



JULY - AUGUST 2018

NineStar CONNECTION

VOLUME 7
ISSUE 3

NINESTAR CONNECT SENDS YOUTH TO WASHINGTON D.C.

Ninestar Connect sponsored four students on the Indiana Youth Tour to Washington, D.C. on June 7-14.

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TOUCHSTONE ENERGY CAMP

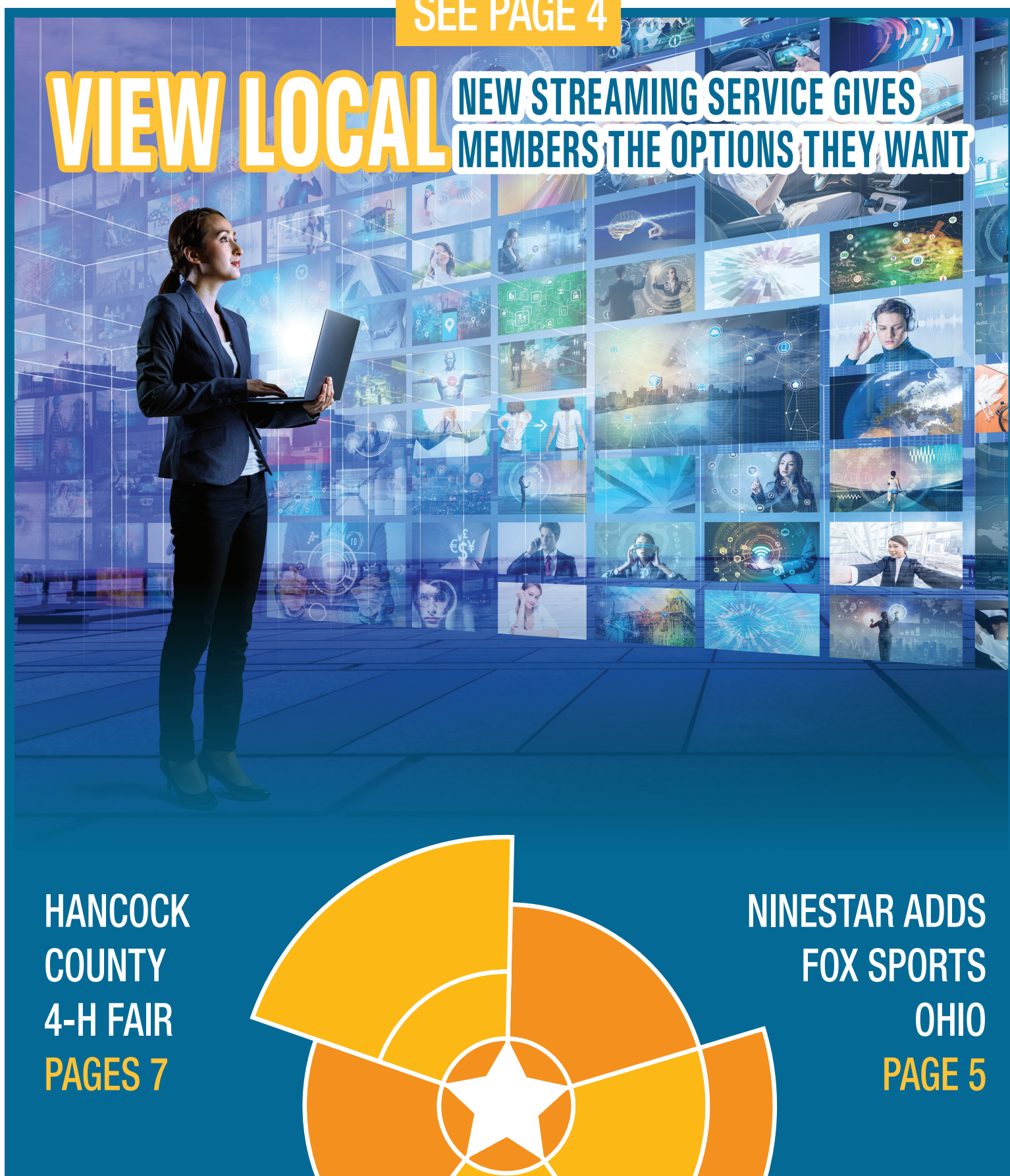
Ninestar Connect sponsored five students at the annual Touchstone Energy Camp held June 6th - 9th.

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SEE PAGE 4

VIEW LOCAL NEW STREAMING SERVICE GIVES MEMBERS THE OPTIONS THEY WANT



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COUNTY
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NINESTAR ADDS
FOX SPORTS
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On page 7, read about how Ninestar helped with this year's Hancock County 4-H Fair.



