

MARCH – APRIL 2019



# NineStar CONNECTION

VOLUME 8  
ISSUE 2

## ANNUAL MEETING RECAP

NineStar's 66th Annual Meeting  
and Celebration was held on  
Friday, March 29th at  
Greenfield Central High School.

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## LONGTIME EMPLOYEE TO RETIRE

Ninestar Employee Jim Proper  
to retire after more than  
28 years.

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# LIFE-CHANGING JOURNEY



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Youth Leadership Council  
Annie Delgadillo, representing Steuben County REMC & George Plisinski, II, Manager of Telecom Operations, NineStar Connect at the Youth Leadership Council-Next Generation Leadership Experience Collaboration Event at NRECA



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

"WALTER DID A FANTASTIC JOB AND HAD A GREAT ATTITUDE."  
- CUSTOMER AMBLER



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STORY IDEA?

Contact David Spencer at [dspencer@ninestarconnect.com](mailto:dspencer@ninestarconnect.com)

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NATIONAL LINEMAN APPRECIATION

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We thank our Lineman for all the hard work they do to keep the lights on in Indiana.

NEW VICE CHAIRMAN

Phil Hayes has been elected the new Vice Chairman for Wabash Valley Power Association.

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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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POWER OUT?  
NO INTERNET OR TV?



CHECK NINESTAR'S  
FACEBOOK OR TWITTER PAGE!!

Social Media is exploding and if you aren't checking your laptop, tablet or smart phone for the latest and greatest fads, trends and updates.....you are not living in the 21st century! We have found that posting news about NineStar Connect on Facebook and Twitter has been a successful line of communication for all of our social media followers. Once you "like" our page, you will automatically be notified of any post we share whether it's information about an outage, an event we are planning, local Channel 9 broadcasting or energy information to save you money.

Additionally, if you have a question for us, send us a message. We will research and respond to your question as quickly as possible. We don't want to "leave you in the dark" about any issues or inquiries you might have for us. Our Customer Service has always been a significant piece of what we do and giving you the answers you need is imperative to keeping you knowledgeable and satisfied with our service. To add, when there is that unfortunate outage, your communication to us is just as helpful in determining where the problem is and who it is affecting so we encourage you to share your thoughts.

So if you haven't already, grab your tablet or smart phone and "Like" or "Follow" our Facebook and/or Twitter page. We will do our best to keep you informed and post all the latest details about NineStar Connect news. But don't forget, we still like to hear your voice! When you need answers fast and need to talk to someone, a phone call to our 24/7/365 Support Center is always just a dial away - 317-326-HELP.



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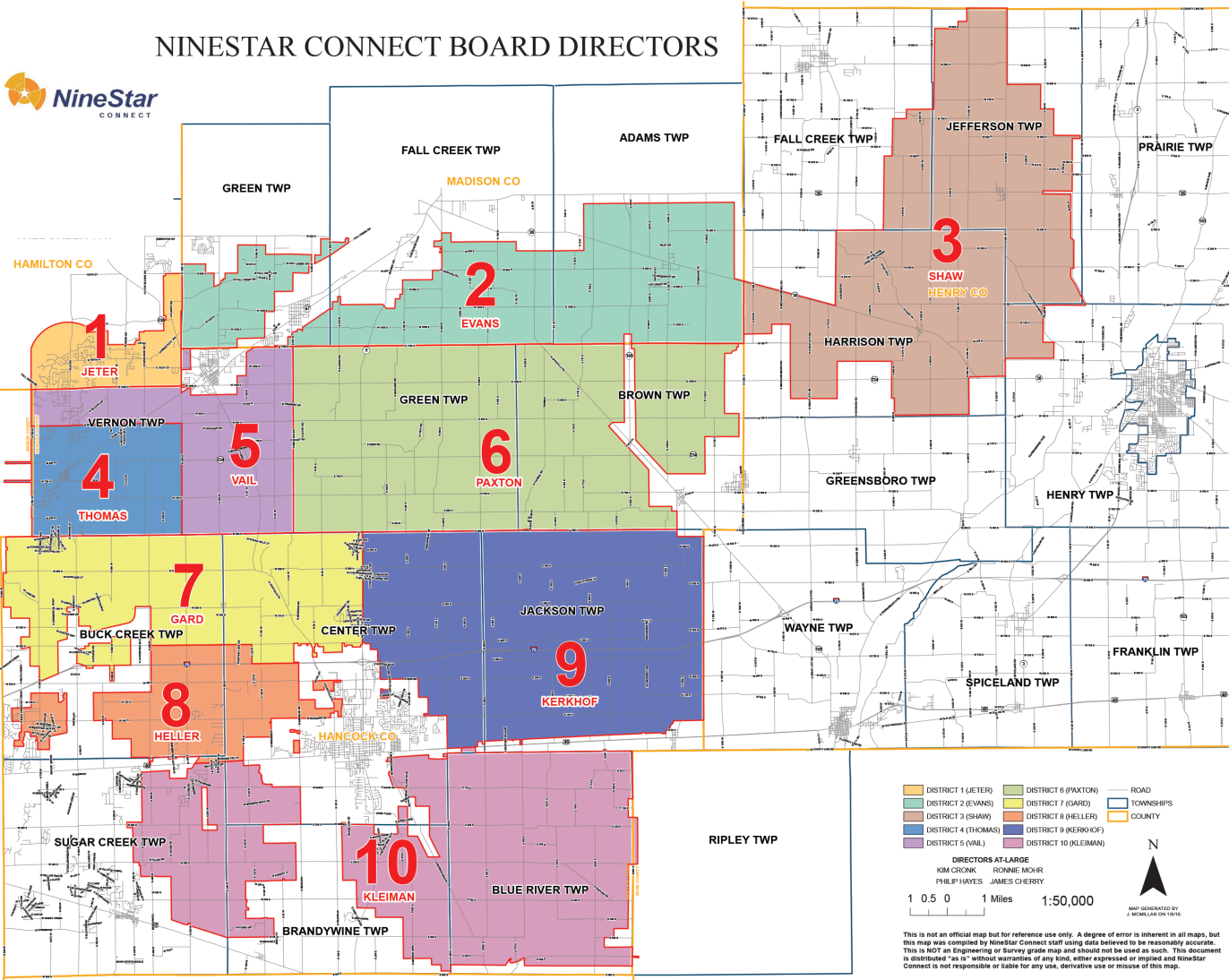


