

SEPTEMBER - OCTOBER 2014



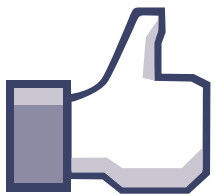
NineStar CONNECTION

VOLUME 3
ISSUE 5

EXPRESS YOURSELF

Member phone survey
coming up.

PAGE 5



'LIKES' LEAD TO DONATION

NineStar will pledge funds to
Ronald McDonald House.

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HELPING HANDS

NINESTAR PARTICIPATES IN DAY OF SERVICE OCT. 10

SEE PAGE 4





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

"I JUST HAD A GUY TRY TO BREAK IN MY HOUSE AND THE ALARM SCARED HIM OFF BUT WE HAD HIM ON THE SECURITY CAMERA WHICH HELPED THE POLICE FIGURE OUT WHO HE WAS AND THE POLICE WERE ABLE TO FIND AND ARREST HIM. THE POLICE WERE GRATEFUL AS THIS GUY WAS ON THE TOP 10 MOST WANTED LIST IN DELAWARE COUNTY. I'M SURE GLAD I HAD THE SECURITY CAMERAS INSTALLED BY NINESTAR!"

JEFF A.

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HOP, SKIP, JUMP

NineStar Connect hosted a picnic for employees and their families in New Castle recently. There was a lot of socializing mixed with food, games and prizes.

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

NineStar Connection, USPS

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NINESTAR SECURITY, CAMERAS, SMART CONNECT FOR ONE PRICE

Play it Safe with NineStar's 1-2-3 Punch! Introducing NineStar Security, NineStar Cameras and NineStar Smart Connect – all available for one low price. With staggering home invasion statistics and crime rising, NineStar wants to give you peace of mind.

NineStar Security – Our UL listed monitoring equipment, superior customer service and trained technicians make your home a safer place.

NineStar Cameras – Reliable cameras that allow you to record events at home, providing you with peace of mind.

Smart Connect – A full-featured home automation system that enables members to control their appliances and lighting systems, lock and unlock doors digitally, receive alerts when a potential problem arises are just a few things it can do. Best of all, it's affordable!

For only \$35/month (and just \$45/month for a non-NineStar customer), you can bring all three of these options to your home. NineStar is committed to meeting the needs of the membership it serves. Families want to feel safe and protected, and we want to help you do that. It's time to take back what is ours – our security! For more information on these features, please call NineStar at (317) 326-3131. *Monthly price does not include installation or equipment fees.



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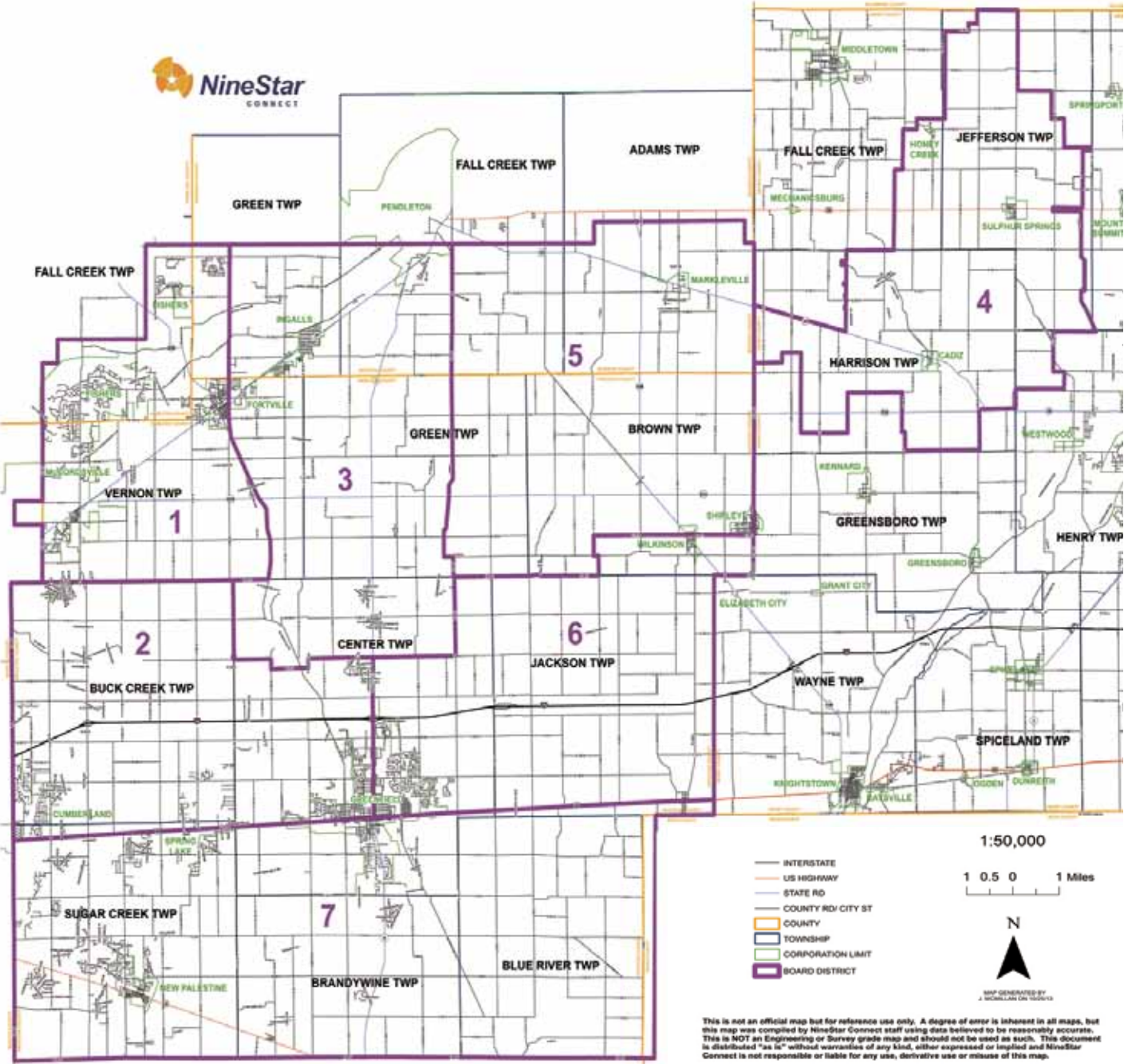
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HELPING HANDS