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

"YOU WENT ABOVE AND BEYOND MY EXPECTATIONS IN GETTING ALL THIS INFORMATION, AND RESPONDING BACK TO ME SO QUICKLY. THANK YOU VERY MUCH!"



- CUSTOMER JOHN B.

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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HIGH TEMPS, HIGHER ELECTRIC BILLS

With so many days this summer in the 90's, see what you can do to help lower your electric bill.

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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.



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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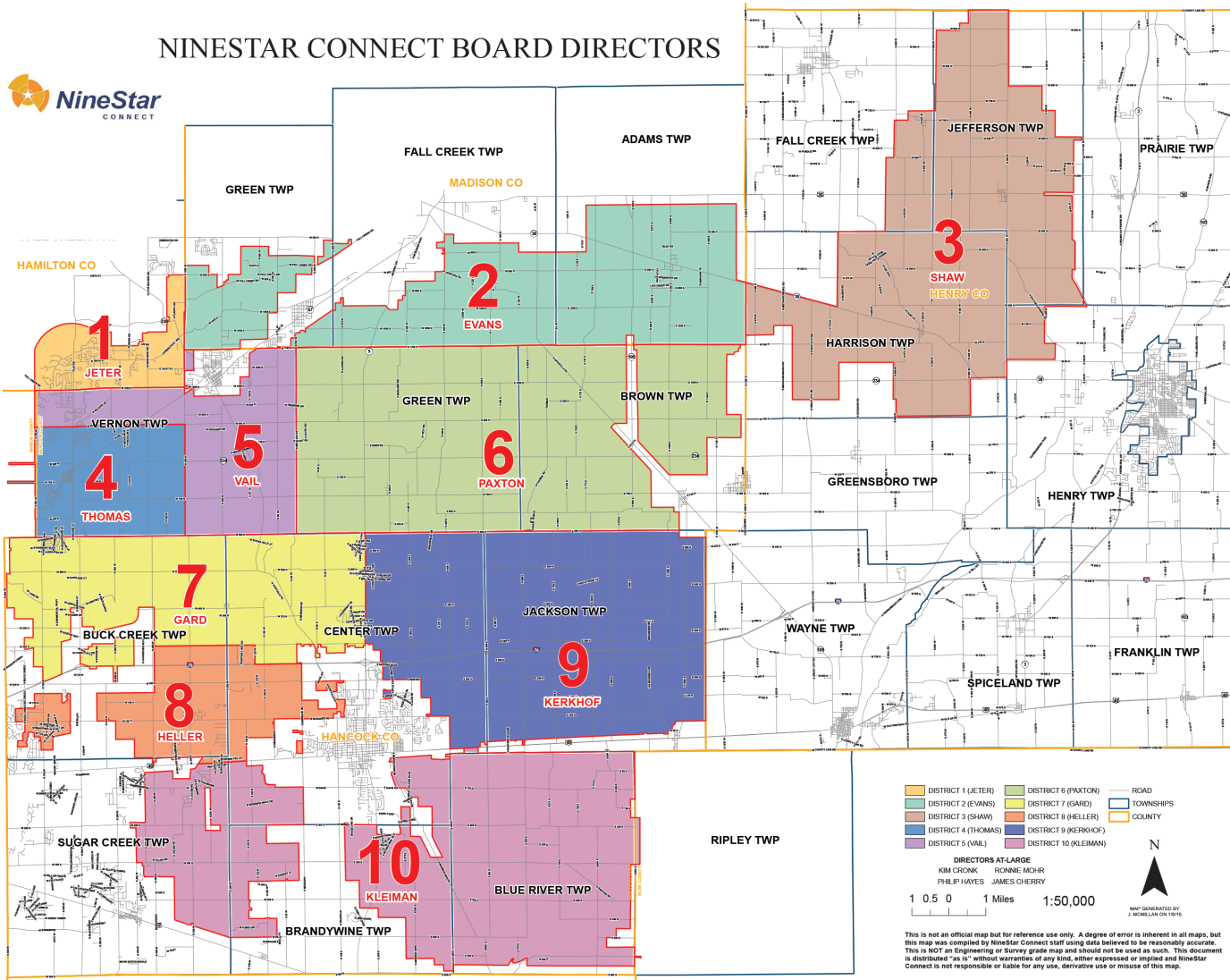