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## NINESTAR EMPLOYEES TRAVEL TO GUATEMALA WITH IEC

# LIFE-CHANGING JOURNEY

BY JULIE YOUNG

Matt Huck says there is no way to fully prepare for a trip to San Jacinto, Guatemala. Colleagues who have been there can tell you what to expect and you can pack appropriate gear for a two-week working adventure, but when you arrive, it all becomes a little surreal.

"It was very different from our day-to-day life," he said. "I knew it would be a life-changing experience, but I didn't expect it to change my life that much."

Huck traveled with fellow Ninestar employee Jamie Bell and other representatives of the Indiana Electric Cooperative (IEC) to Central America on March 25, flying five-and-a-half hours into Guatemala City and then driving another five or six hours to their hotel where they spent the night before another long drive to San Jacinto. The goal? To bring electricity to 90 homes in a rural agricultural village that was all too used to doing everything by hand.

"To see how these people operate on a daily basis was a real eye opener," he said. "We'd see these little girls carrying five-gallon containers of water for miles and yet, no one had a frown on their face. It makes you re-evaluate a few things in life."

It was hard work, made even more difficult by the intense heat and humidity that could rival Indiana's worst summer day, but Bell said a few midday rain showers were welcomed by the crew who set poles and ran line alongside the villagers who were eager to do their part.

"The villagers helped with all aspects of the work, carrying materials, digging the holes and setting the poles for the electrical wires that were to be installed," Bell said. "It certainly made things a lot easier."

Huck said he also enjoyed working with the locals and watching the good-natured jokes pass between them. Even though there was a language barrier, some laughs required no interpreter especially when 10 men lifted a bicycle over a pole blocking the road with the same care they took to lift their motorcycles.

"It was so funny," Huck said. "They were all laughing, especially the guy who owned the bike. He turned red when they did it and I could tell he was a little embarrassed, but it was all in good fun."

Although the people of San Jacinto had heard of electricity, the concept was more like a fairy tale and not something they ever expected to experience in their lifetime. So when the wires crackled to life and the lights came on, Huck said the villagers reacted like excited children on Christmas morning.

"There was this look of wonderment on their faces like they didn't quite know what to do," he said. "The best way to describe it was shock and awe. I saw a few of them grin but it was almost as if they didn't know how to react. Still, I could tell they were really pleased."

Having experienced that moment himself across the four times he's traveled to Guatemala, Bell said it is something that is hard to imagine if you aren't there.

"The kids are excited of course, but they haven't lived decades without it. The older people break down into tears though because it is something they never expected to see in their lifetime," he said.

While on site, Huck said the team trained some of the local men so that they could keep the lights on after the crew went back to the U.S. They were also able to get the community's water pump running again so that the residents did not have to haul dirty water for miles in order to wash and cook in their homes. As it turned out, the community was unable to fix the pump themselves because the troubleshooting instructions were in English – a language they cannot speak or read.

"It was a little thing, but it made a big difference. When the spigot came on, there was a girl who scrambled to fill every container she had with clean spring water. They may not have had electricity but they had gotten used to clean water and if you could have seen the water they were carrying, you would understand her excitement to see the water running again," Huck said.

