

JULY - AUGUST 2016



# *NineStar* CONNECTION

VOLUME 5  
ISSUE 3

## MAKE TIME TO SAVE MONEY

Check out a few ways you  
can make your home more  
energy efficient.

PAGE 7



## NERD NIGHT

Join the NineStar Nerds  
for a night of on-site  
troubleshooting.

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PRESORTED  
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.....

# NEVER MISS A MOMENT

.....

WATCH NINESTAR TV EVERYWHERE  
WITH APP **SEE PAGE 4**





OUR EMPLOYEES MAKE THE DIFFERENCE. HERE'S A CUSTOMER REVIEW FOR ANDREW.

"WORKING WITH ANDREW AND NINESAR HAS BEEN A JOY."

- TYLER H.



Customer service is at the tips of your fingers. NineStar Connect's tech support call center is open around the clock. 317-326-help ninestarconnect.com

STORY IDEA?

Contact David Spencer at dspencer@ninestarconnect.com

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From September 2016 through January 2017 NineStar Connect will be conducting a survey of residential co-op members to help determine how much power we'll need in the near future.

AREA CODE OVERLAY PAGE 11  
To ensure a continuing supply of telephone numbers, the new 463 area code will be added to the area served by 317.

HAPPY CAMPERS

Jill Snyder and Samantha Beauchamp represented NineStar by serving as camp counselors at the 2016 Touchstone Energy Camp.

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RETIRED NINESTAR DIRECTOR JIM GILLETT HONORED

At the July quarterly employee luncheon Jim Gillett, a recently retired director of NineStar Connect was honored. A quick ceremony took place during the lunch, where President and CEO, Mike Burrow described Gillett as a visionary in his work with the board of directors looking forward and merging the two separate cooperatives into NineStar Connect. Gillett then had the opportunity to address the employees, and he said it was everyone that works at NineStar that makes it so special. Burrow, then presented him with a NineStar Connect logo wood rocking chair. Gillett was first elected to the Central Indiana Power board in 2000. He served in various capacities and officer positions with the cooperative during his 16 years on the board. After the presentation, Gillett received a standing ovation from NineStar employees.



The *NineStar Connection* is a publication of NineStar Connect servicing retail and residential customers. Nearly 15,000 families and businesses receive this newspaper as part of their membership. *NineStar Connection* provides news, information and features about people, places and issues related to readers.

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ADDRESS:  
NineStar North Campus  
2331 E. CR 600N  
Greenfield, IN 46140

NineStar South Campus  
2243 E. Main St.  
Greenfield, IN 46140

PHONE:  
(317) 326-3131  
(765) 533-4303

EMAIL:  
dspencer@ninestarconnect.com  
www.ninestarconnect.com

NineStar Connection

EDITOR  
David Spencer

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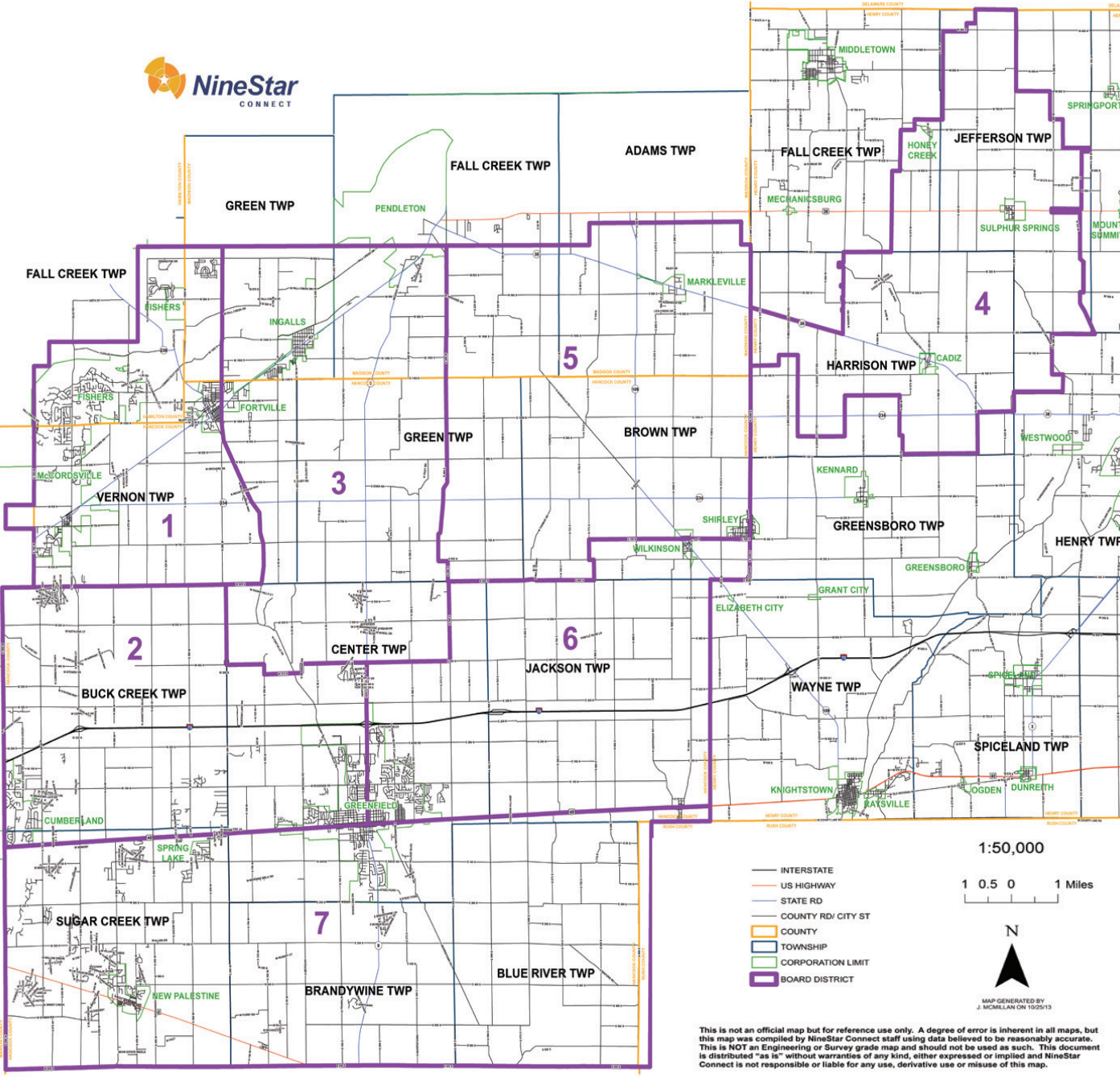
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NEVER MISS  
A MOMENT

