given year. Since it represents an average, some members actually experience no outage times while others experience more than the SAIDI number.

Weather-related outage events are factored into the SAIDI calculations, with the exception of major event days (MEDs). Storms like the damaging one in early August that create MEDs occur infrequently and are the most destructive.

Great Lakes Energy will continue working to limit the weather's damaging impact on its distribution system. The addition of more line protection devices, use of new technologies, improvements to major power line circuits, and ongoing vegetation management to limit tree damage to power lines are all helping to get the lights back on safely and more quickly for members during storms.

Watch for SAIDI goal updates in future issues of *PowerTalk*.



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RECYCLE CFLs AT GREAT LAKES ENERGY

Recycle your used compact fluorescent lightbulbs (CFLs) at your local Great Lakes Energy office.

Only compact fluorescent bulbs will be accepted.

Great Lakes Energy is looking out for you by providing a COMPAK Recycling Center box in the lobbies of its eight service centers. Simply place your CFLs in the environmentally-secure container. The co-op will ship them to Next Level for Recycling, Inc. (NLR) which disposes of waste products quickly and properly.

CFLs help you save energy.

ACCEPT



DON'T ACCEPT