Huck said he's kept in touch with the local interpreters and organizers who brought the crew to the village and helped them communicate with the locals and during a late night conversation, he asked the men why they do this kind of work when they could make more money in a less grueling vocation.

"They told me that they do it because it is the right thing to do and that made such an impact on me," he said. "I would like to think that I do that when I have the opportunity, but they have devoted their whole lives to doing the right thing and I hope that someday I am able to go back, help out and reconnect with them."

Although he's been there several times, Bell said his trips to Guatemala always make an impact on him. It's not an easy trip and not one that is right for everybody, but when he visits areas whose roads are rife with potholes and meets people who do not have some of the simple luxuries we enjoy, it puts things in perspective. He wishes everyone could experience it.

"You realize what you take for granted every day. It's a sight you never forget and something that stays with you long after you return to your comfortable home and lifestyle," he said. "Of course if a trip like this is not life-changing, then you are doing it wrong."



## ANNE HAZLETT VISITS

NineStar had the pleasure of participating in an event hosted by Hancock Regional Hospital for Anne Hazlett, White House Senior Advisor for Rural Affairs along with Intelligent Fiber Network. Hazlett, a Hoosier native, came to Greenfield to learn more about Hancock Health's leadership in telemedicine and community wellness initiatives utilizing NineStar Fiber and also hear about Intelligent Fiber Network's 4500 mile statewide fiber optic network that links 60+ rural healthcare providers throughout the state of Indiana to advanced healthcare services. NineStar Connect is a part-owner of Intelligent Fiber Network and participates in many of its rural fiber initiatives. Pictured (l to r): Jim Turner, President and CEO of Intelligent Fiber Network; Michael Burrow, President & CEO of NineStar Connect; Anne Hazlett, White House Senior Advisor for Rural Affairs; Steve Long, President & CEO of Hancock Health; and Michael Dora, Indiana State Director for Rural Development for the US Department of Agriculture.



# PHIL HAYES

## ELECTED VICE CHAIRMAN



Longtime NineStar board member Phil Hayes was recently elected to serve as Vice Chairman of Wabash Valley Power Association. Phil currently serves as NineStar’s representative on WVPA’s board of directors. Wabash Valley Power is headquartered in Indianapolis and is NineStar’s wholesale power and transmission provider.

# CONGRESSMAN GREG PENCE VISITS NINESTAR CONNECT



Congressman Greg Pence visited NineStar’s North Campus on March 22nd. His visit included a tour of the facility and a presentation on the company’s water and sewer initiatives. Pence was impressed with what the company has done for its members and how it is sparking economic development in the area.



# ANNUAL MEETING RECAP

NineStar’s 66th Annual Meeting and Celebration was held on Friday, March 29th at Greenfield Central High School. NineStar members came to the event and enjoyed a delicious meal catered by Jonathan Byrds along with learning more about NineStar services. New this year, FREE BINGO was played during dinner time and before the meeting. Various prizes were given out.

Once the meeting began, a report from the Nominating Committee & Election of Directors, a report from the Chairman of the Board and a report from the Operation Round Up program was given. CFO, Scott Hiatt presented the Financial Reports from the previous year with President & CEO Michael R. Burrow following it up with a message for those that attended. Other things on the agenda were the announcement of the 2019 scholarship winners, votes were calculated and the new term Directors of the Board were named, and we can’t forget the ever popular door prizes that were given away. Free child care for kids ages 1-10 were also provided which included face painting, balloons, and a live animal show from Hedgehog Hannah.



Also at the meeting, we acknowledged those employees with service recognition awards:

- 5 years:** Sam LaScuola, Matt Strahl, Justin Messer, Branden Howe, Bobby Stamps, Casey Llewellyn, Samantha Bhattacharyya
- 10 years:** Charley Nichols, Shira Dankner, Darrin Couch
- 15 years:** Monica Sexton, Nicole Shelp, David Spencer, Ross Ferson, Angie Freeman
- 20 years:** Michael Burrow, Kim Gerard
- 25 years:** Bryan Giddings, Eric Truitt, Amy Wisehart, John Painter, Jon Splater

Lucky winners of the night were:

- \$500 –** William & Rhonda Knarr, Douglas & Anna Marie Witt
- \$300 –** Richard Borst, Jan & Gwen Cochard, Frank & Jackie Franks, Janet Heiny, Richard & Janice Johnston, Myron & Maureen May, Richard & Jeanne Robinson, Daniel & Amy Roseberry, Jennifer Sawyers, Annabelle Wilson
- \$100 –** Kenneth & Sharon Brown, Colton & Christine Cooley, Charles & Wanda Hibner, Valeeta Hommel, Delene Isenberg, Thomas & Patricia Nigh, Bob Robinson, Vickie Schmidt, David & Lois Taylor, James & Kathy Vosmek

Thank you to all who joined us and we look forward to seeing you again next year!!



