

NineStar connection

USE LEDS AND SAVE THIS HOLIDAY

Learn more about LEDs before purchasing new holiday lights.

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COMMUNITY SERVICE HONOR

NineStar Connect was recently awarded the **Crossroads Community** Service Award from the Indiana Cooperative Development Center.

PAGE 11







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

"WALTER AND ALL THE OTHER SERVICE TECHS I HAVE DEALT WITH AT **NINESTAR HAVE BEEN GREAT** UNLIKE SOME OF THE OTHER COMPANIES.'



MARK J.

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

PAGES 4-5 In order to aid folks in saving money on their electric

OPFRATION ROUND-UP

NineStar Connect's Operation Round-Up Committee donated to 13 more area groups this past quarter.

The Board of Directors voted to eliminate multidirector districts and instead establish ten districts that insure all unique communities of interest.

IMPROVING OUR OPERATION

The Centerra Corporation held a three-day Kaizen event with a group of NineStar employees to help better

bill and reduce their carbon footprint, NineStar is inviting members to take part in its new free Load Management Program.

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NineStar's processes and overall work environment.

GIVING BACK

Many of NineStar's employees volunteered their time, energy and expertise on several important projects to make the Third Annual Cooperative Service Day another success.

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NINESTAR PLANS SMALL ELECTRIC RATE INCREASE

ince the 2011 consolidation that formed NineStar Connect, the company has conducted two electric rate studies. These studies help to determine how electric rates should be structured to maintain our current infrastructure. The most recent study, conducted this fall, determined it was time to slightly increase electric rates to members.

Beginning in December, electric members will see an average increase of 2.5% in their total monthly electric charge. It is the first rate increase in over four years and comes from increases in costs of lines, transformers, poles, fuels and wages. While NineStar works hard to control costs to avoid rate increases, over the course of time it becomes necessary when NineStar can no longer sustain the increased costs to be able to maintain the electric distribution system

The positive news is that because NineStar Connect realized reduced overhead costs as a result of our consolidation back in 2011, this increase is considerably less than it would have otherwise been. In fact, this increase is substantially less than what the compounded annual inflation rate has been over the last four years. We continue to be optimistic that NineStar can further reduce the size of any future rate increases as we continue to grow in customer density and service offerings due to economies of scale.

In the end, it is important to recognize that any rate increase is done with the goal of maintaining the high quality service our members have come to expect. Rest assured that with a community-based non-profit utility like NineStar Connect, any margins (profits) it realizes will be allocated and returned back to its member customers in the form of capital credits.

Don't forget there are many opportunities available to you to save money on your electric bill including free load management devices, time-of-use rates and free home energy audits. If you have any questions about any of these programs or your electric bill in general, please do not hesitate to contact our office.

NineStar Connection

EDITOR

David Spencer

BOARD OF

NineStar connection

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

issues related to readers.

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ADDRESS: **DIRECTORS**

Director District 1 Darrell H. Thomas (A) Stephen Vail (B)

> **Director District 2** Beverly Gard (A) David G. Heller (B)

Director District 3 Joseph Paxton

Director District 4 Don Shaw (A) Kim Cronk (B)

Director District 5

Ronnie Mohr (A) Mark Evans (B)

> Director District 6 Richard Walker (A) Philip M. Hayes (B)

Director District 7 James E. Cherry (A) Shelly Kleiman (B)

YOUR CURRENT NINESTAR BOARD OF DIRECTORS

NineStar

FALL CREEK TWP

CHANGES

thanging in 2017 to eliminat

multi-director districts based

6-

DIRECTOR DISTRICT 1





DARRELL H. THOMAS (A)

STEPHEN VAIL (B)

DIRECTOR DISTRICT 2





BEVERLY GARD (A)

DAVID G. HELLER (B)

DIRECTOR DISTRICT 3



DIRECTOR DISTRICT 4



DON SHAW (A)



KIM CRONK (B)

DIRECTOR DISTRICT 6





JAMES E. CHERRY (A)

DIRECTOR DISTRICT 7



SPICELAND TWP

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SHELLY KLEIMAN (B)

DIRECTOR DISTRICT 5



RONNIE MOHR (A)



MARK EVANS (B)

RICHARD WALKER (A) PHILIP M. HAYES (B)

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UNDERSTANDING LOAD MANAGEMENT

The cost to produce and provide electricity fluctuates greatly based on the demand for power at any given time of the day, day of the month, or month of the year. This fluctuation is primarily the result of human activity and to some extent, even the weather. Your utility bill is not only impacted by what you are doing, but when you are doing it and how many others require electricity at the same time.