NINESTAR PARTICIPATES IN DAY OF SERVICE OCT. 10

More than 45 NineStar Connect employees will be out in the community making a difference for several area entities on Oct. 10 as part of the Indiana Electric Cooperative's Statewide Day of Service. Although NineStar is no stranger

WRITTEN BY
JULIE YOUNG

to lending its financial support to a number of not-for-profit organizations in their service area, this opportunity enabled them to get out of the office and “get their hands dirty,” so to speak, by donating their time and talent as well as their treasure.

“It really is a unique opportunity for us,” said Regina Bever, who is the lead coordinator for the event. “We sent out a letter to all non-profits in the area and asked them to send us an application about a project they wanted completed but didn't have the money or manpower to accomplish.”

The applications poured in, and after reviewing the needs, visiting the sites and speaking with the organizations themselves, NineStar selected five projects with which to get involved. Small groups will take time away from their desks to be working onsite while the rest of the team will be “holding down the fort” at the office and supplying the workers with a boxed lunch and special treats.

“All NineStar employees will be given a T-shirt and sweatshirt to commemorate their participation and support of the event, even if they are not on the front lines of the labor force,” Bever said. “I know that the organizations who will benefit from this effort will be very happy to have some of these projects accomplished.”

Local entities are very excited about the unexpected helping hand. NineStar is providing Nameless Creek Youth Camp with some much-needed “big kid” playground equipment and taking the time to landscape a small deck on the property and build a wheelchair access ramp to it.

“That deck is kind of special anyway because the wood used to make it was reclaimed line poles donated by NineStar in the first place,” said Jerry Bell, president of the Nameless Creek Youth Camp. “We are going to put some perennials around the deck and add a ramp for wheelchairs. If we have enough people, we might even brush some of the loose material off the deck boards with a wire brush.”

With no paid employees, camp improvements typically only happen when board members have the time to work on them, which means a few hours here and there. Bell said with a small group of people offering a concerted effort, it will be nice to get the job done all in one day.

“We're all really enthused about it,” he said.

A children's playground will also be the focus of NineStar's work at Hancock Hope House Inc.

Steve Vail said the shelters near the playground need some maintenance and upkeep that has



not been able to get accomplished, and having the co-op come in and take up that mantle is a huge benefit for the organization.

“NineStar has always been very supportive of us, and we are so appreciative of the work they are doing for us,” Vail said. “A day such as this enables us to connect with them in a new way and build on our already existing relationship. It's a great thing.”

At the Jane Ross Reeves Octagon House, NineStar's team will construct a handicapped ramp leading into one of only five octagon houses in the state of Indiana. The home was built in 1879 and has ties to famed American flag sewer Betsy Ross.

According to Darrell Deck, about 3,300 people have come to see the unique structure since they opened it to the public in 2009, but those with mobility issues often are unable to enjoy it because of a lack of access.

“We are so excited about getting this project done, because this house is very historic and we feel it is very important,” he said. “We're going to get the posts and the cement installed before NineStar gets out here so that when they arrive, they can get to work. Who knows? Maybe someday this place will be as popular as the Riley Home in Greenfield.”

A portion of the Pennsy Trail will be going to the birds thanks to a project proposal offered through a partnership between the Greenfield Main Street Association and the Greenfield Parks Department. According to Shelley

Swift and Ellen Kuker, NineStar will install 30 birdhouses along the trail near the Morristown Pike to add some visual interest for those walking along as well as a natural habitat for local wildlife.

