

NOVEMBER – DECEMBER 2018



NineStar_{CONNECT}

VOLUME 7
ISSUE 5

NINESTAR'S LINDA BURKHART RETIRES

Long time employee Linda Burkhardt retires after thirty years of service.

PAGE 6

EASTERN HANCOCK RECEIVES REBATE

A rebate check was given for lighting upgrades to the Eastern Hancock Elementary School.

PAGE 9

PRESORTED
STANDARD
U.S. POSTAGE PAID
GREENFIELD, IN
PERMIT NO. 220

SEE PAGE 4

NINESTAR NERD GIFT CERTIFICATES OFFER MEMBERS PEACE OF MIND



6 ENERGY
TRAPS TO
WATCH OUT
FOR
PAGE 10

NINESTAR
NERD NIGHT
PAGE 5





NineStar employees volunteered their time ringing the bell for the Salvation Army Kettle Drive. See how you can get involved on page 6.



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

"BRETT WAS PATIENT, KIND, EXTREMELY KNOWLEDGEABLE. HE IS A GREAT EMPLOYEE TO HAVE IN YOUR COMPANY."



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

COVER STORY PAGE 4
NineStar Nerd gift certificates offer members peace of mind for the Holidays.

INDIANA ELECTRIC COOPERATIVE ANNUAL MEETING PAGE 7
NineStar employee shine at the December meeting.

TIPS TO STAY WARM IN THE HOLIDAYS PAGE 9
With all the planning this holiday season, don't let home improvement be the last thing on your mind.

NINESTAR SPONSORS EXPERT PAGE 11
NineStar sponsors Purdue University Ag Economist Dr. Wallace Tyner at the 2018 AG Policy Forum.

COMMON KITCHEN SUBSTITUTES

Quick tips to prevent those last-minute trips to the store!

PAGE 12



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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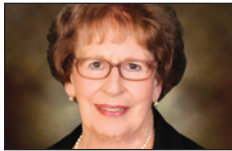
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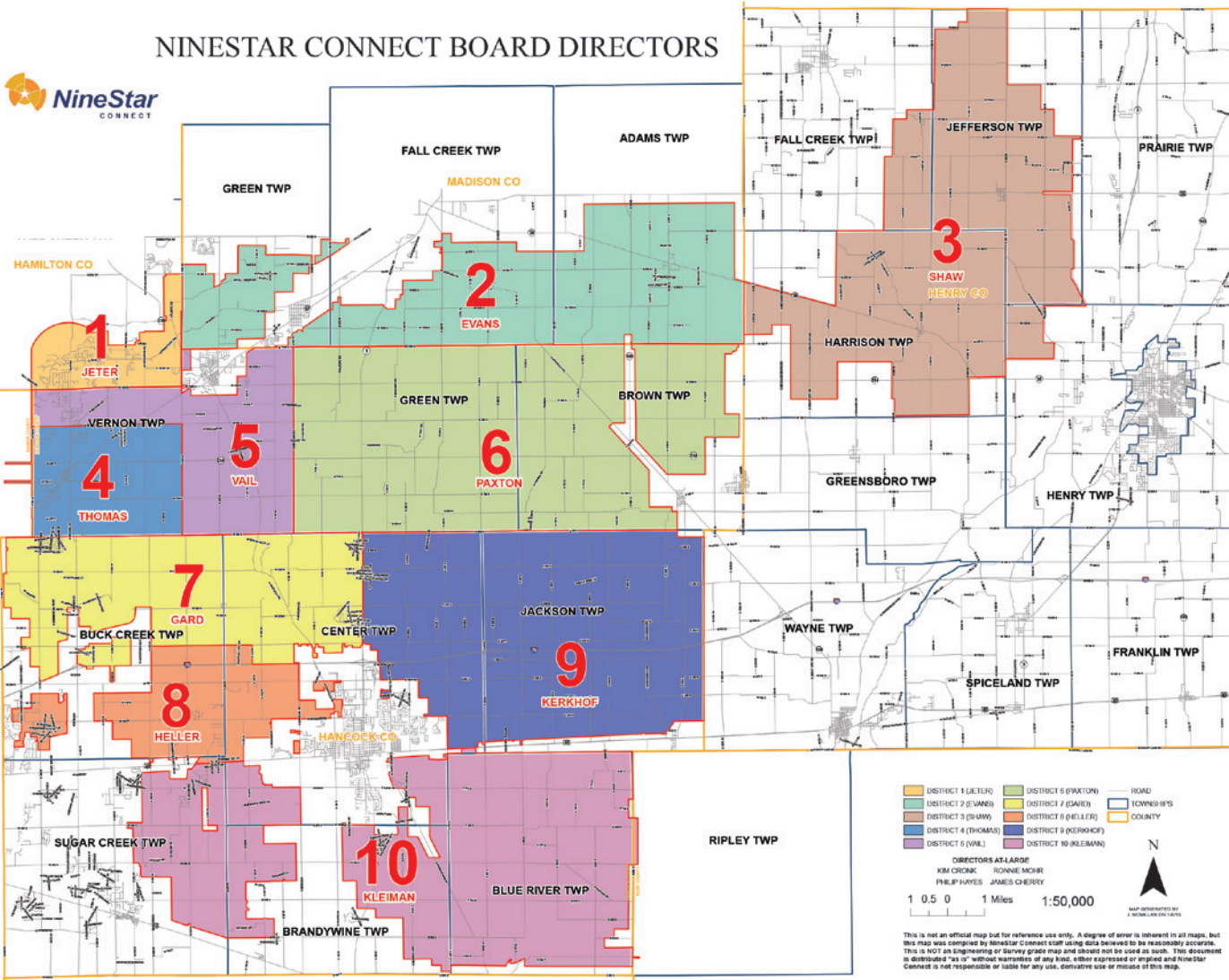