"Every utility has a load profile that represents the variation in electrical demand over a specific period of time," said Brad Henderson, NineStar Facilities and Special Programs Manager. "It varies a lot depending on the activities of the individual, when they tend to be home and whether it is extremely hot or cold."

It's not unlike a highway that has a rush of traffic during certain hours of the day. Naturally, the demand for electricity may be low at 2 a.m., but at 2 p.m. it is much higher. The grid becomes even more extended when everyone comes home from work or school. Not only is your own family gathering around the TV, cooking dinner and getting ready for the next day, but so is everyone else in the neighborhood which puts a strain on the existing power supply.

With so many people pulling on the power at the same time, it stands to reason that peak power would come at a premium price. However, with a load management program, electric cooperatives are able to reduce the demand for electricity during these times, cut their purchase costs and reduce their reliance on peak power plants that only run when there is an increased

So what exactly is a load management program? Load management (aka PowerShift, demand-side management/ response, energy demand management, etc.) refers to a program that helps balance the demand for electricity with the available supply. It is achieved by the direct intervention of a utility through the use of moni-

TAKE PART IN THE PROGRAMS

Are you charged up about saving money on your electric bill and impacting the rest of the membership? Then you need to participate in NineStar's Load Management programs! NineStar's residential service representatives are ready to help answer your questions about Time-Of-Use Rates as well as Load Management Switches, and get you started. Call (317) 326-3131 to find out more.

tors, switches, or special rates in order to influence and change human behavior.

Henderson said load management programs enable electric cooperatives to purchase power at a lower price from the production plant, a savings that is passed on to the membership and helps manage electric rates. They also encourage a shift in electricity use from periods of high demand to off peak periods when the cost is considerably less. When they reduce the amount of energy they use in a period of time, members also are living a more eco-friendly life.

"It's like a silent partner when it comes to saving money and helping you live better," he said.

GET CHARGED UP

NineStar offers two distinct provide its members, who volunteer, with ways to save money directly, as well as help control costs for all of the cooperative's

Time-Of-Use Rates offer members who participate an opportunity to save money every day by voluntarily shifting their power use to off-peak hours of the day.

In fact, participating members could save as much as 10-15 percent by switching to Time-Of-Use rates.

Volunteers who sign up for NineStar's Load Management Switch Program allow the co-op to cycle off their hot water heaters and/or central air conditioner systems during high-demand periods when power supplies are stretched to capacity. In order to do this, a small switch is installed on the system and controlled remotely for short periods of time that residents are not likely to notice.

"If there is any inconvenience. it's minimal and hardly noticeable," Henderson said. "In fact, they won't even notice a lack of hot water because they will still have 40 gallons or more in the tank ready to use."

This is not the first time that NineStar has offered load management switches to its membership. From 1982 to 2012, they offered a similar program and installed approximately 3,000 switches throughout their coverage area. Henderson said the program not only helped control costs but also proved that people adjusted easily to the switches and had no trouble incorporating them into their lives.

"We can't install them on air source or geothermal heat pumps or on window air conditioners, but we can put them on most of the traditional units," Henderson said. "The switches are designed to be unnoticeable and nonintrusive so that people won't even know that they are there." Members who volunteer for

NineStar's Load Management Switch Program will receive a check for up to \$60 for their participation (\$24 for a water heater and \$36 for an air conditioning unit.) If, for whatever reason they change their mind about the program, they can contact NineStar and have the control switches removed with no questions asked. There is no contract requiring a member to participate for a set period of time.