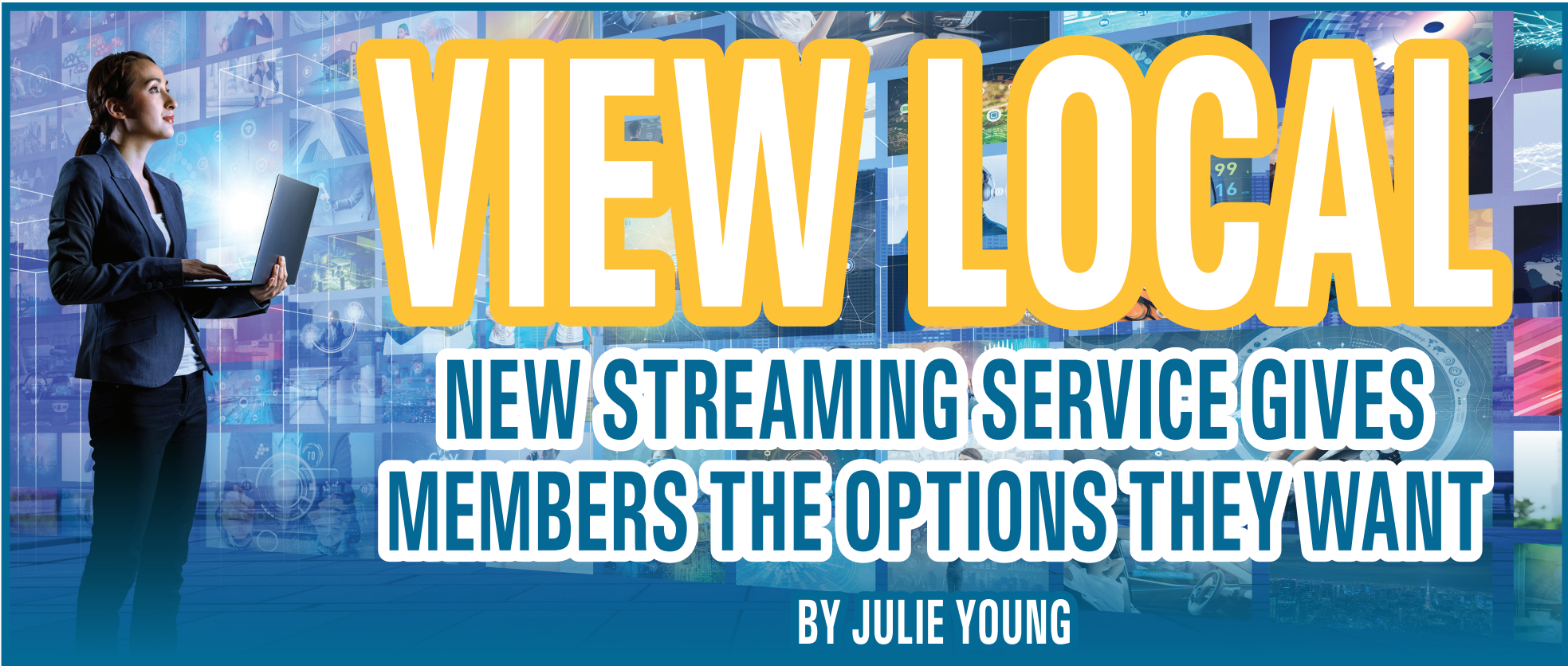
PHILIP M. HAYES

AT LARGE



RONNIE MOHR





If you are looking to stream local news, weather and favorite television shows without busting your budget on a big cable package, then View Local is the perfect product for you!

View Local is an over-the-top video service that streams a number of local channels and sub channels that you would get in NineStar Connect's traditional cable package. View Local is an alternative to cable that when combined with Netflix, Hulu, Apple or Amazon TV, can save members money and enable them to enjoy their favorite lineups without a lot of extraneous content.

Designed to be used in conjunction with Ninestar's broadband service and available on every device, View Local not only includes traditional channel offerings such as WTTV, WRTV, WISH, WTHR, WXIN, and WFYI, but also includes Antenna TV, MeTV, COZI, PBS Kids and ION Life among others.

"View Local was born out of a desire to give customers options," said Ross Ferson, Chief Technology Officer for NineStar Connect. "We know a lot of them want to jettison

cable in favor of a streaming service, but they still want to be able to get their local news. View Local gives them the content they need at a price they can afford."

It's no secret that in recent years, content providers of cable channels have increased their pricing so much that it is cost prohibitive for many customers. This has caused one-time cable customers to look for an option that will give them what they need without breaking the bank in order to do it.