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NINESTAR NERD GIFT CERTIFICATES OFFER MEMBERS PEACE OF MIND

BY JULIE YOUNG

Are you looking for a Santa-approved stocking stuffer this holiday season? Forget bath bombs, candy canes or other cheap fillers and give your loved ones something they can really use – a gift certificate to the NineStar Nerds!

With US consumers projected to spend \$96.1 billion on smart phones, laptops and high-end televisions this holiday season*, the need for tech support naturally follows and a NineStar Nerds gift certificate is the perfect complement to the new tech lying under the tree. It is in stock, is the right size and is always on trend.

"We get a lot of calls for virus removal, data transfer and speed-related issues throughout the year, but it ramps up after the holidays," said Rob Guernsey, a member of the NineStar Nerds team. "People get new devices and want help in setting it up or learning how to use it and that's why we are here."

Although today's consumer is more tech-savvy than ever before, they still long for old school support. They want to be able to talk to a knowledgeable technician who can explain their problem clearly and offer a solution that fits their lifestyle.

"Our job is to give them peace of mind," Guernsey said.

NineStar chief technology officer Ross Ferson said the decision to offer gift certificates was just another way the co-op strives to anticipate the needs of the community and offer a solution that they can trust.

"We're always looking for ways in which we can make people's lives less stressful," he said. "The gift certificate can be used for any of the services NineStar offers and because you are buying time, we only deduct the

amount you use. The remaining balance can be used at another time."

NineStar Nerds gift certificates are a great option for those family members who do not live nearby or who often spend their holidays installing new components rather than visiting with loved ones. Sometimes you just want to eat your pie in peace and not have to worry about setting up the latest gear. With a NineStar Nerds gift certificate, you can give yourself the day off while providing your family and friends with the services they need – after you leave.

"We know that there are a lot of people who have older parents who may not be technologically inclined and they can't make it over everyday to answer every question or solve every problem. An appointment with the NineStar Nerds will insure that their needs are met no matter when they have a question or concern," said NineStar marketing director David Spencer. "They are also an option for those who want to pay a member's account balance while still protecting that individual's privacy."

Gift certificates can be used for any of the basic services the NineStar Nerds offers including: PC set up, installing a wireless router, routine computer maintenance, or other common problems. While they cannot mount a new television or perform intense hardware repairs, which often violate manufacturer warranties, they are experts at troubleshooting, education and guiding customers so that they can operate their new device with confidence – or determine when an old one needs to be replaced.

"We are completely in the customer's corner. We do not sell devices and there is no commission, so people can trust what we are telling them. We have no incentive to run up

the bill," Guernsey said.

NineStar Nerd gift certificates can be purchased in \$25 increments online at www.NineStarConnect.com, www.NineStarNerds.com or at any of NineStar's four locations throughout the service area. They can be used by members and nonmembers alike and are a great way to get your gear up and running or a proactive way to mitigate a problem before it occurs.

"What is better than an appointment with the NineStar Nerds?" he said. "They are well-versed in just about every type of technology that is out there and they are happy to share their knowledge and lend a hand. There is no need to be frustrated when you have a resource in the community."

*According to the Consumer Technology Association



NINESTAR NERDS SERVICES

The NineStar Nerds offer members and nonmembers a wealth of tech support services including:

• PC Setup or Transfer:

Get your gear up and running with two hours of tech time. Your service provider will also install any operating updates, remove unwanted software and install one third-party program.