"The important thing to know is that we have a history with this type of program and it was successful. I can't stress that enough. We know it is a proven method for savings and we are excited to offer it once again," he said

USE LEDS AND SAVE THIS HOLIDAY SEASON

🛖 he holidays are just around the corner. And because displays go up earlier and earlier in the stores, you've no doubt been tempted to purchase new holiday

Light emitting diodes, more commonly known as LEDs, consume far less electricity than incandescent bulbs, and decorative LED light strings such as Christmas tree lights are no different. Not only do LED holiday lights consume less electricity, they also have the following advantages.

SAFER: LEDs are much cooler than incandescent lights, reducing the risk of combustion or burnt fingers.

STURDIER: LEDs are made with epoxy lenses, not glass, and are much more resistant to breakage.

LONGER LASTING: The same LED string could still be in use 40 holiday seasons from now.

EASIER TO INSTALL: Up to 25 strings of LEDs can be connected end to end without overloading a wall socket.

OTHER WAYS TO SAVE THIS **HOLIDAY SEASON**

USE TIMERS: Further maximize holiday lighting savings by using timers to limit the number of hours your lights are on.

TURN IT OFF: Be sure to turn off indoor lighting decorations overnight and when leaving the house.

BUY ENERGY STAR: When shopping for gifts or home improvements, look for the ENERGY STAR label, the federal government's symbol of energy efficiency, on electronics, home office equipment, appliances and other products to cut related electricity bills by up to 30 percent. Find information on dozens of ENERGY STAR qualified products at www.energystar.gov

load management programs that

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re you looking to save

a little green and "go

green" at the same time

is inviting

members to

take part in

its new Load

Management

this winter? NineStar

CITY OF GREENFIELD GRANT

ineStar recently contributed to the City of Greenfield's efforts to raise matching dollars for their Main Street Revitalization Program. The goal of the program is to encourage communities to focus on long-term community development efforts. Pictured (left to right) is NineStar's Marketing & Public Relations Director David Spencer, NineStar's Marketing Coordinator Christa Riggs, City Planner Jenna Harbin and Zoning Administrator Joanie Fitzwater.

NINESTAR TV



LOCAL HISTORIAN NAMED TO STATE BOARD

ov. Mike Pence recently made appointments to various boards and commissions. Joseph L. Skvarenina of Hancock County was appointed to serve a four-year term through Oct. 15, 2020, on the state Library and Historical Board.

Skvarenina, Hancock County's official historian, was named winner of the 2015 Hubert Hawkins History Award from the Indiana Historical Society for distinguished service during his career in local history. He serves on the boards of the Hancock County Historical Society, Indiana National Road Association and Riley Old Home Society.

In addition, Skvarenina is the host of "Step Back in Time" a popular, reoccurring show on NineStar's Channel 9. The show focuses on local history, people and places. The show can be seen on Saturday's.

$C\ O\ M\ M\ U\ N\ I\ T\ Y\quad E\ F\ F\ O\ R\ T$



OPERATION ROUND-UP

everal organizations benefited from NineStar's Operation Round-Up this quarter.

Operation Round-Up is where our electric and communication customers voluntarily have their bills rounded up to the next highest dollar. This money is accumulated by the co-op and transferred to a NineStar Community Trust.

HANCOCK COUNTY ARTS COUNCIL

"The mission of Hancock County Arts is to foster, support, and promote the arts, humanities, education and cultural activities in Hancock county Indiana and its surrounding areas."

BENTLEY'S BUDDIES

Bentley's Buddies is a local program that brings dogs to schools and libraries to help young children with their reading skills. A child will often read to an animal before reading out loud to his/her peers. Bentley's Buddies provides a calm environment for students who are learning to read. "Pawsitive Reading – Pawsitive Results."

F.U.S.E., INC.

F.U.S.E., Inc. provides information, resources and support to Indiana families raising children who have special needs. They help alleviate the challenge of parenting a child with special needs by serving as a handbook to help answer questions and give education to the families. They believe that children with special needs are children first.