"Pairing View Local with a top-notch Internet service can decrease the monthly cost of Internet/TV significantly even when you add a Netflix, Hulu, or Amazon TV subscription to that pricing," said Regina Bever, Vice-President of Administration for NineStar Connect.

Bever said View Local is a contracted service that NineStar Connect has entered into and that is available to other companies and cooperatives as well, but the content is customized to the location. For example, NineStar is able to offer their own Channel 9 to the lineup without it costing members anything extra.

"This is an excellent option especially for those customers who only watch a few select channels and with customers who have children and need to attend sporting events at the time their shows are on. It pairs well with a streaming service because then they can watch their favorite shows at a time that is convenient for their schedule," she said.

Bever also noted that research has shown that younger generations are not entering into contracts with cable companies as often as they once did. They are streaming their news and other content over the Internet and it is important to give them access to local stations that are often lost in the shuffle between cable and streamable content.

"View Local is NineStar's way of accommodating these customers who wish to 'cut the cord' from cable and utilize the robust Internet speeds to accommodate their household needs now and in the future," Bever said.

It certainly seems that streaming services are the wave of the future for television viewers. Though it has taken a while, experts

say TV has finally reached its digital revolution with services such as View Local helping to combat the high cost of cable packages while competing in the marketplace along with other streaming options. Once upon a time, huge cable packages with hundreds of channels were the envy of every viewer, but today that notion seems as antiquated as a rotary phone. Customers want simple, streamlined ways of conveniently watching their favorite programs on whatever device they happen to have.

Ferson says View Local is compatible with nearly every device such as a cell phone, iPad, and android tablet or external device such as a Roku stick. While it is included with NineStar's largest Internet package, it can be purchased separately for only \$24.95 on a month-to-month basis.

"There are no contracts and you can cancel at any time," he said. "All you have to do is to download the app onto your device, get a user name and password and off you go. View Local gives you the opportunity to save money and still watch the shows you want to watch."

VIEW LOCAL'S CHANNEL LINEUP

NineStar Connect's new View Local streaming service offers the following channels as part of their package. View Local is included with NineStar's highest Internet service or available at month-by-month cost of \$24.95.

ANTENNA TV	METV
BOUNCE	NSF9
CHARGE!	PBS KIDS
COMET	WFYI
COZI	WIPB
CREATE	WIPX
DAYSTAR	WISH
ESCAPE	WNDY
GETTV	WRTV
GRIT	WTHR
ION LIFE	WTTV
JUSTICE NETWORK	WTTV-2
LAFF	WXIN

NINESTAR ADDS FOX SPORTS OHIO



In a continuing effort to provide our customers with a premium TV experience, Fox Sports Ohio has been added to NineStar’s WatchTVEverywhere (WTVE) offering. Fox Sports Ohio can now be watched on mobile devices thru your NineStar TV subscription. In fact, you now have five Fox Sports channels to choose from on the WTVE platform. These include; Fox Sports Midwest, FS1, FS2, and Big Ten Network and now Fox Sports Ohio. Now Cincinnati Reds games can be viewed in the comfort of your home or on your mobile device or iPad. The complete Fox Sports suite combined with the mobility of WatchTVEverywhere is included in your current Silver, Gold or Platinum TV packages offered by NineStar. In addition to Reds games coverage on Fox Sports Ohio also include NBA Cavaliers basketball, NHL Blue Jackets hockey and Cleveland Indians baseball.

NINESTAR CH 9 FILMING FALL SPORTS

NineStar TV Ch 9 will be back on the road visiting local high schools and filming football games again this fall. After wrapping up a successful 2017-2018 sports season which included; basketball, baseball, softball, volleyball and soccer; the NineStar Film Crew now has its sights set on fall sports. The crew’s first game will be on August 18th at New Palestine where the Dragon’s will host Kokomo on their new turf field.

“We are excited to be filming football once again. We have so many talented athletes in our area and we are happy to bring them to you on Ch 9”, stated Video Producer John Painter from NineStar. “We hope to squeeze in some other sports as time allows”.

Games will be filmed throughout the season and rebroadcast the next day on Channel 9. If the next day is a weekday, the game can be seen at 7:00pm. If the next day after the event is a weekend, the games can be seen on Saturday & Sunday at 2:00pm and 7:00pm. Please check local listings or the guide on the TV as the schedule can change without notice.