WATCH NINESTAR TV EVERYWHERE WITH APP

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o you hate missing your favorite weekly programs? Do you often forget to DVR those big games? Do you need something to watch while burning calories at the gym, traveling for work or while waiting for the kids to finish practice? Then the NineStar TV Everywhere App is for you!

WRITTEN BY

JULIE YOUNG

The NineStar TV Everywhere App is a service included with your NineStar TV subscription that gives you access to thousands of shows, movies, sporting events and news updates from your supported device, wherever you can connect to the Internet. No matter if you want to connect via your computer, smart phone or tablet and regardless if you are a Mac or an Android user, you can sign up, log on and tune in to watch wherever and whenever you want.

John Painter, NineStar's video manager said that the NineStar TV Everywhere App has been available for about two years, but many members still don't know about it. He says it is important to get the word out about this free service that is part of their subscription and one that can enhance their viewing experience.

Painter says through the NineStar TV Everywhere App, members have access to 37 networks including: A&E, the Big Ten Network, ESPN, Nickelodeon, Disney, CNN, The Hallmark Channel and more. Many of these networks allow subscribers to stream live content and catch on demand repeats of their favorite shows. In addition, many of these channels also have apps of their own that enable subscribers to watch archived shows they may not be able to catch anywhere else.

"I know CBS, for example has its All-Access service which is an add-on service that allows viewers to see the most recent shows while its regular app runs much of its content a week after its original broadcast," Painter says. "That additional service though, also gets you access to some vintage shows including I Love Lucy, Star Trek and Family Ties. " During the recent Rio Olympics, NBC carried competitions on its entire family of networks. Not only could viewers watch the world battle it out on the local affiliate WTHR-13, but they could also see events on MSNBC, the NBC sports network, CNBC, USA and Bravo. However, savvy viewers could

download the NBC Sports app and stream their favorite sport live as it happens or catch the replay later.

"That's another kind of benefit our members have available to them when they are a NineStar TV subscriber. They

CHANNEL LINE-UP

Watch TV Everywhere streams some of your favorite channels and programming to your tablet, smart phones and other supported devices as part of your NineStar TV subscription. Channels currently offered include:

- A&E
- ABC Family
- ABC Network TV
- Adult Swim
- Bravo
- Big Ten Network
- Cartoon Network
- CNBC
- CNN
- Comedy Central
- Disney XD
- E!
- ESPN
- Esquire Network
- Fox Business
- Fox News
- FYI
- Golf Channel
- H2
- Hallmark Channel
- Headline News
- History Channel
- Lifetime
- Lifetime Movie Network
- MSNBC
- MTV
- National Geographic
- Wild
- NBC News
- NBC Sports
- NFL
- Nickelodeon
- Oxygen
- QVC
- Spike
- Sprout
- USA
- VH1

can go right to the networks themselves and download their apps, which often have even more options. It really just enhances the overall TV experience," Painter said.

Susan Schultz is a NineStar member who loves the TV Everywhere App. In her previous job, she used to do a lot of traveling and she liked the idea that she could catch up on the news and her favorite shows wherever she happened to be. It was a lot less work than trying to find the local network affiliate on a hotel TV or catch a replay of her favorite cable show.