HANCOCK COUNTY CEMETERY COMMISSION

"The Mission of the Hancock County Cemetery Commission is to locate, record, restore and maintain all Pioneer Cemeteries of Hancock County under its jurisdiction". There are currently 93 known cemeteries within Hancock County.

HANCOCK COUNTY CHILDREN'S CHOIR

"Hancock County Children's Choir is a choral performance and education program dedicated to create musical opportunities for youth through the performance of a variety of musical literature including classical, cross-cultural, folk, patriotic, pop, sacred and secular genres of music. Students in the choir are taught vocal production, diction, music theory, music history and appreciation, poise, stage presence, public speaking and etiquette."

HANCOCK COUNTY VETERANS PARK

"The Hancock County
Veterans Park has been created in the way of a visible and inviting garden/park that will ensure the service of every
American Veteran with ties to Hancock County will be recognized in a permanent way.
This is a hallowed ground to show the respect and honor that our Hancock County Veterans deserve."

HANCOCK REGIONAL HOSPITAL FOUNDATION - SUE ANN WORTMAN CANCER CENTER

"The Sue Ann Wortman Cancer Center program boasts some of the top physicians in the area who are dedicated to providing the best individualized cancer treatment possible". Treatment spaces look and feel more like home than a hospital even though they are among the best, most advanced clinical settings in this region.

HANCOCK REGIONAL HOSPITAL — SCHOOL OF RADIOLOGIC TECHNOLOGY

The School of Radiologic Technology is a full-time school and is 23 months long. After graduation, the student will receive credentials of R.T. (R) ARRT under the authority of the American Registry of Radiologic Technologies, representative of the American College of Radiology and the American Society of Radiologic Technologies. Their mission is to "form caring and competent graduates who demonstrate the cognitive, affective and psychomotor skills needed to advance the wellness of patients in partnership with all health care providers."



HANCOCK COUNTY ARTS COUNCIL



BENTLEY'S BUDDIES



F.U.S.E., INC.



HANCOCK COUNTY CEMETERY COMMISSION



HANCOCK COUNTY CHILDREN'S CHOIR



HANCOCK COUNTY VETERANS PARK



HRH FOUNDATION — SUE ANN WORTMAN
CANCER CENTER



HRH- SCHOOL OF RADIOLOGIC TECHNOLOGY



LOVE INC & THE HANCOCK COUNTY FOOD PANTRY



MAXWELL INTERMEDIATE SCHOOLS



REACH OUT AND READ



SHIRLEY POLICE DEPARTMENT

LOVE INC & THE HANCOCK COUNTY FOOD PANTRY

The mission of Love INC is to "mobilize local churches to transform lives and communities in the Name of Christ". Through this mission, Love INC was able to provide for the local Hancock County Food Pantry via their Appliance Ministry.

MAXWELL INTERMEDIATE SCHOOLS

Maxwell Intermediate School and its' staff is a division of the Greenfield-Central Community School Corporation. They provide their students with leading edge resources and technology to support the learning process.

REACH OUT AND READ

"Reach out and Read is a nonprofit organization that gives young children a foundation for success by incorporating books into pediatric care and encouraging families to read aloud together". The state of Indiana has 153 Reach Out and Read programs and serves 162,822 children annually.

SHIRLEY POLICE DEPARTMENT

The mission of the Shirley Police Department is "to ensure a safer community by reducing crime, establishing relationships with the residents of the town and the county, enforcing the law while preserving the peace, and to adorn the quality of life for the residents of Shirley, Indiana and the surrounding communities".

VISUALLY IMPAIRED PRESCHOOL (VIPS) OF INDIANA

"VIPS" empowers families by providing educational excellence to young children with visual impairments in order to build a strong foundation for reaching their highest potential."



VISUALLY IMPAIRED PRESCHOOL (VIPS) OF INDIANA

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NEW DISTRICTS REFLECT COMMUNITIES ased on member feedback over the last two years, the Board of Directors of NineStar Connect voted to eliminate multi-director districts and instead establish ten director districts that insure all unique

communities of interest across NineStar's serving territories are represented on the board while also recognizing the changing demographics of the members it serves - particularly those areas adjacent to Indianapolis. "We heard from many mem-

bers who simply did not like having two directors represent a single district," said Jim Cherry, Board Chairman. "That started us to begin a multiplemonth review of what would be in the best interest of NineStar and its members going forward relative to making sure that future boards reflected a representative cross section of our membership.