# NINESTAR PLANS METER EXCHANGE INITIATIVE

Starting this spring you may see NineStar contractors working throughout the territory changing out electric meters. This change out is occurring because the older meters, some of which are over twenty years old, do not allow for software upgrades that are necessary with today’s technology. The changeout will occur through early fall and will be performed by Powermetrix. Their vehicles will include NineStar signage and each contractor will have an identification

badge provided by NineStar. These contractors will perform courtesy knocks on doors to let homeowners know they are there, however, in most cases the power will not be interrupted and the homeowner may not even know they were there at all. Please follow NineStar on social media for updates on the meter exchanges and to learn what areas the contractors are working on in our service territory.





# 3 REASONS WHY ENERGY MANAGEMENT PROGRAMS FAIL

## KEY POINTS

- Energy management programs can reduce operating costs, increase productivity, and reduce waste.
- These programs often fail due to insufficient commitment, budget issues, and lack of data transparency.
- A successful program should include a multi-step process emphasizing continuous improvement.

Implementing an energy management program is a great way to save on operating costs. In addition to energy savings, a successful program can really pay off in a number of ways, including:

- Lower maintenance costs
- Increased productivity and reduced waste
- Reduced water consumption and lower material costs
- Improved workplace safety and better indoor air quality

With these benefits, it's no wonder a growing number of organizations are making energy management a key part of their overall business strategy. Unfortunately, many programs fail to realize their full potential. The reasons for this vary, but the following are three common issues that cause these programs to fall short of their goals:

1. Insufficient commitment from top management. The full support and enthusiasm of the CEO and other top executives is critical in realizing long-term savings. Only they have the authority to allocate the staff and resources necessary for success.
2. Budgets and responsibilities are poorly aligned. In many organizations, one department or budgetary unit must invest in energy efficiency while another realizes the savings. This can be a problem if the program's budget is distributed throughout the organization. Giving the program its own budget can help coordinate the allocation of resources with goals and accountability.
3. Lack of data transparency. Without a means to track progress, it's difficult to evaluate program success and sustain momentum. Establish metrics and tools to measure energy consumption and regularly compare the results against program goals.

## SEVEN STEPS TO SUCCESS

So how do you ensure the success of your program beyond just avoiding these problems? Use the U.S. Environmental Protection Agency's seven-step approach to effective energy management:

- Step 1. Commit to continuous improvement. Appoint an energy team and allocate adequate staff and funding.
- Step 2. Assess performance. Gather energy use data and benchmark against similar facilities.
- Step 3. Set goals. Establish clear and measurable goals to guide energy management activities and promote improvement.
- Step 4. Create an action plan. Develop performance targets, set timelines, and establish a tracking system. Determine individual roles and define necessary resources.
- Step 5. Implement the action plan. Develop a communication plan to raise energy awareness. Provide training in energy-saving practices and procedures, and offer incentives to motivate staff.
- Step 6. Evaluate progress. Review energy use data and action plan activities and use this information to create new action plans and update performance goals.
- Step 7. Recognize achievements. Reward staff who help to achieve energy-saving goals. Seek recognition by earning green certifications to validate the importance of energy management.

See Guidelines for Energy Management for details on developing a program that exceeds your expectations.

Wabash Valley Power Association Powerful Solutions has been prepared solely for the purpose of providing helpful information to users of this service. The information has been compiled by Questline, a contractor to Wabash Valley Power Association; however, no representation is made by either Questline or Wabash Valley Power Association as to the completeness or accuracy of the information contained therein. In particular, some information may be incomplete, may contain errors or may be out of date. In addition, neither Questline nor Wabash Valley Power Association endorses any product or service mentioned therein.

## HOW DO THEY DO THAT?

# SMART WINDOWS

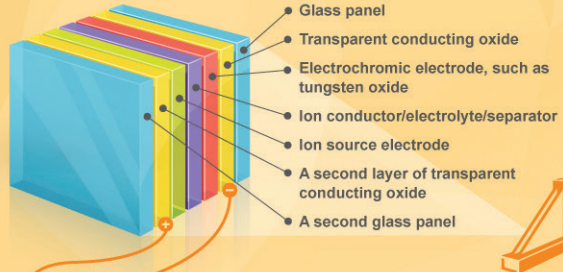
Windows have been around for a long time, but "smart glass" technology may be a real breakthrough. Smart or dynamic windows can automatically change from transparent to opaque, partially blocking light and heat while maintaining a clear view.

There are two major types of smart windows. Passive windows automatically darken in response to heat (thermochromic) or light (photochromic). Active windows change tint in response to electricity (electrochromic).

Most smart windows on the market are electrochromic. Let's take a closer look at how they work.