"It's really amazing what all is available on the app," she said. "I no longer have to tape my programs and I have access to the app on both my phone and iPad. NineStar makes it easy to find the channels and shows you are looking for and that's always helpful. I can also use the app to help keep my four grandchildren occupied when we are unexpectedly detained. It's great."

Ready to get started? Members can visit [www.watchtveverywhere.com](http://www.watchtveverywhere.com) and select Register from the home screen. You will choose NineStar Connect from the menu of providers, provide your information (it helps to have your latest invoice handy) and watch a short video about how the service works. Once you are registered you can log in and start watching. You can save your log in information so that you don't have to enter it every time you want to watch, or you can keep it confidential from others who may have access to your device. As with all of the NineStar Connect services, the call center is ready 24/7 to help you get started or deal with any issues that may come up along the way.

"The Watch TV Everywhere App allows you to be your own program director," Painter said. "There aren't too many shows and sporting events that you can't keep up with and with this added service, members really get more bang for their buck."

What is WatchTVEverywhere?

WatchTVEverywhere has a lot of different definitions. For us, it is TV programs that are available on something other than a TV set. That means your PC, laptop, iPad, iPhone or Android.

How much does it cost?

Nothing. At this time, there is no extra cost for WatchTVEverywhere so feel free to explore. There is nothing available at this site that will result in an extra cost to you (except overage charges from your cellular carrier). You only need to be a subscriber to the TV network. This may change over time depending on the requirements made by the individual TV networks.

Will other networks become available?

Yes. We are working with many different program providers to expand the number of networks and the number of programs available on WatchTVEverywhere. Registered users are presented with a complete list of all the networks available to them. You will see them automatically when they are added.

How do I use WatchTVEverywhere?

It is easy to start using WatchTVEverywhere. The first step is registration.

- Select your TV provider from the drop down menu and click on Submit.
- Click on "Register." You will need two pieces of information to register:
  - Your account number and The correct spelling of the last name on the account.
  - The best thing to do is have your latest invoice handy.
- You will be asked to:
  - Provide an email address. This will be your user name. This can be any valid email address.
  - Provide a password.
- Select a password reset question.
- Supply the answer to the password reset question.
- Click on Register.
- Now, check the email address you just provided. You will find an email message with your WatchTVEverywhere activation link. Click on the link to complete the registration process.
- You are done and can begin to enjoy WatchTVEverywhere.

It is important that you keep your username and password confidential. Use of your credentials by others will result in loss of WatchTVEverywhere privileges.

To WatchTVEverywhere,

- Visit [www.WatchTVEverywhere.com](http://www.WatchTVEverywhere.com).
- Click on Log In.
- Enter your username and password.
- Select the TV Network you want to watch. Click on the network and you will see a list of the available programs.



NINESTAR OFFICIALS PRESENT AT REGIONAL CONFERENCE

N TCA, The Rural Broadband Association, held its annual Central/Northeast Regional Conference last month in Lincolnshire, Illinois. The event attracts cooperative leadership from over twenty-one states and Canada. Ninestar took a prominent role in the conference because two individuals were asked to speak at the event.

First, NineStar's Chief Technology Officer, Ross Ferson, and Director of Marketing, David Spencer spoke in the morning at the Opening General Session. Their topic was on the company's Smart Rural Community designation they received the previous year and how they have leveraged that designation in the past year. Ferson discussed strategic partnerships with local schools, hospitals and government entities. Spencer discussed the increased take rates on the residential side and how the designation has been incorporated in marketing and community outreach.



David Spencer



Ross Ferson

of Chariton Valley Telephone in Missouri. Spencer discussed the historical merger in 2011 when the phone cooperative and electric cooperative came together to form NineStar Connect. Spencer also brought the audience up to speed on the company's planned entry into wet utilities. Ninestar's story was well received by those in attendance and many questions were asked. Shirley Bloomfield, NTCA's CEO even took the opportunity to reference NInestar's participation on her national blog.

WATER SERVICES ON TRACK

N inestar Connect is getting closer to being able to offer water and wastewater services. After receiving approval from Hancock County officials on March 1, we have been working through the regulatory approval process at the state level. We anticipate having approval from the Indiana Utility Regulatory Commission near the end of August and to have the required permits transferred to NineStar by October. Once that is complete, NineStar Connect will be providing the water and sewer services to the customers currently served by Sugar Creek Utilities.

OPERATION ROUND-UP

NineStar Connect's Operation Round-Up Committee meeting was held on May 5 at the company's headquarters. Here are some organizations that benefited from the ORU fund this past quarter:

BOY SCOUTS/EAGLE SCOUTS

This donation was awarded to an Eagle Scout project that enhanced the Greenfield Parks.

EDELWEISS, EQUINE ASSISTED THERAPY CENTER

Edelweiss' mission is "to provide equine-assisted therapy for children and adults with special needs to support their physical, cognitive, emotional and behavioral disabilities in a safe and stimulating environment." Edelweiss is certified by the Professional Association of Therapeutic Horsemanship International (PATH) and currently offers four programs: Therapeutic Horseback Riding, Companion Riding, Therapeutic Carriage Driving and the Veterans Horseback Riding Program. Programs are offered mid-April through mid-October.