While all directors represent all members of the co-op, the board nevertheless felt strongly that making sure certain communities of interest were always specifically represented on the board was important. For example, over 70% of NineStar's members reside in Hancock County, but the board recognized it was important to make sure there was at least one director each from Hamilton, Henry and Madison Counties - the other counties where NineStar provides services. Members in Henry County only receive communication services from NineStar and members in both Hamilton and Madison Counties only receive electric and communications services whereas some members in Hancock County receive communications, electric, water and wastewater services. "We wanted to make sure that each community of interest in our membership has a voice in our strategic planning and discussions," stated Phil Hayes, Board

Vice Chairman. "Upon closer examination, there was a realization by the board that the workload of individual directors has been increasing both in time commitment and in complexity" noted Beverly Gard, Board Secretary Treasurer. Accordingly, in addiGREEN TWE

tion to the ten director districts, an additional four "At-Large" board positions were created as well. "The board thought it was better to create At-Large positions to allow for greater flexibility in board representation in the future," added Gard. The At-Large positions not only allow the membership the flexibility to elect directors from different areas, but also allows the membership to elect members who might have areas of expertise that would be beneficial to boards in the future.

In order to protect against any geographic area of the co-op's service territory dominating the board, the directors created a rule where no more than one At-Large director can come from any one of the ten director districts. That will insure that no more than two directors reside in a given director district at any given time.

The new district and At-Large positions become effective January 1, 2017. The newly-

created Hamilton County director position (District 1) has no current director and will be elected at the 2017 NineStar Connect Annual Meeting and Celebration on March 24, 2017 at Greenfield Central High School. Other board positions up for election at the 2017 annual meeting are District 7 (currently represented by Beverly Gard). District 8 (currently represented by David Heller), District 9 (currently represented by Richard Walker), and At-Large #1 (currently represented by Kim Cronk). The deadline for filing to be considered for nomination to the board of directors by the Nominating Committee is January 2, 2017 at 12:00 o'clock noon. Any member interested in being nominated should contact any NineStar Connect office and request a copy of the Information Guide for Potential Directors which sets forth the legal requirements and time commitment necessary to serve on the board of directors.

FALL CREEK TWP NOTICE TO MEMBERSHIP

ELECTION OF DIRECTORS SET FOR ANNUAL MEETING MARCH 24

he 2017 NineStar Connect Annual Meeting will be held on March 24, 2017. The following director districts are up for election: 1, 7, 8, 9, At-Large

Any member in good standing residing in districts 1, 7, 8 or 9 is eligible to run for a district position and any member residing in districts 1-5, 7-8 may run for the At-Large #1 position on the board of directors. Any member interested in running for a board position should contact Christa Meadors at the Main Street office (317-323-2106) and request an Information Guide for Potential Directors.

A Nominating Committee Meeting will be held on January 11, 2017. Any member who desires to be nomi-

nated 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 2, 2017 at 12

o'clock noon. Members submitting required candidate documents will be eligible to be interviewed by the Nominating Committee.

DO YOU HAVE A **DISASTER PLAN?**

acilities & Special Projects Manager, Brad Henderson, hosted an Emergency Preparedness seminar on October 17th for any interested NineStar member. This seminar included a representative from COAD (Community Organizations Active in Disaster) that provided information on community volunteer opportunities to enhance the community's ability to recover from disasters. It was a great turnout and for all of those that attended, they also received dinner and a special give-away.





NINESTAR PARTICIPATES IN LOCAL SPELLING BEE

n September 20, 2016 a team made up mostly of NineStar Employees participated in the 28th Annual Adult Literacy Coalition Spelling Bee held at the Hancock County Public Library. The event raised over \$1,000 to help fund efforts at the Learning Center, which during the 2015-2016 school year, assisted forty five students in received their high school equivalence certificate. Team NineStar made up of Liz Rusche, David Spencer, Julie Mitchell, and Rob Richardson bowed out in the 4th round by misspelling the word Landau. Nevertheless a good time was had by all and money was raised for a great cause.