## A DIFFERENT VIEW

A typical electrochromic window consists of several glass panels and layers of oxide materials: an electrolyte separator sandwiched between two active electrode layers with outer transparent conductive oxide (TCO) layers.



A power source is wired to the two conducting oxide layers. As voltage is applied, the **electrochromic electrode layer** darkens as ions move from the **ion source layer**, through the **ion separator** and into the electrochromic layer.

## POWER DOWN

Electrochromic windows don't require constant voltage, just enough to change the tint of the glass and reverse it. Also, they don't use much power. A typical building with all electrochromic windows could power them using about the same amount of energy as that required by a single incandescent light bulb.



## A REAL WINDOW OF OPPORTUNITY

Smart windows provide a variety of potential benefits, including reduced cooling and lighting costs, as well as improved visual comfort. According to the U.S. Department of Energy, electrochromic windows **can reduce energy use for cooling by up to 49 percent and lighting costs by up to 51 percent.** And, with more access to daylight, workers are healthier and more productive.





# President's Message

I have this wonderful hammock strung between two beautiful trees in my back yard. I can't remember the last time I laid in it. I'll come back to that hammock in a minute.

The other day, I needed to deposit some cash in my savings account at the local bank. It was a beautiful Spring Saturday morning – one of those that seems more like an award after a long dreary winter. I couldn't have been in a better mood. As I walked in the bank, I proceeded to get into the line for a teller and noticed without any particular thought I was fourth in line. Time passed (I don't honestly know how much) and it came my turn. As I approached the teller, she immediately began apologizing to me, profusely, for the wait. I assured her it was no big deal and that I had barely noticed. Lightheartedly, I said to her, "Who could be in such a hurry on such a wonderful day?" She looked me in the eye with all seriousness and said in a hushed tone, "You would be surprised just how many are." After completing my deposit and handing me a receipt, she thanked me for being so pleasant and understanding.

That kind of made me feel good until I got to thinking that I hadn't really done anything to merit a special thank you. I had just treated her as I would want to be treated. The Golden Rule – one of the first lessons we all learn from our parents. Climbing back into Clifford, my big red pick-up truck, my mind got to wandering. Have we really come so far that simply treating people like we would like to be treated has become the exception rather than the rule?

There is no doubt that life in general is much more harried and rushed than in my bucolic youth of 1960's Greenfield. But if we are honest, we've done it to ourselves. I'm a big proponent of technology as anyone. It has made us so much more efficient that we have extra time. Extra time that we take on more tasks and duties to fill up every moment of that extra time which, ironically, makes us lament for more extra time. It's a vicious treadmill few seem capable of getting off.

We're not happy unless we are doing 'something' every waking moment. It has become a badge of honor to boast that you

only need 5 hours of sleep a night. And we're doing it to our children too. When I was growing up, there was a baseball season, football season and basketball season. In between, there was a lot of running through cornfields, climbing trees, and staring at clouds looking for shapes of familiar things. Now kids as young as 7 or 8 play a chosen sport year-round. Travel leagues that keep parents running to various tournaments on weekends forcing ourselves to hire people to mow our lawns and forcing us to do our laundry at midnight when we should be sleeping. The short hours we do sleep, we sleep fitfully. Worrying about things we have to do or haven't finished.

I am convinced that our harried lives where we don't have enough hours in a day is leading to frustration which is leading to anger. Anger over such trivial and minor things like having to wait a few minutes in a bank teller's line. And that anger is spilling into a hardened civility which sometimes even leads to random violence.

At NineStar, we see our own employees living this hectic lifestyle and try to make conscious efforts to alleviate some of that hectic-ness in their work lives. That's when NineStar pushes the pause button to allow everyone a breather and time to catch up.

Two or three times a year, we have "shut-down days" where we don't schedule any work other than to obviously respond to any outages or service-related issues. We reserve these days for professional education and skills training, cross-training, and information about the company and benefits or changes in any processes or procedures. In addition, we also have quarterly employee lunches which last about two hours where we gather to celebrate employee and company milestones.

As to employee benefits, we require all of our employees with two or more years seniority to take at least 5 continuous days of vacation (PTO) each year. This allows them



to disconnect from work and hopefully take the time to catch up with their families and friends. We also give every employee twelve hours annually for paid community service. This allows employees to volunteer during their work hours at such things as their children's schools, food banks, church blood drives and many more opportunities to give back to their communities that only occur during a regular work day.

NineStar understands it cannot alleviate all of its employee's stress about time and being so busy. However, we do hope some of these small efforts for its employees help and in turn helps them to be the best they can be at serving our members and customers. All of us at NineStar recognize that what separates our utility cooperative is our commitment and dedication to serving you. Without that, we are just another utility company.

And as to that hammock? Well, I'm going to make an effort to make sure I enjoy it more this summer.