MENTAL HEALTH PARTNERS OF HANCOCK COUNTY

Mental Health Partners of Hancock County is committed to improving the lives of those with mental illness, along with continuing to support mental wellness with everyone in the community through advocacy, education and referrals. Their mission is "to work for the

promotion and preservation of mental health and wellness, to increase access to resources in the treatment of persons who are affected by emotional or mental illness, and to form partnerships between individuals and organizations to achieve those goals."

MT. VERNON HIGH SCHOOL AG TECH DEPARTMENT

Mt. Vernon High School is located in Fortville, Indiana. Their goal is to engage, educate and empower today's students to seize tomorrow's opportunities.

OCTAGON HOUSE

The Reeves' Octagon House is located in Shirley, Indiana and was built in 1879. There are only 5 octagon houses currently in the state of Indiana. However, this historic home is thought to be the most important as it is the only one that has not been altered or remodeled except for the porch that now goes around the entire home.

PENDLETON HEIGHTS HIGH SCHOOL BAND BOOSTERS

Dedication, excellence and pride is how Pendleton Heights band program describes their group. The experiences of

being part of the band provides leadership and instills life-long learning skills through the love of music and hard work. "Band with Us" and Together We Will Grow.

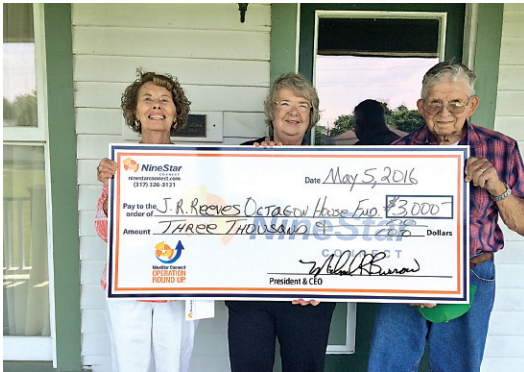
VETERANS HONOR GUARD

Is a small group of veterans who travel to local destinations to carry out a 21-gun salute, bugler and a formal presentation of the flag along with the empty shell casings from the volley to the next of kin at a former veteran's funeral. They also perform ceremonial appearances at numerous special occasions including parades, programs at schools and annual flag raisings to name a few.

WOMEN'S RESOURCE CENTER

Is an organization that strives in "building community, supporting each other, healing and empowering ourselves." Its' goal is to help women achieve a full life without violence and its consequences.

The next application deadline date for Operation Round Up is Oct. 14, 2016. Applications can be downloaded from our website at [www.ninestarconnect.com](http://www.ninestarconnect.com).



MAKE TIME TO SAVE MONEY

Who has the time to save energy? You're a busy person, we get that. If you spent your life thinking about energy efficiency, well, you'd probably be working for us. But even though you might not have 40 hours a week to spend noodling over ways to save energy, there's still lots you can do in less time than it takes to brew a pot of coffee.

Below are a few different ways you can make your home more energy efficient using whatever time you've got. Today's three projects take just five minutes, but could help you see big energy savings.

PROJECT 1 Lightbulb Inventory

Answer Quickly: How many lightbulbs are in your home right now? If you don't know, that's OK, but we do want you to check every bulb with two questions in mind: Is it frequently left on when no one's around? Is it an LED or incandescent? If the answer to the first question is "yes" then unplug the lamp at the socket, leave a sticky on the switch, put your lights on a timer or find another way to remind yourself to turn the light off when there's no one around. This isn't a riddle: If a bulb lights a room and nobody's around to see, it still costs you money.

As for the second question, it's no secret that we're fans of energy efficient, Energy Star LED bulbs. And with Power Moves rebates of up to \$7.50 per bulb (not to exceed the purchase price), you will be too. We recommend you prioritize changing the lights you use the most, like in the kitchen or bathroom. However you better act before December 31st because the rebate is scheduled to drop in 2017.



PROJECT 2 I Spy With My Little Eye, Energy Inefficiency

Remember when your parents used to tell you "Shut the front door, we're not paying to cool down the whole neighborhood!"? Well guess what...you might be. Poorly sealed windows and doors are one of the most common ways to lose out on energy efficiency.

If your entry door sticks or you see light shining through the cracks, a few simple adjustments can help. To repair a door that sticks, it may be as easy as removing the dirt buildup, and tightening the hinges. If you feel a draft or see a light shining through your door, check and repair the caulk and weather stripping. These easy DIY changes will reduce your energy bill and help keep your home at a steady temperature.

PROJECT 3 Slay The Vampires

Beware the vampires! Energy vampires, that is. Appliances and electronics that use energy when they are not in use (We're looking at your laptops). So try this project out for a while and see how you do. Five minutes before you leave the house each morning, unplug any appliance or electronic device that is not in use. Even if you don't get every single one, unplugging a few vampires for an extra eight hours each day can add up fast.