DATE		VISITORS	HOME FIELD	TIME
AUGUST	18	KOKOMO	VS. NEW PALESTINE	2:00
AUGUST	25	WINCHESTER	VS. KNIGHTSTOWN	2:00
SEPTEMBER	01	PENDLETON HEIGHTS	VS. NEW CASTLE	2:00
SEPTEMBER	08	PENDLETON HEIGHTS	VS. GREENFIELD CENTRAL	2:00
SEPTEMBER	15	EASTERN HANCOCK	VS. KNIGHTSTOWN	2:00
SEPTEMBER	22	MT. VERNON	VS. PENDLETON HEIGHTS	2:00
SEPTEMBER	29	NEW CASTLE	VS. MT. VERNON	2:00
OCTOBER	06	NEW PALESTINE	VS. NEW CASTLE	2:00
OCTOBER	13	LAPEL	VS. EASTERN HANCOCK	2:00

NINESTAR CONNECT SENDS YOUTH TO VISIT WASHINGTON, D.C.

NineStar Connect sponsored four students on the Indiana Youth Tour June 7-14. Youth Tour provides young Hoosiers the opportunity to visit the nation’s capital, learn about government, experience American history and gain a better understanding about their electric cooperative and government.

According to David Spencer, Director of Marketing of NineStar Connect, a delegation of 100 Indiana students representing 34 Indiana electric cooperatives were sent on the trip. More than 1,800 students from 46 states traveled to Washington for the weeklong experience.

The following students represented NineStar Connect on Youth Tour:

- Emily Hupp
- Gracie Wyatt
- Kaylie Demaree
- Lindsey Pope

“NineStar Connect is pleased to provide this opportunity for our local youth,” Spencer said. “It’s a great trip and a wonderful chance to see the sites, make new friends and learn how everyone, even young people, can make a difference in the political process.”

Students that participated on the trip visited the Flight 93 Memorial, the Gettysburg Battlefield, Arlington National Cemetery, the Smithsonian museums, the National Mall memorials, and the National Museum of the Marine Corps; took a night cruise on the Potomac River; and much more.

The Indiana Youth Tour students also participated in a youth rally hosted by the National Rural Electric Cooperative Association and spent a day on Capitol Hill, where they had the opportunity to meet with Indiana’s congressional delegation to ask questions and share their thoughts on a variety of timely issues.



AGAPE EAST

Agape East (formerly Edelweiss Equine Therapy Center) held their Blue Jeans & Dreams event on July 12th at beautiful Morgan Acres. This fundraiser

will help continue to fund operations at Agape in Hancock County. NineStar along with Hancock Health were the big sponsors for the evening.



UNITED WAY BACKPACK PROGRAM

NineStar’s Accounting Department helped again this year in preparing backpacks with school supplies for the United Way sponsored backpack program – “Fill the Bus!” United Way organizes this event to make sure that students who might not be able to afford the essential items are not left out when going back to school. NineStar employees helped with gathering and collecting supplies and putting them in each backpack for the kid’s big day.

HANCOCK COUNTY 4-H FAIR

This past June, NineStar Connect once again played a part at the Hancock County 4-H Fair as we served in several different ways. From sponsoring the Hancock County 4-H Queen Contest, providing live cameras on our website for all to view in five different locations throughout the fairgrounds, working the lemon shake-up stand along with having our own booth in the commercial building; these were just a few things that were on the agenda for us that week.

As a long-standing tradition, NineStar once again sponsored the ever popular 4-H Fair Queen Contest. The event was held Saturday, June 16th with sixteen girls vying for the spot of Miss Hancock County. Miss Savannah Coe was crowned the highly coveted title of Queen, Gracie Johnson was named Princess & Miss Congeniality and Delaney Melton, Madison Kindred and Emma Carmichael completed the Queen's Court. Congratulations to all the girls and a big good luck to Savannah as she competes in the Indiana State Fair Queen Pageant in January.

And speaking of the State Fair Queen, NineStar's Marketing & PR Director, David Spencer had the honor of driving the 2018 Indiana State Fair Queen, Aubrey Campbell, in the 4-H parade that was a kick off to fair festivities. Aubrey also paid a visit to the NineStar booth that is set up in the commercial building every year.

A fun addition to the fair were the NineStar Snapchat filters. NineStar employees, Olivia Campbell, Linda Burkhart, Lisa Lemons and Angie Freeman, are pictured with one of the framed Snapchat filters as they posed for a photo while working the Lemon Shake-Up Stand.

The fair certainly couldn't be possible without all the hard work it takes from people such as NineStar's Energy Advisor, Matt Strahl. Matt worked on setting up for the fair along with the teardown after the long, hot week was over. He specifically worked in the newly minted Sarah Burke Exhibition Hall with hauling the tables, display boards, etc. from one building to another to store away for another year.