FROM THE PRESIDENT

THERE ARE MANY BENEFITS TO YOUR LOCAL NON-PROFIT CO-OP

a service but unlike investor-

owned utilities, they are in busi-

gins (what co-ops

call "profits") on

the services it sells

As a non-profit util-

NineStar makes are

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back to the mem-

his year's election is in the books and all of our attention is beginning to shift to the holidays and the beginning of a new year. But before we completely close the books on the 2016 election, permit me a few moments to reflect on some things that make NineStar Connect so uniquely special in our modern way of doing things.

Regardless whether your candidate won or lost on November 8th, we know that the electorate this year shared a common frustration and concern that Washington, DC and those that we elect to represent us are out of touch and disconnected with those they are supposed to serve. Thank goodness for your local cooperative utility!

In our modern era, we are increasingly served by larger public and private institutions. Over the last few decades, we have been led to believe that "bigger is better" however, we are starting to see that isn't always

necessarily the case. Sometimes, "smaller" and "local" better serves a community.

Personally, I harbor no ill-will toward large investor-owned utilities. Just like NineStar. they are providing a valued and needed service for

their ratepayers. PRESIDENT & CEO What one must recognize as a ratepayer of an investor-owned utility is that while they have been created to provide a service they are in business to generate a profit for their investors (think

'shareholders"). There is nothing wrong with that. Indeed, it is the foundation of our free enterprise market.

Nonetheless, it is important to also understand the difference in cooperative utilities. They too have been created to provide ness to provide the service, not generate a profit. I often need to remind those who are new to our communities that there are no incentives for NineStar to make larger mar-

MICHAEL BURROW

bers proportionate to their usage of the services that generated the margin. As the financial condition of the co-op

permits, those allocated margins are returned to the members as retired capital credits in the form of cash.

Ask yourself this question: When was the last time you got your share of the profits back

services? Since NineStar was created from the consolidation of Central Indiana Power and Hancock Telecom in 2011, it has returned more than \$2.4 million back to its approximately 19,000 current and former members. Make sure to watch your mailbox in the next few days - NineStar is once again mailing out capital

from a company providing you

credit checks in early December. Another remarkable character istic about cooperative utilities is how they determine the rates that members pay for services. When an investor-owned utility decides it needs to generate a larger profit for its shareholders, it will look to raise the rates that its ratepayers are charged for the services. The driver of the decision is some predetermined level of expectation of a return on the shareholder's investment. These decision mak ers are not always ratepayers of

Conversely, only a cooperative

board of directors sets rates for services. Their focus when setting rates is simply what income is needed to provide the level of service expected by the ratepayers and not how much profit do we need to create to satisfy out-of-state investors. Given that every co-op director is also a ratepayer of the co-op AND given that every director is elected by the ratepayers themselves, it's a pretty good bet that the board in its collective wisdom will govern rates much more prudently than a board and management who answer to investor-shareholders.

While some have lost faith in many of the institutions that impact our lives, it's important to remember that one local institution remains responsive to our members and customers by providing the high quality services they expect. Thank goodness for NineStar Connect, a locally-owned, cooperative utility

NINESTAR BILLING











2016 COOPERATIVE SERVICE DAY

he Third Annual Cooperative
Service Day is in the books and
was another success. On October
14, many of NineStar's employees
volunteered their time, energy and expertise on several important projects.
Cooperative Service Day is part of the
Indiana Electric Cooperative's Statewide Day of Service. NineStar helped
several nonprofits with projects they
otherwise wouldn't be able to complete
on their own. Below is a list of organizations and projects the NineStar
team lent a hand to:

- Painting at Frenzy Animal Hospital in New Palestine
- Planting trees at J.B. Stephens Elementary
- Build boardwalks at Thornwood Park (Greenfield Parks Department)
- Delivering meals for Meals on Wheels
- Spreading mulch at Hancock Hope House
- Minor Carpentry work by installing caps on posts at the Octagon House in Shirley
- Cleaning up of bleachers at Mt. Vernon High School

Ross Ferson, CTO of NineStar and organizer of the event, said "This was the first year I organized the event and I was pleased with how everything turned out. I'm so glad I work for a company that likes to give back to the community and a big thank you to all the employees that volunteered this year. We couldn't do this without them!"