That should get you started! But we hope seeing how easy it can be to save a little extra energy each month will encourage you to come up with your own creative ways. For more energy saving tips, or to get more information about our rebate programs, visit [powermoves.com](http://powermoves.com) or contact NineStar Connect's Energy Advisor, Darrin Couch, at 317-326-3131.



# TOUCHSTONE ENERGY CAMP

This year’s Touchstone Energy Camp was held on June 8-11, 2016 at Camp Tecumseh in Brookston, Indiana. The camp is geared toward students who just completed the sixth grade and whose parents are members of the NineStar cooperative family. The student’s agenda combines traditional outdoor camp activities with environmental education, electrical safety practices and cooperative business education. Unfortunately, this year we didn’t have any student participation; however, we did have two employees of NineStar take part. Samantha Beauchamp, Business Sales & Marketing Representative and Jill Snyder, Director of Business Sales & Marketing represented NineStar by serving as camp counselors. They were in charge of helping with the whole group, as well

as a small collection of girls, that were assigned specifically to them. They assisted with various activities that included horseback riding, swimming, archery, bucket rides and zip lining to name a few. Asking Samantha how her experience was at Touchstone Energy Camp, she said: “The facilities at Camp Tecumseh were fantastic. We were in cabin 11, Shoshone, and had 13 girls in our cabin that we spent the 3 ½ days with. We got to watch our girls all become friends and open up. We had a couple of girls that started off a little closed up and didn’t talk much to the other campers but by the end of the week at the dance, everyone was having a great time and had made really good friendships! Getting the chance to be a counselor at Touchstone Energy Camp was fantastic and I can’t wait to go back next year!”



As a souvenir, Samantha and Jill presented their group with NineStar dry erase boards that the girls had fun with writing messages back and forth to each other. Somewhere on the boards, the girls were asked to creatively write their names down. This was one of the first things on

the agenda after they got to their cabins and it certainly helped Samantha and Jill remember each girl's name! The girls were thrilled when they were told they could keep the boards as a memento of their experience at camp. If you have a son or daughter

that is currently a sixth grade student and would be interested in attending Touchstone Energy Camp, please let us know. We will also be updating our website and sending information to schools at the end of this year/ beginning of next year with information about the 2017 camp.

## CONGRESSMAN LUKE MESSER STOPS BY NINESTAR OFFICES

On Aug. 2, Congressman Luke Messer visited the NineStar offices in Greenfield. He met with officials from NineStar and they brought him up to date on several projects the company has been focusing on. In particular, President & CEO, Mike Burrow brought the congressman up to speed on the company’s plans to enter into the wet utility business. Messer found the idea behind why the company venturing into this new arena fascinating and just what all businesses should be looking to do in order to spur quality of life and economic development in Indiana. After the meeting Congressman Messer took a tour of the facility and met several employees. In addition to the tour he had the opportunity to splice fiber. He spent several minutes learning about the technology and asked several questions. Fiber Technician Shane Osborne worked with the Congressman and taught him how to splice the fiber. In fact, he spliced the fiber three times so he could get the hang of it. Each time he did better and better.



Got 10 minutes to chat?



You may be getting a call about your electric usage, so we can ensure your rates stay low.



## SURVEY TO BEGIN

From September 2016 through January 2017 NineStar Connect will be conducting a survey of residential co-op members. This telephone survey is conducted every two years, and helps our power supplier, Wabash Valley Power, determine how much power we’ll need in the near future. The survey will be conducted by Oppenheim Research, a Tallahassee, FL firm with experience in a wide variety of research methods, as well as a strong history of satisfied customers. Co-op members will be randomly selected, and 300 completed surveys will be done for our co-op. The survey is designed to last approximately 10-12 minutes, and will primarily focus on the appliances and items in and around your home that consume electricity. The calls will take place Monday through Friday, beginning mid-afternoon and running until about 9 p.m. If you are called and don’t wish to participate, you will not be pressured to do so. We greatly appreciate those who do take the time to help us plan better for our future! If you have any questions about the process, please call the office at 317-326-3131.

## FROM THE PRESIDENT

# INFRASTRUCTURE INVESTMENT: ONE GENERATION’S GIFT TO THE NEXT

In the heat of the summer political conventions, there were two reported news items that didn’t get much of the public’s attention, and yet, will likely be as impactful to which candidates win in November. The first was that Internet behemoth Google is starting to find that building out fiber optic networks is more complicated and expensive than anticipated and they are putting planned fiber build-outs in San Jose and Palo Alto, California on hold. Instead, the very smart people at Google are looking at various alternatives that include partnerships with electric utilities in Alabama and Florida. It becomes a win-win, as the power companies have access to the fiber for current and future smart grid applications, and Google, of course, utilizes the fiber to deliver advanced communications services. We all know that Hoosiers tend to be modest, but permit me to brag on our members – Google is just now discovering what the members of NineStar Connect have known since 2010. We voted to merge our telecommunications and electric cooperatives and since the merger, NineStar has been utilizing fiber for both smart grid