Finally, thank you to all of those that came out to the Hancock County 4-H Fair this year and a special thank you for those that visited us at our booth!! We hope to see you next year!



President's Message

One of the things that makes NineStar Connect such a great organization is the lack of an attitude that seems to pervade modern society – “What’s in it for me?” Understand it’s not just the lack of that attitude in the board and employees, but also in our members and customers. Everyone just seems to “get” what NineStar is all about and how it plays a critical role in the success of our community.

Gordon Gekko, the fictional character played by Michael Douglas in the 1980’s movie Wall Street, famously stated that “Greed is good” and that became the mantra for a generation of Americans – often perhaps to justify behavior earlier generations might have found unacceptable. I give a lot of credit to one of our NineStar Directors, David Heller, for thinking deeply a few years ago and posing the simple question to his fellow board members: “How much is too much?”

Mind you, David was posing that question not in the sense of how much profit (e.g. “margin”) was being made by NineStar. After all, as a cooperative utility, we pro-rata return those annual profits to those who generated them with capital credits that when retired, represents cash back to all of our members. Over the last decade, NineStar has returned over \$4 million dollars in cash to its members. That’s money that stays in our local communities and doesn’t get sent off to Wall Street to pay some investment banker.

The question that David Heller pondered was in the context of how large should NineStar Connect be. We all know both

intuitively and from real-life experiences that bigger isn’t always better. When you are serving as a director of a small utility like NineStar, there is a constant weighing of competing interests – becoming a larger company to gain scale and efficiencies verses keeping the cooperative small, local and (most importantly) sensitive to the needs of the members it serves. It isn’t an easy task.

Much of the discussion that occurs in the NineStar board room focuses on how to remain relevant to the members and community. Ironically for NineStar, “relevancy” to our members isn’t a relative term. Indeed, it is a constant that runs deep within our culture going all the way back to the founding of the coop. Those founders weren’t focused on delivering a utility service (telephone and electricity) to areas unserved by the large companies. Instead, they were focused on improving the quality of place for their friends and neighbors. In other words, being relevant in their members’ lives by providing critically needed services that allow those we serve to prosper and thrive.

Today as I go around and get to visit with our members and customers, I am genuinely humbled by the fierce loyalty most have for NineStar Connect. They describe this little utility company as “my coop” or “my NineStar.” When was the last time you heard another utility customer describe their service provider as “my Duke” or “my AT&T”? I hear stories of members making a conscious



decision to live in certain areas where NineStar fiber optics are available and I’m often asked how soon will we build water or wastewater to members who want to buy even more services from their cooperative. For most NineStar members and customers, the “what’s in it for me” goes far beyond the simple delivery of dependable, reliable and safe utility services. It’s founded in the relationship and connectedness they have with “their” coop – something that’s real, tangible, responsive and local. It’s how NineStar stays relevant in our members’ lives, regardless how many members we may grow.

I know I speak for all the employees and directors of NineStar Connect when I offer my heartfelt thanks to all of our members and customers for the opportunity to serve you.

NINESTAR CONNECT SPONSORS STUDENTS AT TOUCHSTONE ENERGY CAMP

NineStar Connect sponsored five students at the annual Touchstone Energy Camp. The camp was held June 6-9, 2018, at Camp Tecumseh in Brookston, Indiana.

Students entering seventh grade this fall were eligible to attend and were selected by their local cooperative to participate in the three-day program. The students' agenda combined traditional outdoor camp activities with environmental education, electrical safety practices and cooperative business education.

"This is a great way for students to learn about the role of the electric cooperative in their community. On top of that, they get to experience all the fun of camp," said David Spencer, Director of Marketing of NineStar Connect.

Students representing NineStar Connect at Touchstone Energy Camp were:

- William Dickson
- Emma Dagley
- Jacob Torrez
- Leah Highbanks
- Austin Kord

The Touchstone Energy Camp program was developed by a committee of electric cooperative employees from Indiana. The camp is funded in part by Indiana's electric cooperatives, Hoosier Energy, Wabash Valley Power, Indiana Electric Cooperatives, and other industry partners.



NINESTAR CONDUCTS ANOTHER TOWN HALL



NineStar hosted a quarterly town hall meeting at their corporate offices on August 9th. The focus of the meeting included a short program titled "Infrastructure; Where we have Been and Where we are Headed." Vice President of Operations Jeff Conley presented the information. The program touched on the company's involvement with communications, electric, water & sewer. The updates were well received by the audience who had an opportunity to ask questions concerning the program as well as any other questions involving their cooperative. The next town hall meeting is set for November 8th. An invite with specific information will be sent to all members in October.