• Virus Removal:

If your PC is running slower than usual, you may have downloaded or installed a virus or malicious malware. A NineStar Nerd can help detect and remove this nuisance and repair your PC to its previous state.

• Operating system installation and update:

A decrease in efficiency could denote a need to refresh or renew your existing operating system to the latest version. This service includes three hours of tech time.

• Network Setup:

If you aren't sure how to get wired or go wireless, the NineStar Nerds can help! In two hours of tech time, they will install the necessary equipment and configure up to three devices.

• Data Back-up:

Protect yourself against the loss of vital files by scheduling a NineStar Nerd back-up to an external drive or third-party cloud service.

• Mobile Device Setup:

setup includes updating the device to the latest operating system, setting up your NineStar email account and one third party email account (for example, Gmail or Hotmail), and verifying connectivity to the internet. For in-home setups, our team will also connect the device to your personal wireless network. This service includes one hour of tech time.

NINESTAR NERD NIGHT

On Wednesday, December 5th, the NineStar Nerds held another NineStar Nerd Night Out held at the conference room of NineStar's corporate offices. It was a night of troubleshooting as members were encouraged to bring in their laptops, cell phones and tablets to troubleshoot onsite. It was also a night where members could bring in old/no longer working electronic devices to be recycled safely.

With a room full of attendees, members came to not only enjoy the snacks that were provided but they also were entered into a drawing to win a \$100 gift card for donating items to the Frenzy Animal Rescue in New Palestine.

NineStar's Net Administrators, otherwise known as the "NineStar Nerds", also gave tips on what type of PC you should purchase if you are looking for a new one. Especially with Christmas just around the corner, it is good to get top-notch advice on what electronic device you should buy. And don't forget about those NineStar Nerd Gift Certificates that are available!! Purchase yours today so you don't have to worry about scratching your head when you don't know how to set up your new electronic device that Santa brought you this year. Go to www.ninestarnerds.com or come into one of our NineStar offices to purchase yours today.



NINESTAR'S LINDA BURKHART RETIRES

One of NineStar's long time employees retired on November 3rd when Linda Burkhardt left NineStar Connect for the last time. She is now enjoying a much-deserved retirement with friends and family here in Greenfield. Linda came to the cooperative and started her tenure at NineStar in the fall of 1988. She said she was just looking for "something to do" after her youngest, the twins, headed off to college. Something to do was a stay that lasted thirty years.

Linda first started at then Hancock Rural Telephone Corporation in the dispatch office. There she worked with Joyce Deaton. Their day consisted of using radios to communicate with installers in their field concerning trouble and other issues. From there she moved to billing and worked with Wilma Jester. This was a time when all billing and stuffing of the bills were done in house, a practice that has long since been eliminated with automation. Finally, Linda moved to customer service and worked the front desk where she greeted customers with her beautiful smile for the next twenty or so years. She also used this skill greeting folks as they came to the annual meeting's each year.

"We are really going to miss Linda at NineStar and I have a feeling so will a lot of our members. Linda was the first person many people saw and interacted with when they stepped foot inside our doors. Linda wasn't just someone who took a payment she was a friend to so many and they enjoyed talking with her", stated David Spencer, Director of Marketing for NineStar.

While Linda is still figuring out what retirement looks like and has often stated "it's too soon to tell" what she will do, she has enjoyed her time away

from the hustle and bustle of work. She has met several employees for lunch in the few weeks she has been gone. An indication of how she misses the people she worked with for so long. "I already miss the people I worked with that's for sure" said Linda.

One thing is for sure in retirement, Linda plans to continue to spend time with her son Brad, who was just elected Hancock County Sherriff, and twin boys Brett & Brian along with their families which include six grown grandkids.

While working the past three decades, Linda has acquired a wealth of knowledge, made many friends and will be missed by the organization. "Something to do" lasted thirty years, but what she did will remain forever in our hearts. We wish Linda nothing but the best and a big "Congratulations" on her retirement.



NINESTAR CONDUCTS ANOTHER TOWN HALL



NineStar hosted another quarterly Town Hall Meeting at their corporate offices on November 8th. The topic of the night was "Learn All About Capital Credits!". NineStar's CFO Scott Hiatt spoke about what capital credits are and how it benefits the members of our cooperative. The information was well received by the audience who had an opportunity to ask questions concerning capital credits as well as any other questions involving their cooperative. Members who brought in non-perishable food items to benefit the Hancock County Food Pantry were placed in a special drawing for \$100 Visa Gift Card. Another drawing was held for all who attended the meeting. We had a great turn out and appreciated all who came to learn more about NineStar. The next town hall meeting is set for February 7th. An invite with specific information will be sent to all members closer to the date.