applications, as well as delivering state-of-the-art communications. Using a common fiber network to deliver multiple services across various utilities makes the network more cost-effective and makes great business sense – particularly in rural, less densely populated areas. Our members recognized this great opportunity six years ago and are now seeing that vision pay off. Aside from Google, other entities are also recognizing the value of communications and power companies working together to deploy fiber optic communications networks. NineStar has been proud to host representatives of other rural utility cooperatives and companies from as far away as Israel, who are interested in the “NineStar Way” of doing things. Our cooperative utility continues quietly, but thoughtfully, to remain focused on our members and communities – never accepting “business as usual” as the right answer – always looking for

solutions to satisfy the current and future needs of those we serve. Which brings me to the second under-reported story of the summer. Global logistics giant United Parcel Service (“UPS”) has started to make significant investments for its future success. While most people would guess that to be new fuel-efficient delivery trucks and airplanes, it seems that UPS is banking on the future of logistics – that is, the delivery of goods – to be done less in the physical world and more in the virtual world. UPS is investing in fiber optic networks and 3D printers, as well as creating partnerships with software companies to deliver “virtual products.” In today’s world, when an individual or business needs a critical part for a machine they typically go online, locate and order the part, and then have it delivered either directly from the manufacturer or from a warehouse. Even with UPS’s speediest service, it

likely takes 24 to 72 hours to get the part delivered after being packaged and passing through numerous steps, stops and vehicles along the way. In the world-wide marketplace of the not-too-distant future, that same business will again go online to find the much needed part, but instead of ordering it to be shipped, it will instead pay to download a proprietary file and have either their own (or UPS strategically placed) 3-D printer “print” the part and have it available in a matter of minutes. Not only will this virtual part be more quickly delivered, it will be more cost effective as well. The just-in-time delivery eliminates unnecessary manufacturing and stockpiling of extra parts waiting to be used, as well as the need for the packaging, warehouses, trucks and planes necessary to deliver it. Talk about a green solution! This might seem like a far-fetched futurist rumination except for the fact that there are 3-D printers today doing exactly what I just described. Though it is not wide-scale at the present, as technology advances and the cost of 3-D printing drops, it will become more and more ubiquitous in the

next few years. Believable? Just look at the decline in the United States Postal Service letter deliveries from 25 years ago to today with the advent of email. Smart people who work at UPS can see this future. Put another way, they are preparing to become the logistics version of Netflix while avoiding the obsolescence of Blockbuster. So what does all of this have to do with my local utility coop? Everything. Communities of businesses and individuals that have access to fiber optics will continue to prosper. Those that don’t have access may slowly become less capable, less competitive and less prosperous. NineStar is only as successful as the members and communities it serves. It follows the simple notion that no matter where you choose to live or work, you should have access to the best, essential connectivity services that are needed for communities to thrive. By making conscious choices of investing in critical utility infrastructure, we know we are serving the best interests of our neighbors, friends and family. You should expect nothing less from your local, community-based cooperative utility.

PRESIDENT & CEO



MICHAEL BURROW





## WASHINGTON D.C. YOUTH TOUR

This past June, NineStar sent two students to take part in the Washington D.C. Youth Tour. The Youth Tour is for students who just completed their junior year of high school and are interested in seeing our nation’s capital, learning more about the rural electric program and meeting new friends from across Indiana. This year, NineStar proudly sponsored Eastern Hancock’s Jason Apple and Gabe Blake.

This seven-day trip includes visits to Gettysburg, Arlington National Cemetery, Jefferson, MLK Jr. and FDR memorials, meeting the Indiana Congressional delegation, a Potomac River cruise, taking part in a National Youth Tour Rally and of course, the opportunity to make lifelong friends and much more!

Jason Apple commented “My trip to Washington D.C. was one of the best times of my life. I enjoyed meeting tons of new people from all over the state and seeing all the monuments in the capital was an amazing sight. My favorite part of the trip has to be meeting Congressman Luke Messer. That’s an opportunity I never would have had if I didn’t go on the tour and it’s something I will remember forever.”

If you have a 2016-2017 junior in high school and are a member of NineStar Connect, your son or daughter can revel in this experience too. More information about next year’s tour will be sent to high school’s guidance counselors, along with website and social media updates at the end of this year.

## PAPERLESS BILLING

Big congratulations to the following individuals who won prizes for enrolling in Paperless Billing:


May’s winner, Patricia Hall (Amazon Fire HD8 Tablet)

June’s winner, Ryan Goergen (Amazon Fire HD8 Tablet)

July’s winner, William Bushlack (Amazon Fire HD8 Tablet)


You could be a winner too! Just call our office or sign up online for Paperless Billing today. Drawings are at the end of every month.

THE NEW SELF-SERVICE, SMARTHUB BILL PAY & PAPERLESS BILLING OPTION IS ON FIRE!




NineStar's SMARTHUB BILL PAY is a FREE online bill payment system available for BOTH Electric & Communication customers!