# OPERATION ROUND-UP

NineStar Connect's first quarter Operation Round-Up Committee meeting was held at the company's headquarters. The purpose of Operation Round-Up is to accumulate and distribute funds for charitable purposes to groups/organizations within the NineStar service territory. The source of these funds is the membership of NineStar Connect's service customers who voluntarily "round up" their bill to the next highest dollar. The money is accumulated by the co-op and transferred to the NineStar Community Trust. Each quarter a group of Trustees (NineStar customers who volunteer their time to serve on this committee) meet and decide how the funds are dispersed with the applications that are received. Here are some organizations that benefited from the ORU fund this past quarter:

**FUSE, Inc.** – At FUSE (Families United for Support and Encouragement)—they

provide resources, information and support to families and individuals with disabilities or mental health needs. They host various training sessions and events to help families so their loved one can lead a fulfilling life in the community. They requested funding for operating support for their education and training programs and were given \$5,000.00.

**Hancock4Kids** – Their mission is to provide positive parenting education and to help raise awareness of child neglect through training sessions so that children may grow up in safe and nurturing homes. Funding through the ORU grant is to go to two preschool classes and for video baby monitors. They were awarded \$2000.00.

**More Than Conquerors** – A faith based organization, More Than Conquerors provides after school services and a summer camp for kids in the Pendleton school district. They were awarded \$5000.00 which helped with operational

costs.

**Riley Old Home Society** – Hosts approximately 2000 visitors a year to the James Whitcomb Riley Boyhood home. They are raising funds to build a new Lizabuth Ann's Kitchen which is on the grounds of the boyhood home and museum. They were given \$5000.00 this quarter.

**Zoey's Place Child Advocacy** – is advocating for children who face unfortunate traumatic events such as sexual abuse, physical abuse, neglect or are witness to a violent crime. In these situations, children must repeat their story several times to social workers, law enforcement, and prosecutors in a sterile, industrial type facility. Zoey's Place primary goal is to reduce the impact of trauma. The advocacy center is designed to be child friendly and to be a place where it will reduce the number of repeated interviews by multiple agencies. They were awarded \$5000.00.

For ones that want to send in an application for Operation Round-up dollars, the next application deadline is July 12th. Applications can be downloaded from our website at [www.ninestarconnect.com](http://www.ninestarconnect.com) under the Community tab.

If you or someone you know (must be a NineStar customer) would like to serve on the Board of Trustees, please email [OperationRoundUp@NineStarConnect.com](mailto:OperationRoundUp@NineStarConnect.com) or call 317-323-3087.



## POWER HOUR MEETING

April 23rd marked another NineStar Power Hour Meeting which was held at our main office conference room. The topic of the night was Weather Safety Information along with NineStar's Energy Advisor Matt Strahl giving a Live Line Safety Demonstration. Cracker Barrel catered the event and we were pleased to have almost 80 attend the meeting. Everyone who attended received a NineStar giveaway and those who donated to the Hope House were entered in a drawing to win a special prize.

The next Power Hour Meeting will be in October of this year. More details about the event will be sent to all NineStar members when we get closer to the date.





## LONGTIME EMPLOYEE JIM PROPER TO RETIRE



After more than twenty-eight years working for the cooperative, Jim Proper is set to retire. Originally hired on January 21, 1991, by then General Manager Dan O'Connor, he started his career in accounting for then Hancock Rural Telephone Corporation.

While at the cooperative, Jim has worked exclusively in the accounting department as an accountant and an accounting manager. In an ironic twist, in the mid 1980's Jim spent time working on one of the subsidiaries of the company, Central Indiana Communications Inc. which oversaw the Cable TV business. This business was a venture co-owned by Hancock Rural Telephone and Central Indiana Power years before the official merger of the two companies.

When asked what he enjoyed most about his time with the company, he referenced all the great friendships he has made through the years and the chance to be a part of such a great company and how it has evolved into NineStar Connect. That evolution included moving to fiber optics and away from the old copper lines and when then Hancock Telecom and Central Indiana Power merged in 2011 making it just one of two cooperatives in the United States to offer communications and electricity.

In his retirement, Jim plans to attend more classic car shows, play golf and bowl. He also plans to spend more time with his family which includes his son, Mike, his daughter Christie and his grandkids; Aly, Kyle and Justin.

Jim said he will miss his friends at the company the most and will miss the work, which he still enjoys, but the time has come to sit back and relax. While working the past several decades, Jim has acquired considerable knowledge which will be missed by the organization. We wish Jim nothing but the best and a BIG congratulations to him on his much deserved retirement.