PLUGGED IN

Amy Wisheart, Angie Freeman, Erika Whittington and Christa Riggs attended Wabash Valley Power Association's Plugged In training session held at WVPA's headquarters. This event is typically held twice a year and gives a history and education to its co-op members about Wabash Valley and what they do and how they operate. This was a two-day event where the group traveled to Vermillion County to visit one of their power plants and then a visit to Miso to see the techs do the behind the scenes work to make sure our electric power stays consistent and secure. It was a great learning experience along with a chance to network with fellow co-ops that WVPA serves.

NINESTAR SPREADS HOLIDAY CHEER FOR THE SALVATION ARMY

Sixteen NineStar employees, including nine from the customer service department volunteered their time ringing the bell for the Salvation Army Kettle Drive. The employees spent their time at the Greenfield Kroger location and had many people in our wonderful community donate. If you are interested in ringing the bell this holiday season, there are some vacancies that need filled! Simply go to www.registertoring.com, enter your zip code in the zip code search box, which is in the upper left corner. You can select a date range, city, location to see the shifts still available. Just choose your timeslot and select the shifts you desire to work.



EOC OPERATION CENTER

Marketing Director David Spencer spent time at the EOC Center talking to an ISO group about what NineStar is currently up to. NineStar also provided the lunch. Special thanks to Sugar Creek Township Fire Department and Chief Brandon Kleine for this opportunity.



NINESTAR EMPLOYEES SHINE AT INDIANA ELECTRIC COOPERATIVES ANNUAL MEETING

Indiana Electric Cooperatives held their Annual Meeting December 3rd and 4th downtown Indianapolis. The event held every year pays tribute and honors electric cooperatives in Indiana. In addition, the gathering also hosts many speakers and educational opportunities for people to learn and expand their knowledge in the industry.

NineStar’s Jamie Bell spoke to the Indiana Electric Coop Association crowd about Project Indiana - the IEC’s efforts to bring electrification to rural Guatemala and help them

improve their standard way of living. Besides helping local Guatemalans build electric distribution, they also provide training on lineman skills and cooperative governance. Additionally, two NineStar employees were recognized for their years of service. Jamie Bell and Ryan Bewley were given an award for twenty-five years of service with the company. Pictured below is Ryan and Jamie illustrating this honor given to them at the IEC Annual Meeting. We are grateful to have such hard working, dedicated employees as part of the NineStar family.

TWENTY-FIVE YEARS OF SERVICE



RYAN BEWLEY AND JAMIE BELL



NOTICE TO MEMBERSHIP OF UPCOMING ELECTION OF DIRECTORS

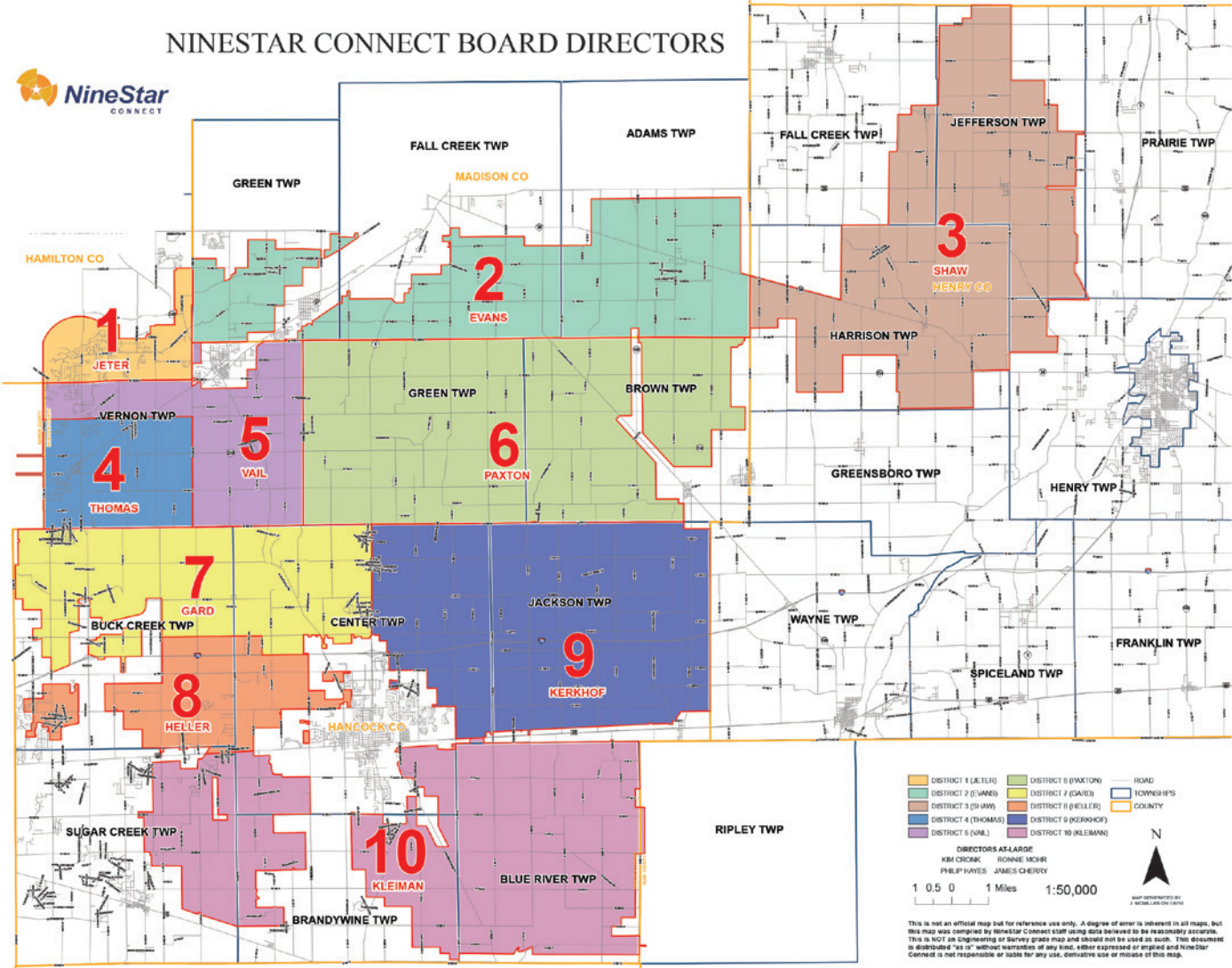
The 2019 NineStar Connect Annual Meeting will be held on March 29, 2019. The following director districts are up for election: 2,6,10, At-Large C, At-Large D.