NINESTAR BUYS GEM WATER

BY ZACH OSOWSKI -

5/29/18 10:22 AM

CUMBERLAND — A 30-day remonstrance and approval by the Indiana Utility Regulatory Commission is all that stands between NineStar Connect purchasing GEM water utility from the town of Cumberland.

The Cumberland Town Council approved an ordinance selling GEM water to NineStar for \$4 million. The ordinance also gave New Palestine control of some of Cumberland's sewer customers. The New Palestine acquisition sits between county roads 200 South and 300 South, from Jacobi Road west to Mt. Comfort Road.

Cumberland, which purchased GEM water in 2010, determined it was too expensive for the town to continue to operate the water utility. Even prior to a rate hike in 2012, GEM customers had the highest rates in Hancock County. Enter NineStar, which is trying to grow its water presence. The acquisition will add about 500 customers into NineStar's water service.

Cumberland town manager April Fisher said the town received a few offers but chose to go with NineStar because of the co-op structure of the company and NineStar's pledge to add fiber to the town as part of the purchase agreement. NineStar is formed as a not-for-profit utility company and every customer becomes part of their co-op and able to vote on the company's board of directors.

"NineStar has been a great partner in Hancock County and has a history of working with the town," Fisher said. "We believe our residents and GEM water customers will benefit from NineStar being a locally-owned, locally-controlled nonprofit utility."

NineStar has said there will be no water rate hikes at least for the first couple of years as the company sees how the system operates. Any proposed rate hike would have to be approved by the IURC.

NineStar's President & CEO Mike Burrow said as a not-for-profit, any extra money the company makes is returned to its customers as a credit. Over the past 10 years, NineStar has returned \$4 million back to its customers, Burrow said.

NineStar also provides internet as part of its services and over the next 18 to 24 months will be providing fiber connections to all of its new water customers. NineStar will also add fiber to downtown Cumberland, as well as the town's parks and trails. The addition of fiber allows for public Wi-Fi and greater public safety, Burrow said.

NineStar is part of Cumberland's group Stellar Communities application with New Palestine and McCordsville in an effort to improve the Mt. Comfort corridor. Burrow said the company is invested in improving the quality of life in the county and this agreement allows them to continue to do so.

ZACH OSOWSKI

Zach Osowski is a reporter at the Greenfield Daily Reporter. Contact him at 317-477-3275 and zosowski@greenfieldreporter.com.

EMPLOYEES SELECTED TO RUN NINESTAR WATER & SEWER DIVISION

Recently a couple of personnel moves were made to make the water and sewer division more efficient. Alan Martin, who has been with NineStar for five years, has transitioned to become the Water and Wastewater Project Engineer. He will now oversee projects that affect operations including upgrading and expanding of water and wastewater plants. Additionally, Rob Lovell was hired as NineStar's new full-time certified water and wastewater system operator. Rob is responsible for the day to day operations of the plants including troubleshooting and maintenance. Both are working hard to make improvements and maintain all NineStar's water and wastewater facilities.



ALAN MARTIN
WATER & WASTEWATER PROJECT ENGINEER



ROB LOVELL
WATER & WASTEWATER SYSTEM OPERATOR



NINESTAR DONATES FUNDS TO GREENFIELD POLICE DEPARTMENT FOR PURCHASE OF AED

NineStar Connect recently donated funds to the Greenfield Police Department for the purchase of an automated external defibrillator or AED. An AED is a portable electronic device that automatically diagnoses life-threatening cardiac events and can

treat them through defibrillation and the application of electricity. AEDs are portable and designed to be simple to use for first responders and the typical layperson. Matt Holland, Deputy Chief of Police, stated, “I am so thankful and grateful that our

community is so generous and has great working relationships between government, organizations, and businesses. We are very appreciative of NineStar’s generosity!”