\*ENROLL IN PAPERLESS BILLING TODAY FOR A CHANCE TO WIN!



OR



\*Drawings Monthly





## 2016 SCHOLARSHIP WINNERS

On June 23 a reception was held for all of the 2016 NineStar scholarship recipients. The event, held at the NineStar corporate offices in Greenfield, was a celebration of the students’ academic accomplishments. The recipients won their scholarships based on a drawing at the annual meeting held in April. In attendance were NineStar corporate officers, as well as the board of directors for the company. Students and their parents enjoyed cookies and punch and the students received their checks for \$1,000. The graduating seniors from eight different high schools also had the opportunity to share with the group their future educational plans. NineStar wishes all of this year’s scholarship recipients the best of luck as they embark on the next chapter in their lives.

# COMMISSION EXTENDS DEADLINE FOR 10-DIGIT DIALING

The Indiana Utility Regulatory Commission has extended the deadline for 10-digit dialing in Central Indiana’s 317 telephone area code to Oct. 15, 2016.

Beginning on Oct. 15, consumers in the 317 area code will be required to dial 10 digits for all local phone calls. After this date, if consumers dial just seven numbers, the call will not be completed and a recording will instruct them to hang up and dial again.

The commission extended the deadline out of consideration for the Electronic Security Association’s request for additional time to prepare. In July 2016, ESA of Indiana notified the commission that certain alarm companies may be behind in their preparations for the switch. After meetings, the scope of the problem and recognizing that the 317 area code is projected to run out

of numbers in the fourth quarter of the year, the Commission reopened Cause No. 44513 and, after reviewing new evidence, moved the deadline out by one month.

Beginning Nov. 15, 2016, numbers assigned for new telephone lines or services in the 317 region may include the new 463 area code.

Important facts for residential consumers and businesses to know are:

- Your telephone number, including current area code, will not change.
- You will need to dial area code + telephone number (a total of 10 digits) for all local calls in the 317 area.
- You will continue to dial 1 + area code + telephone number

(a total of 11 digits) for all long-distance calls.

- The overlay will not change the price of a call, your coverage area or other rates and services.

- You can still dial 3 digits to reach 911, along with other universal three-digit numbers (211, 411, 711 or 811).

- You should start including the 317 area code together with your 7-digit local telephone numbers when providing numbers to others.

- You should check that all the contacts in your phone’s contacts list include the area code.

- Consumers, especially businesses, should ensure that all services, automatic-dialing equipment, applications, software or other types of equipment recog-

nize 463 as a valid area code.


- You should make sure that all preprogrammed numbers for local calls are set to include the area code. Some examples are life safety systems, fax machines, Internet dial-up numbers, alarm and security systems, gates, speed dialers, mobile phone contact lists, call forwarding settings, voicemail services and similar functions.

- Any safety and security equipment, including medical alert devices and alarm systems, must be programmed for mandatory 10-digit local dialing unless the calls are already directed to toll-free or long-distance telephone numbers before Oct. 15, 2016. If you are not sure whether your equipment needs to be reprogrammed, contact your medical alert or security provider. To

avoid last-minute issues, consumers are strongly encouraged to contact their security companies immediately so they can ensure their equipment is properly programmed or find a provider whose equipment is prepared for 10-digit dialing. Although the Commission lacks jurisdiction over alarm companies, in the event certain alarm companies will be unable to continue to serve all of their customers, the Commission would expect the companies to provide notice to their affected customers well in advance of the Oct. 15 deadline.

More information is available from your local telephone company. You also can learn more from the Commission’s website at [www.in.gov/iurc/2808.htm](http://www.in.gov/iurc/2808.htm) or the OUCC’s website at [www.in.gov/oucc/2800.htm](http://www.in.gov/oucc/2800.htm).