Any member who desires to be nominated for director by the Nominating Committee should complete a Director Candidate Information Form along with a Certification of Eligibility to Serve as Director to:

NineStar Connect
Attn: Michael R. Burrow,
President & CEO
2243 E. Main Street
Greenfield, IN 46140

Forms may also be personally delivered to any NineStar Connect business office. Deadline for submission of these materials in order to be considered for nomination by the Nominating Committee is January 7, 2019 at 12 o'clock noon.

Members submitting required candidate documents will be eligible to be interviewed by the Nominating Committee. A Nominating Committee Meeting will be held on January 17, 2019.



Any member in good standing residing in districts 2, 6 or 10 is eligible to run for a district position. Any member residing in districts 1, 2, 4, 5, 7, 8 or 9 may run for At-Large C on the board of directors. Any member residing in districts 1, 2, 4, 5, 6, 7 or 8 may run for At-Large D on the board of directors. Any member interested in running for a board position should contact Kim Gerard or Regina Bever (317) 326-3131 or via email: administration@ninestarconnect.com and request an Information Guide for Potential Directors. All incumbent directors have expressed an intention to request nomination for another term on the board.

ENCOURAGE THE HEAT TO STAY IN YOUR HOUSE THIS HOLIDAY SEASON.

With all the planning this holiday season, home improvement projects may be the last thing on your mind. Yet, with the arriving winter weather, one thing is certain: Your wallet won't just feel lighter because of presents! Heating bills for the winter months can add even more stress to the season. Fortunately, you can take steps now to help reduce your energy bill and maintain your homes comfort. Properly insulating your home will encourage the heat to stay in your home – and prevent your heating system from working harder, which cost you money. Here are some steps to take:

Seal up your ceiling, attic and air ducts.

Properly sealing your home is important. Gaps around lighting, pipes and other cut-outs can cause heat to escape. Expandable foam can be used to fill the cracks and prevent escaping air. You can also review the air ducts to ensure they are air sealed and well-insulated. Since the ductwork carries the

air you've paid to heat, any gaps or poor insulation can prevent the toasty warm air from reaching the rooms in your home.

Insulate your (older) water heater.

If you have an older water heater, you may have an inefficient water heater. An inefficient system costs more to heat and maintain water temperature. A test to see if you need more insulation is simple: Touch your water heater to see if it is noticeably warm. If it is, you should consider adding an insulated blanket by carefully following the directions. If the water heater is not warm, there is no need to add more insulation.

Insulate your water lines.

Adding insulation to your hot water pipes can help keep your water hot longer, reducing the time it can take to get hot water to your fixture. If your pipes are exposed to colder air, such as an unconditioned

basement or crawlspace, properly insulating the water lines makes even more sense.

A home energy audit will help identify problems – and solutions.