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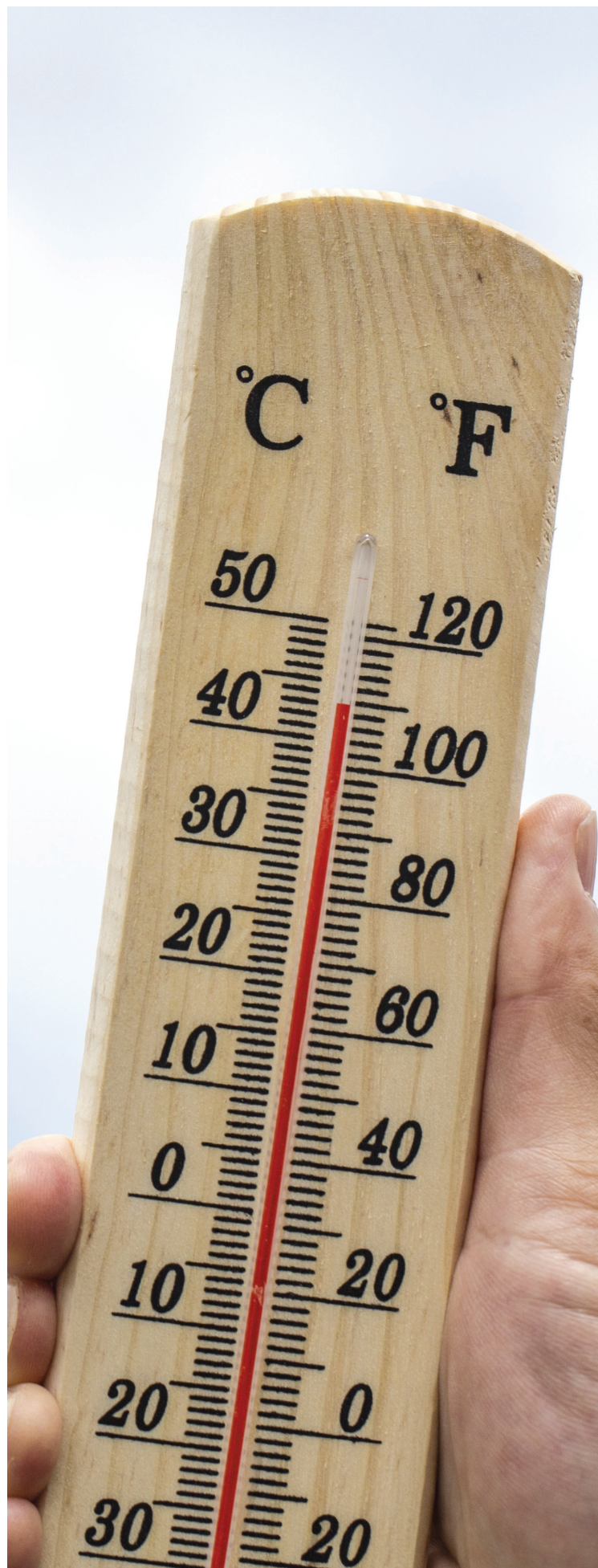


*Drawings Monthly. Winners will be notified via email with gift card voucher.

Each month we pick a new winner for just choosing to get your billing statement electronically. If you are drawn as a lucky winner, you have the option of choosing a \$50 Netflix Gift Card or a \$50 Amazon Gift Card. Congratulations to our latest monthly winners:

May	Ron & Julie Neal	Amazon Gift Card
June	Rebecca Spade	Amazon Gift Card
July	Jarrod & Katelyn Wilson	Amazon Gift Card

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HOT TEMPERATURES CAN RESULT IN HIGHER ELECTRIC BILLS

The extended number of days this summer in the 90's has resulted in higher than usual electric usage for many of our members. As you compare your usage from 2017 keep in mind the high temperature on August 6, 2017 was 72 degrees and on August 6, 2018 average temperature was 91. Almost a 20-degree difference!

Remember, the greater the difference between inside and outside temperature the harder your cooling system must work to maintain a comfortable inside temperature. Below are a few tips that may help you stay cool by not cranking up the AC inside;



• KEEP YOUR CURTAINS OR BLINDS CLOSED.

Keeping the sun out will keep your house cooler as the heat of the day climbs. By not turning up the AC even 1 degree will make a drastic difference in your electric bill. Remember up to 30 percent of unwanted heat comes from your windows.



• SET YOUR CEILING FANS TO ROTATE COUNTER-CLOCKWISE.

You may not realize that your ceiling fan needs to be adjusted seasonally. Set to run counter-clockwise in the summer at a higher speed, the fan's airflow will create a wind-chill breeze effect that will make you and your guests feel cooler.



• START GRILLING.

It's obvious, but we're going to say it anyway: Using your oven or stove in the summer will make your house hotter. If it already feels like 100 degrees in your home, the last thing you want to do is turn on a 400-degree oven. Besides, who doesn't want to get more mileage out of their outdoor furniture and seasonal accessories?

Extreme heat conditions, just as we have been experiencing, can have a considerable impact on your homes comfort and energy usage thus resulting in higher electric bills. If you have questions about your energy usage or would like tips on how you can potentially save energy, please call our Energy Advisor Matt Strahl at 317-326-3131.