SUPERVISOR FEATURED Our very own Consumer Billing Supervisor and 46 year employee, Debbie Roberts, was recently interviewed at NISC's MIC (Member Information Conference) that was held in St. Louis, Missouri. Because of Debbie's long history at NineStar, she was the star of the show in providing knowledge of days of the past compared to the current workplace of NineStar.



NINESTAR RECEIVES COMMUNITY SERVICE AWARD

ineStar Connect was recently awarded the Crossroads Community Service Award from the Indiana Cooperative Development Center (ICDC). JIm Buddenbaum of the Indianapolis law firm Parr Richey introduced NineStar Connect Executive Board Members Jim Cherry, Phil Hayes and Beverly Gard who accepted the award. The award was presented at ICDC's annual Crossroads Cooperative Summit held at the Indiana Farm Bureau offices in downtown Indianapolis.

DECK THE HALLS WITH BOUGHS OF SAFETY

hen Ralphie Parker's dad attempts to plug his glorious but tragically fra-gee-lee "Italian" leg lamp into an overloaded wall outlet in the holiday movie classic "A Christmas Story," there first came a "snap of a few sparks" and the "whiff of ozone" before the lamp blazed forth in the front window.

While that's a funny movie scene, those at NineStar Connect want to remind folks that overloaded circuits and sparks are never funny, especially this time of year

In the rush of decorating, shopping, cooking, entertaining and attending extracurricular activities, it might be tempting to short change safety measures you'd never think of doing any other time of year. But don't.

According to the National Fire Protection Association, one of every three home Christmas tree fires is caused by electrical problems. And though not common, Christmas tree fires are more serious than typical home fires. One of every 31 reported Christmas tree fires results in a death. On average, just one in 144 typical home fires do.

"This is such a beautiful and special time of year," said Michael Burrow, CEO & President at NineStar. "It's always tragic to hear of home fires and loss of life, especially when it's caused by something like a Christmas tree or holiday decorations that were meant to bring joy and celebrate our faith."

Here are some things to keep in mind when decorating your home for the holidays:

• If you decorate with a real tree, make sure it's fresh. Needles should not be dropping or coming off easily. Try this: Take hold of a branch between your thumb and forefinger about 6 inches from the tip. Pull your hand toward you, allowing the branch to slip through your fingers. Needles should not come off.

• When you get your tree home, cut a few inches off the bottom of the stem and immediately place the tree in water, even if you do not yet intend to decorate

- Make sure you keep your tree watered daily throughout the holiday.
- Decorate your tree with new LED lights. Unlike traditional incandescent bulbs or tiny lights, LEDs do not get hot. They also use 75 to 90 percent less elec-

tricity for the same amount of light and come in a wide range of sizes, colors and multiple lighting patterns.

- With any light set, carefully inspect each light and the cord. Cracked and loose bulbs and frayed or bare wires can shock or start a fire.
- Do not mount or string light strands in ways that might damage the cord's protective covering, such as with nails or staples.
- Make sure all decorations, especially those used outside, are plugged into an outlet protected with a ground-fault circuit interrupter.
- Always unplug your indoor holiday lights before leaving home or going to bed. Have your outdoor lights on a timer to save energy and reduce the risk of fire.

Obviously, Ralphie made it to adulthood to look back warmly on that Christmas he got a BB gun in "A Christmas Story." And even though he almost shot his eye out and the neighbor's hounds ate their turkey, at least the Parkers were not displaced, or something worse, by the old man's overloaded outlets.