Geothermal Heat Pump (with Electric Backup)		
<ul style="list-style-type: none"><li>▶ Closed loop ≥ 17.1 EER / ≥ 3.6 COP</li><li>▶ Open loop ≥ 21.1 EER / ≥ 4.1 COP</li><li>▶ Condenser and coil must be replaced and installed as a matched set</li></ul>	<b>CLOSED LOOP, REPLACING:</b> <i>electric resistance, fossil fuel, or into new construction</i>	\$1,500
	<b>OPEN LOOP, REPLACING:</b> <i>electric resistance, fossil fuel, or into new construction</i>	\$1,500
Air Source Heat Pump - Split System (with Electric Backup)		
<ul style="list-style-type: none"><li>▶ ≥ 15 SEER</li><li>▶ ≥ 8.5 HSPF</li><li>▶ Electric back up only</li><li>▶ Condenser and coil must be replaced and installed as a matched set</li><li>▶ New system must heat and cool entire home</li></ul>	<b>REPLACING ELECTRIC RESISTANCE:</b> <i>electric furnace, ceiling cable, baseboard</i>	\$1,000
	<b>REPLACING FOSSIL FUEL:</b> <i>propane or fuel oil</i>	\$1,000
	<b>REPLACING EXISTING AIR SOURCE HEAT PUMP</b>	\$250
Air Source Heat Pump - Packaged System (with Electric Backup)		
<ul style="list-style-type: none"><li>▶ ≥ 14 SEER</li><li>▶ ≥ 8.0 HSPF</li><li>▶ Electric back up only</li><li>▶ Condenser and coil must be replaced and installed as a matched set</li><li>▶ New system must heat and cool entire home</li></ul>	<b>REPLACING ELECTRIC RESISTANCE:</b> <i>electric furnace, ceiling cable, baseboard</i>	\$1,000
	<b>REPLACING FOSSIL FUEL:</b> <i>propane or fuel oil</i>	\$1,000
	<b>REPLACING EXISTING AIR SOURCE HEAT PUMP</b>	\$250
Heat Pump Water Heater		
<ul style="list-style-type: none"><li>▶ Minimum EF of 2.0.</li></ul>	<b>REPLACING ELECTRIC RESISTANCE TANK</b>	\$400
	<b>NEW CONSTRUCTION</b>	\$400
LED Bulbs		
<ul style="list-style-type: none"><li>▶ Must be ENERGY STAR® rated</li><li>▶ Limit of 25 bulbs per member per calendar year</li></ul>	<b>REPLACING INCANDESCENTS OR GOING INTO NEW CONSTRUCTION</b>	up to \$7.50

Visit [PowerMoves.com](http://PowerMoves.com) or call your local electric cooperative's Energy Advisor for more information.

**PURCHASE RECEIPTS REQUIRED FOR ALL REBATE APPLICATIONS.**

AHRI Certificates required for all geothermal, air source heat pump and heat pump water heater rebate applications.

Heat loss/heat gain calculations required for geothermal and air source heat pumps.

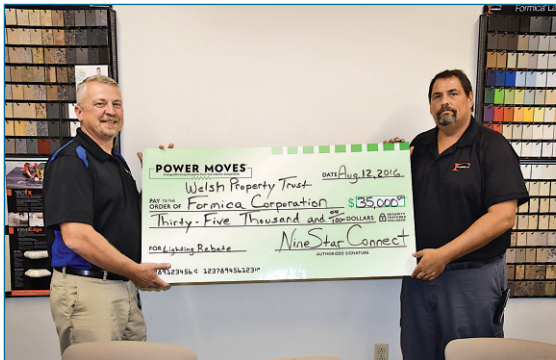
Failure to provide requested information may result in forfeiture of rebate.

All installations are subject to verification and/or inspection.

For full requirements, see applications.

**REBATE PROGRAM ENDS DEC. 31, 2016 AND IS SUBJECT TO CHANGE WITHOUT NOTICE.**

NineStar Connect's Energy Advisor, Darrin Couch, presents a Power Moves rebate check to Mitch Johnson at Formica Corporation. Welsh Property Trust, the building owner, installed over 350 new light fixtures at the Formica Corporation facility located in the Mt. Comfort business park. The new lighting has not only improved the energy efficiency of the building but the new LED fixtures have improved the lighting output as well. LED lighting also has the benefit of long term



savings from reduced maintenance costs. The Power Moves rebate program is available to all NineStar Connect electric mem-

bers. If you are a business owner and you are considering an energy efficiency project or if you are a homeowner and thinking about

reducing your energy costs then the Power Moves rebate program may have incentives available for you. Program details and applications are available by visiting [www.PowerMoves.com](http://www.PowerMoves.com). You can also contact NineStar Connect's Energy Advisor at 317-323-2715 or [dcouch@ninestarconnect.com](mailto:dcouch@ninestarconnect.com) to discuss your project. Darrin is here to explain the programs, help you review your project and offer energy efficiency advice to all of NineStar's members.

NINESTAR NERD NIGHT AHEAD

Join the NineStar Nerds for a night of troubleshooting on Thursday, Sept. 8 from 5-8:30 p.m. Bring your cell phones, tablets and video streaming devices (Roku, Apple TV, etc.) to troubleshoot on site. You can also bring your older devices for Nerd recycling. Dinner will be served at 5 p.m. with presentations starting at 6 p.m. Seating is limited so RSVP today! Call 317-323-2112 or <http://nerdsrsvp.myninestar.net> by Tuesday, Sept. 6. Also, don't forget to bring two non-perishable food items for entry to win a \$100 gift card!



SUDOKU

Sudoku puzzles are formatted as a 9x9 grid, broken down into nine 3x3 boxes. To solve a sudoku, the numbers 1 through 9 must fill each row, column and box. Each number can appear only once in each row, column and box. You can figure out the order in which the numbers will appear by using the numeric clues already provided in the boxes. See [ninestarconnect.com](http://ninestarconnect.com) Facebook page for last edition's solution.

		6				4		
	3				2		5	
4			9			2		1
		7		4			3	
	6		3		8	1	4	
		8					2	7
1		2		9	6			
			5				8	