If you want to learn more, you should contact NineStar's energy advisor Matt Strahl. He can provide details on a home energy audit and personally do the audit. The audit will include a thorough review of your home's energy use, identifying potential areas of concern and even recommendations to resolve them.

Taking a few steps will help improve the comfort – and energy cost – of your home all year long. NineStar may even offer POWER MOVES rebates for qualifying upgrades to equipment in your home. Contact Matt Strahl at (317) 326-2042 or visit www.PowerMoves.com to learn more.

EASTERN HANCOCK RECEIVES REBATE CHECK FOR LIGHTING CHANGES

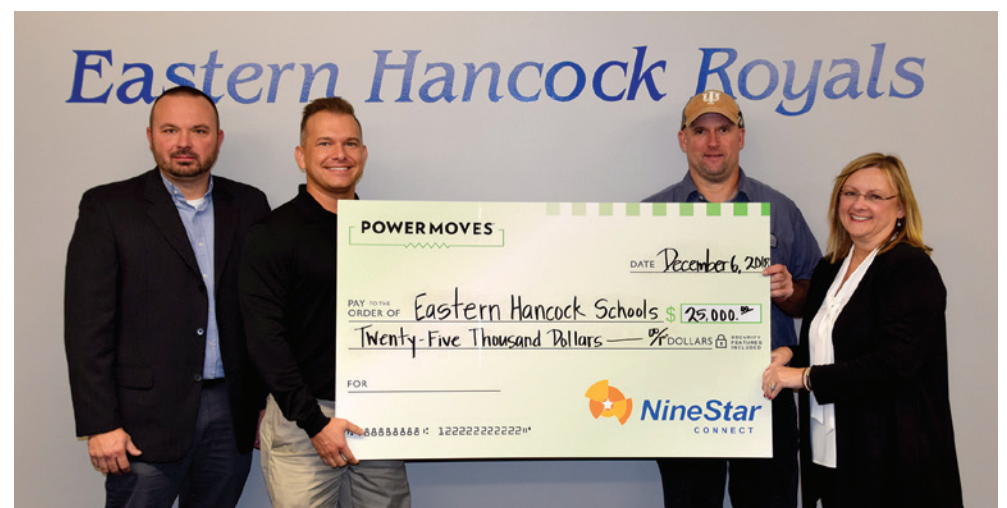
NineStar Connect's Energy Advisor, Matt Strahl, presents a Power Moves rebate check to the Community School Corporation of Eastern Hancock for the work they did upgrading lighting in their elementary school. In all over 900 new LED light fixtures were installed. The new lighting has not only reduced electricity costs but has improved the lighting output as well.

"The Community School Corporation of Eastern Hancock would like to give a big THANK YOU to NineStar Connect and Wabash Valley Power for providing their expertise on our elementary lighting projects. "Thanks to NineStar's expert guidance and Eastern Hancock's commitment to energy efficiency, we have formed a valuable partnership that creates a terrific opportunity for energy and cost savings both now and in the future" said


Eastern Hancock's Business Manager Adam Kinder.

The Power Moves rebate program is available to all NineStar Connect electric members. 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.

You can also contact NineStar Connect's Energy Advisor at 317-323-2042 or mstrahl@ninestarconnect.com to discuss your project. Matt is here to explain the programs, help you review your project and offer energy efficiency advice to all NineStar's members.



Pictured: from L to R, Adam Kinder, Business Manager, NineStar Connect Energy Advisor Matt Strahl, Chris Wilson, Facilities Manager & Dr. Vicki McGuire, Superintendent.



6 ENERGY TRAPS TO WATCH OUT FOR

KEY POINTS

- **Energy-wasting traps cost money and reduce the effectiveness of energy management programs.**
- **Building automation, motors, ductwork and pipes, as well as electronic equipment, are sources of waste.**
- **You can avoid energy traps using a mix of controls, upgrades and operational best practices.**
- **Power Moves® rebates are available for qualifying energy efficiency upgrades that will help your organization save money in long-term energy costs.**

Is your facility as efficient as it could be? Even if you have an energy management program in place, it's easy for your budget to get waylaid by extra costs from energy waste that you didn't expect. The truth is, there are a number of costly energy traps that are easy to fall into.

1. Relying too heavily on automation.

Controls and building automation systems are great resources for reducing energy costs, but there's often a "set it and forget it" attitude. This can be costly. Over time, manual overrides can circumvent energy-saving schedules, and sensors and controls can become misaligned. Monitor building controls regularly and calibrate them according to the season, as well as your current operating schedule and comfort needs.