NINESTAR IS A HOST TO GREENFIELD-CENTRAL STUDENTS ON CAREER DAY

ineStar was honored to host over 150 Greenfield-Central students who came to our North Campus to learn the history of NineStar and the different careers NineStar offers. The students visited as part of Career Exploration Day. A big thank you to our employee's Brandon Fox, Shira Dankner, Matt Spurling, Eric Walter and David Spencer for sharing information concerning their education and everyday roles here at NineStar Connect.



PAPERLESS BILLING

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

August's winner, James Marofske, (Amazon Fire HD8 Tablet)

September's winner, Christopher Osborne, (Amazon Fire TV Streaming Media Player)

You could be a winner too! Just call our office or sign up online for Paperless Billing today.

Drawings are at the end of every



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CENTERRA — KAIZEN EVENT

ecently, The Centerra Corporation held a three-day Kaizen event with a group of NineStar employees to help better NineStar's processes and overall work environment. The Centerra Corporation, headquartered in Shawnee, Kansas, is a software efficiency consulting firm that is a solution for efficiency management. Kaizen is a Japanese term for "continuous improvement". In the sessions, the consultants from Centerra helped break down the everyday processes that our employees do and how they could condense them to make the day go smoother and more organized.

The last day of the event, the NineStar group presented what they learned to the Management team and each participant received a certificate of completion. In today's ever changing world, NineStar is always looking to improve the quality and enhance the way we do business to meet our employee's needs and therefore, make more customer's happy. With the continued education and training that NineStar employees will receive through this program, we can only hope we will evolve into a more solid workforce. A big thank you to Centerra and the NineStar Management team for making this event happen!

NEW LANDFILL GAS PLANT OPENS NEAR BUFFALO, INDIANA

olar power and wind farms have long been used as renewable energy sources in the Midwest. But in 2002, Wabash Valley Power Association (WVPA) was one of the first utilities in the area to use more unexpected resource for green energy – landfills.

Built to maximize the impact on the environment, landfills have a unique ecosystem. Some materials, like plastics, are recyclable. Biodegradable materials such as food, leaves and grass clippings can be removed and composted. It's what's left behind in landfills that offers a great source for energy.

Converting Landfill Gas To

When plant and animal based waste in a landfill decomposes, it creates a gas made up of primarily methane and carbon dioxide. To create electricity, this landfill gas is then captured, piped into

underground vents, and sent to large engines where it is burned. A typical WVPA landfill gas plant will generate enough electricity to power a whopping 3,000 homes annually.

Now, after fourteen years of providing this energy source, WVPA dedicated a new landfill gas plant in Buffalo, Indiana on October 28th. In whole the nonprofit's sixteen gas plants will generate 53.6 MW of landfill gas electricity, enough to power 40,000 homes.

Reduces Greenhouse Gas, Too

Besides powering homes, converting landfill gas to energy helps reduce harmful methane gas emissions. According to the Environmental Protection Agency, getting rid of 300 cubic feet of landfill gas per minute – the amount found in approximately one million tons of waste – has the same effect as removing over 1,000 cars from the road for a year

or planting 5,000 acres of trees. When you add it up for WVPA, it's like removing 55,000 cars from the road for a year or planting more than 250,000 acres to a U.S. forest. Those figures should make us all breathe a little easier.

Wabash Valley Power Association

WVPA serves nearly two dozen electric cooperatives in Indiana, Illinois and Missouri, including NineStar Connect, that together serve over 300.000 homes, schools. farms and businesses. WVPA supports renewable energy by owning landfill gas generation and purchasing the output from windfarms and biogas generators. WVPA sells, separately, the environmental attributes associated with this generation to its members and third parties, and, therefore, does not claim the generation as renewable within our own supply portfolio.

SUDOKU

Sudoku puzzles are formatted as a 9x9 grid, broken down into nine 3x3 boxes. To solve a sudoku, the numbers 1 through 9 must fill each row, column and box. Each number can appear only once in each row, column and box. You can figure out the order in which the numbers will appear by using the numeric clues already provided in the boxes.

See ninestarconnect.com Facebook page for last edition's solution.

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