### JIM PROPER FUN FACTS:

- 1969 graduate of Hancock Central
- Attended Purdue & IUPUI
- Has bowled nine 300 games
- Owns a 1964 ½ Ford Mustang, a 1967 Ford Mustang and a 1955 Crown Victoria



## NINESTAR INTERN ROSE GERARD WINS SCHOLARSHIP

Rose Gerard has been awarded with a \$2,000 scholarship from the Alliance of Indiana Rural Water. The Alliance awards four scholarships yearly to a dependent child of an employee that is a member. With numerous applications each year, competition is fierce. Recipients are selected on the basis of the number, length of commitment, and quality of leadership responsibilities in community along with school activities, awards, honors, academic records, career goals and financial need.

Rose is the daughter of Neville and Kim Gerard (Kim is an employee of NineStar and a member of the Alliance of Indiana Rural Water). Rose is currently a senior at Greenfield Central High School and plans to attend Indiana State University in the fall to study accounting and risk management.

The Alliance of Indiana Rural Water is a non-profit membership association of over 800 water and wastewater systems and related professionals. The Alliance provides training and onsite technical assistance on Safe Drinking Water Act compliance issues, public health protection (as it relates to drinking water), managerial issues, financial issues and operational issues to water and wastewater systems in Indiana that are under 10,000 in population. Training and on-site work is supported by Federal contracts and grants that promote safe water for our communities.

## BUILDING OPERATOR CERTIFICATION COURSE ENROLLMENT STILL AVAILABLE

- Enrollment is still open for employees at businesses served by Wabash Valley Power member cooperatives to attend upcoming Building Operator Certification® (BOC) courses at a significantly reduced rate.
- Those attending the classes in Indiana will receive a rebate from their local electric cooperative for the full cost upon successful completion of the program.
- Those registering for classes in Illinois and Missouri will receive a rebate of \$995 from their local cooperative once the employee successfully completes the course.

There is still a chance for your company's facility operator to learn about improving building comfort and energy use from a nationally recognized training program available at a discounted cost from your local electric cooperative.

Registration is open in Indiana, Illinois, and Missouri for the Building Operator Certification® (BOC) program, a nationally recognized training and certification program that focuses on energy efficient building operations and preventative maintenance procedures to save energy, lower energy bills, and improve facility comfort. BOC courses are designed for business facility operators with at least two years of experience in building operation and maintenance who want to broaden their knowledge of total building systems.

Those participating in the inaugural Indiana classes will be fully reimbursed from their local electric cooperative upon successful completion of the program; those registering for the established program classes in Illinois and Missouri will receive a rebate of \$995 from their local electric cooperative once their employee successfully completes the course. The business must be served by a WVPA member electric

cooperative to be eligible for the rebate and receive prior written approval confirming rebate eligibility by emailing [info@powermoves.com](mailto:info@powermoves.com) before the program starts.

Each class will offer sessions on different aspects to building facilities, including heating and cooling (HVAC) systems, efficient lighting fundamentals, indoor environmental quality, and measuring and benchmarking energy performance. The total class is estimated to be 74 hours of training and project work. Program graduates have implemented changes to their business facilities to save an average of 100,500 kilowatt-hours per year, the BOC program reported.

Those who successfully complete the course are eligible to take the BOC certification exam. The certification exam is not required for businesses to receive the rebate from their local cooperative.

Classes will be offered in Northern Indiana (starting May 1), Central Indiana (starting April 9), Illinois (starting April 4), and Missouri (starting August 7). Spaces are limited and available on a first come, first served basis. Details, including program eligibility and requirements, can be found on the respective registration pages.

For additional information on the Building Operator Certification, visit [www.boccentral.org](http://www.boccentral.org). If you have questions about the rebate program or to confirm business eligibility, contact Laura Matney at [Info@PowerMoves.com](mailto:Info@PowerMoves.com).



# LIGHTING PERFORMANCE: HOW DO LEDS COMPARE?

## KEY POINTS

- The U.S. Department of Energy's CALiPER program regularly tests commonly used LED products.
- The tests compare LED products to conventional lighting in terms of efficacy and color quality.
- The latest reports show that LEDs meet or exceed the performance of legacy lighting technologies.
- Your local electric co-op offers Power Moves® rebates for qualifying energy efficiency upgrades, which can include LED projects.

When you're selecting new lighting systems, you want products that perform according to manufacturer's claims. That's especially true of newer lighting technologies, such as LEDs. The U.S. Department of Energy's CALiPER testing program is here to help. They recently compared the performance of five commonly used LED products with conventional lighting technologies. Here we summarize the results.

## TROFFERS

The mean efficacy of currently listed products is 102 lumens per watt (lpw), compared to 90 lpw in 2014. All of the listed troffer retrofit kits and most of the troffer luminaires have a color rendering index (CRI) in the 80s. The output of these products is more than sufficient to match that of conventional fluorescent troffers.