2. Falling asleep on computer power management.

It's easy for employees to forget to turn off their computers when they leave their desks, but it's a waste of energy that costs up to \$50 a year per computer. That can really add up if your organization has hundreds or even thousands of computers. Computer power management saves energy by automatically placing computers in low-power sleep mode after a set period of inactivity. These settings can be activated across the entire network using open source or commercial software packages.

3. Keeping motors running on overdrive.

Motors in your facility run at a constant speed while the devices they operate, such as fans and pumps, often run at a much lower rate. Letting motors run at a higher speed than necessary wastes energy. Variable frequency drives (VFDs) save energy and money by adjusting motor speed according to the load. VFDs can potentially be eligible for Power Moves rebates offered by NineStar for qualifying energy efficiency upgrades. Please contact NineStar for details.

4. Leaving water pipes and ductwork exposed.

Ductwork, chilled water pipes, and hot water distribution lines are critical for space conditioning, refrigeration, and other processes. Left exposed to the surrounding environment, however, these systems can lose a substantial amount of energy. Properly installed mechanical insulation can save energy, reduce noise, control condensation, and improve safety by controlling surface temperatures.

5. Ignoring the server room.

They may be housing critical data, but left unchecked, those servers can take an ever larger "byte" out of your energy budget. Work with your IT team to find ways to reduce energy use. Cost-effective, energy-saving measures include raising server inlet temperatures and better managing air flow through hot aisle/cold aisle arrangements.

6. Serving up energy waste with kitchen ventilation.

Facilities with kitchen operations often leave exhaust hood ventilation units running at full speed, even during idle times. Not only does this waste cooking energy, but it sucks air out of the building, requiring the HVAC system to work harder at supplying and conditioning makeup air. Demand control hood ventilation can save energy by adjusting ventilation fan speed to match cooking activity level.

You're on the right path. Take it a step further and hire a qualified professional to perform an energy assessment of your facility. You'll receive a targeted set of cost-saving recommendations that, when implemented, will help free up your budget for more important matters. Contact NineStar's Energy Advisor, Matt Strahl to schedule an assessment and learn about Power Moves rebates for qualifying energy efficiency projects. (317) 326-2042

THE LATEST IN LED LIGHTING

LEDs are the latest in energy-efficient lighting technology, offering high efficiency, long rated life, and durability. As a new technology, LED (light-emitting diode) products are evolving rapidly. Once limited to applications such as small electronics and exit signs, LEDs can now be seen lighting up homes, businesses, parking garages, and city streets.

The following are some of the most important recent trends and innovations in LED lighting:

Omnidirectional LED products have increased in light output and now come with built-in wireless connectivity. Products with a light output of 3,000 lumens and color rendering of more than 80 CRI are available. LED filament lamps mimic the look of vintage incandescent lamps that have tungsten filaments.

Drop-in LED tube replacements for linear fluorescent lights produce an average output of 2,100 lumens. Their outward-directed light provides illumination equivalent to linear fluorescent but at more than 120 lumens per watt. In addition, they're available with embedded wireless connectivity, occupancy sensing or daylight sensing.

Purpose-built LED fixtures replacing fluorescent fixtures are designed for maximum performance. Light output of more than 4,000 lumens (compared to 5,600 for two-lamp T8 fixtures) are available. Some suspended indirect LED fixtures emit light in all four directions. Zero plenum systems do away with fixtures altogether and replace drop ceiling support bars with LED light strips.

LED edge lighting is a new approach where a glass light sheet is etched on both sides, with LEDs mounted around the edge. The LEDs direct their light through the thick, horizontal glass. The light is refracted by the etched surface and emits uniformly. Another variation aligns the LEDs along one edge of a rectangular sheet that hangs vertically.

LED light output continues to increase, and 15,000 to 68,000 lumen fixtures are now available for high-bay lighting applications such as warehouses and sports facilities.

Lighting efficacy has increased to over 200 lumens per watt. Drop-in mogul screw base lamps operate either with ballast bypass or with existing magnetic ballasts.

The LED market continues to grow, and the future looks bright as new products enter the market and prices continue to fall. Fortunately, NineStar offers Power Moves® rebates for qualifying LED lighting upgrade projects for your organization. Contact Energy Advisor Matt Strahl for more information. (317) 326-2042



NINESTAR SPONSORS BROADBAND EXPERT AT 2018 AG POLICY FORUM

NineStar was proud to sponsor Purdue University Ag Economist Dr. Wallace Tyner at this year’s Indiana Ag Policy Forum. The event was held on November 27th at the Boone County Fairgrounds in Lebanon, Ind. The Indiana Soybean Alliance and the Indiana Corn Growers Association hosted the forum which discussed many topics facing farmers today. Dr. Tyner presented research

he conducted on the economic impact deploying broadband has in rural Indiana. His research showed that for every dollar invested, a return of four dollars is seen. Dr. Tyner has become a tremendous advocate for expanding broadband and has argued broadband internet access should be expanded to rural areas the same way electricity was back in the 1930’s.



NINESTAR BOARD MEMBER RONNIE MOHR HONORED AT CROSSROADS COOPERATIVE SUMMIT

On November 30th NineStar board member Ronnie Mohr was honored at the Crossroads Cooperative Summit held annually by the Indiana Cooperative Development Center. The organization, which supports all cooperatives in the State of Indiana awarded Ronnie with their Hall of Fame Award. No stranger to cooperatives, Ronnie has played an active role in cooperatives and community organizations such as; Countrymark, Ag-One Cooperative, Land O Lakes, Green Township Volunteer Fire

Department and the Hancock County Sheriff’s Merit Board. In his remarks, Ronnie stated in all the work he has done with cooperatives what he is currently doing now with NineStar has been the most exciting and rewarding. Congratulations goes to NineStar Director Ronnie Mohr for his years of dedicated service. Pictured presenting the award to Ronnie is Jeremy Fetty, ICDC board member and partner at Parr Richey, along with NineStar President and CEO Michael Burrow.



PAPERLESS BILLING

Enroll in **Paperless Billing Today** and you could be our **NEXT BIG WINNER!**

*Enroll in Paperless Billing for a chance to win a \$50 Amazon or \$50 Netflix gift card!



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

Each month we pick a new winner for those choosing to get their 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:

October	Ashley Hutton	Amazon Gift Card
November	Charles & Judy Galliher	Amazon Gift Card

Paperless Billing is the easiest, cheapest way of paying your bill each month. Please feel free to give one of our Residential Service Consultants a call at 317-326-3131 to help you set up if needed. It will be a call you are glad you made!

CO-OP LIVING WITH MARY JANE



COMMON KITCHEN SUBSTITUTES FOR THE HOLIDAY BAKER

QUICK TIPS TO PREVENT THOSE LAST-MINUTE TRIPS TO THE STORE

BY MARY JANE BOGLE

We’ve all been there. You’re making a favorite holiday recipe and reach for a key ingredient, only to remember that you forgot to add that item to the grocery list. Discovering that you’re completely out of that one ingredient can stop you in your tracks—and bring the entire baking project to a standstill.

Certainly, this is a frustrating moment for bakers anywhere. Those of us living in rural areas, however, face the additional challenge of driving a longer distance than our “in-town” friends to the nearest grocery store. For us, that “quick round trip” to pick up the missing ingredient can rob us of 40 minutes to an hour in driving time alone, forcing us to give up precious moments that few can spare, especially during the holidays.

Faced with this dilemma, most of us abandon the project, leaving the baking for another day—or not at all. That’s when knowing some common kitchen substitutes can really save the day. I first encountered some of these tips when my sister gave me a refrigerator magnet with a list of baker’s secrets. At the time, I never thought I’d use it. Seriously, who needs to know how to make baking powder or brown sugar when the store is right down the road? Of course, today I know better. Thankfully, I didn’t throw the magnet away and have used these tips on more than one occasion, getting my baking back on track without that last-minute rush to the store.

COMMON KITCHEN SUBSTITUTES:

- **Brown sugar** – For $\frac{3}{4}$ cup of light brown sugar, add 1 tablespoon of molasses to 1 cup of white, granulated sugar and mix well. Prefer dark brown sugar? Add 2 tablespoons of molasses instead.
- **Baking powder** – For 1 teaspoon of baking powder, mix $\frac{1}{4}$ teaspoon of baking soda with $\frac{1}{2}$ teaspoon cream of tartar.
- **Corn syrup** – To get 1 cup of light corn syrup, mix 1 cup of granulated sugar with $\frac{1}{4}$ cup of nearly boiling water. Mix well and let cool before using.
- **Buttermilk** – For one cup of buttermilk, pour 1 tablespoon of apple cider vinegar or lemon juice into a liquid measuring cup. Add enough 1% or 2% milk to make 1 cup total liquid. Stir gently and let the mixture stand for 5 – 10 minutes. Allow the milk to curdle, and you’re ready to bake!

Want one more reason to use these substitutes in a baking emergency? They taste almost exactly the same as the original ingredient. I’ve used them on more than one occasion, and no one was the wiser! Even better, I finished my baking with minimal interruptions and zero hassle. Christmas saved.

Mary Jane Bogle is a part-time writer and full-time mom. While her mother-in-law declares she was “born in the wrong century,” she remains steadfastly committed to seeking a simpler, more self-sufficient way of life. You can find more tips and tricks on her blog at simplelifeandhome.com.