## OUTDOOR AREA LIGHTING

At any given output level up to the equivalent of 1,000-watt high pressure sodium lights, LED products are available with substantially higher efficacy—from roughly 93 to 98 lpw. Approximately 63 percent of the outdoor area luminaires listed meet the output and efficacy specifications for the DesignLights Consortium™ Qualified Products List. Roughly 50 percent of LED outdoor lighting products have a CRI value in the 70s, which is generally acceptable for outdoor applications.

## LINEAR LAMPS (TLEDs)

The mean light output of the four-foot TLED products listed was 2,094 lumens. With an average lumen loss of 17 percent when installed in a louvered troffer, these bare TLED lamps result in overall luminaire efficacy comparable to troffers equipped with linear fluorescent lamps. However, purpose-built LED troffers are more efficient than troffers with TLED tubes.

Newly listed bare lamp products had an average efficacy of 101 lpw. The color and power quality characteristics of TLEDs are generally uniform, with CRI in the low 80s.

## DOWNLIGHTS

Most currently listed LED downlights meet the ENERGY STAR® minimum efficacy requirements of 55 lpw (the average is 69 lpw). The average LED downlight lumen output is 1,185 lumens. However, four dozen downlights currently listed by LED Lighting Facts emit more than 4,000 lumens, a significant increase from 2014. Roughly 40 percent of listed LED downlights have a CRI in the 90s, which is considered high color fidelity.

## MR16 LAMPS

The mean efficacy of listed products has increased from 54 lpw to 61 lpw over two years, well above the minimum efficacy requirement for ENERGY STAR® qualification of 40 lpw. Almost 20 percent of lamps listed offer comparable lumen output to typical 50-watt halogen MR16 lamps (above 500 lumens).

The key takeaway? LED products continue to improve in performance and efficiency, giving you more options to choose from. See the CALiPER website for the latest reports and analysis. As always, your local electric co-op offers Power Moves® rebates for qualifying energy efficiency projects, which can include LED upgrades. Contact your local electric cooperative for details.

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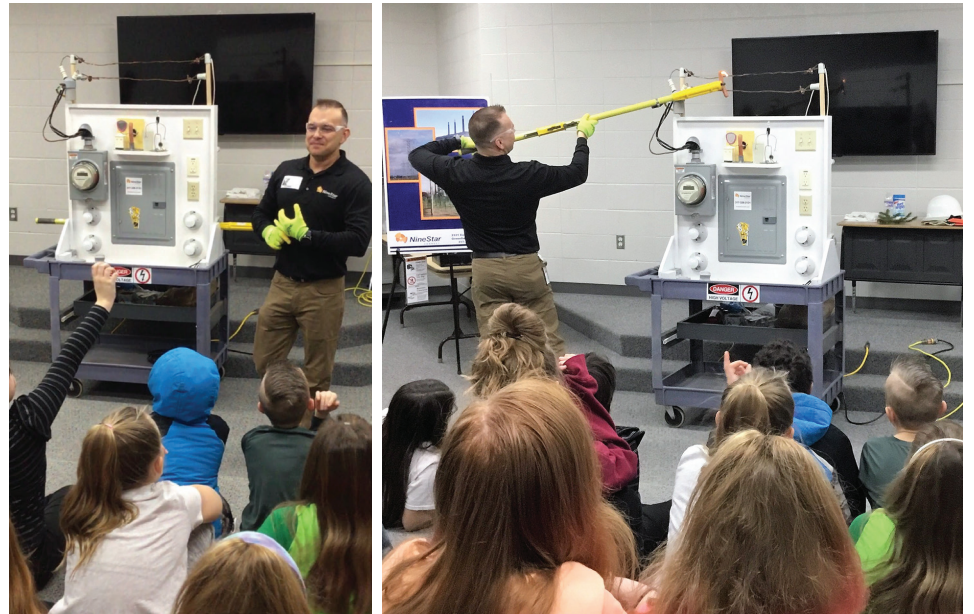
# NATIONAL LINEMAN APPRECIATION DAY

## NATIONAL LINEMAN APPRECIATION DAY

National Lineman Appreciation Day was April 18th. It's a time to express our utmost appreciation to the great men and women that work so hard for us every day. It's our honor to celebrate the hard work, innovation, and dedication of Electrical Lineworkers.



## SHOCKING SAFETY DEMONSTRATIONS



NineStar Energy Advisor, Matt Strahl presenting Power Line Safety demonstrations to 4-H members and students of New Palestine Elementary.

## KID\$VILLE 2019!

On Saturday, April 27th NineStar took part in Greenfield Banking Company's annual Kid\$ville event. The kid-operated city includes businesses for kids to work, receive paychecks and decide on how they want to spend their hard-earned cash. NineStar was happy to string power lines throughout the city and take part in the activities. NineStar jobs included: lineworker, billing manager, marketing manager and money manager.