“This was such an unexpected opportunity,” Kuker said. “A project like this is the kind of thing that can sit on the wish list for a long time, so when someone comes along to not only fund it but to assist with the install, it is incredible. From an aesthetic standpoint, it is a pretty boring stretch of land, but this will offer it a little pop of color and some interest while attracting local bluebirds and finches.”

“We would never have had the opportunity to do something like this on our own, and having the financial backing to complete it is pretty incredible,” Swift said.

Things will be looking up at the Kenneth Butler Memorial Soup Kitchen when NineStar employees ascend to give the ceiling of the dining hall a fresh coat of paint, which has not been done since the organization's 2009 remodeling. The current hue is a dark almond but will be replaced by a pristine shade of white.

According to Jill Ebbert, the project is something that has been a long-time in coming and a welcome gift.

“It's wonderful that NineStar is doing this. They have always been such a support to the community, and this is just one more way that they are showing they care. It's going to be a wonderful day for so many wonderful people,” she said.

ELECTRIC MEMBER TELEPHONE SURVEY TO BEGIN THIS FALL

You're not just a customer, you're a member-owner. As a member of a local cooperative, you are provided many opportunities to be an active part of the organization. You could serve on the board of directors, give back through Operation Round Up or earn rebates through the POWER MOVES program.

Beginning in September, you'll have yet another opportunity for your voice to count as a co-op member. Many

co-ops that make up our association, Wabash Valley Power, will be conducting a survey of residential members. This telephone survey is conducted every two years and helps our power supplier determine how much power we'll need in the near future. All calls are expected to be completed by the end of December.

The survey will be conducted by Oppenheim Research, a Tallahassee, Florida firm with experience in a wide variety of research methods as well as a strong history of satisfied customers. Co-op members will be selected randomly, and 300 completed surveys will be done for each co-op. The survey is designed to last about 10 to 12 minutes and will focus primarily on the appliances and items in and around your home that consume electricity. The survey also will ask questions about things like computer, Internet and smartphone use in order to best serve members.

The calls will take place Mondays through Fridays, beginning mid-afternoon and running until about 9 p.m. If you are called and don't wish to participate, you will not be pressured to do so.

Wabash Valley Power Association and NineStar Connect greatly appreciate those who take the time to help us better plan for your future!



'LIKES' WILL LEAD TO DONATION

This year we are taking part in the BLUE RIBBON FACEBOOK CHALLENGE to support the Ronald McDonald House from Oct. 1 through Nov. 21. NineStar Connect will pledge \$1 for each new “like” it receives on its Facebook page during this time.

The more “likes” generated, the greater the proceeds generated for the Ronald McDonald House to help Hoosier families in need. With your encouragement, the Ronald McDonald House can stay open 365 days a year, 24 hours a day, ensuring families can stay together when they need each other the most.

Since 1982, the Ronald McDonald House of Indiana provides a home-away-from-home atmosphere for parents and siblings of seriously ill or injured children. Since their inception, they have assisted 35,000 families from every Indiana county as well as other states and countries who have stayed at the House. They have two locations; one on the campus of IUPUI that hosts 46 sleeping rooms, plus six apartments designed specifically for the needs of transplant patients and their families. The other location is situated inside Riley Children’s Hospital at IU Health. This site has six sleeping rooms for families with children in the most critical circumstances and also houses a day retreat open for any family with a patient at Riley.

So if you haven’t “liked” our Facebook page, this would be the time to do it! Tell a friend, neighbor, co-worker... help us spread the word! Help NineStar make a difference for the families of Indiana.

AT THE EDUCATION EXPO

On Sept. 25, Hancock County Leaders in Navigating Knowledge (LINK) hosted an Education Expo at the Hancock Wellness Center. With many different colleges, institutions and businesses on hand to answer questions for those who attended the expo, there was plenty of information passed on or handed out to give a leg up to those seeking to further their education and/or make a change in their career.

NineStar Connect’s Line Superintendent Jeff Conley and Network Operations Team Lead Alan Martin manned the NineStar booth that evening. With having a presence on both the electric and communications side of NineStar, questions could be answered as thoroughly as possible.

Alan Martin commented, “I thought the Expo had a great turnout for its first year. We had a lot of people ask questions about what we did on a regular day at NineStar and what steps to take as far as education to be able to do the jobs Jeff and I do. I thought it was a great learning tool for a lot of people.”

While continuing education in some form after high school is a must nowadays, it is important that people realize where they can go to for assistance and guidance. LINK and its Executive Director, Danielle Daugherty, along with establishing this Expo, has helped the community be able to see a bright future ahead and give them information to help them succeed in life. We, at NineStar Connect, are proud to be able to help this effort.



PLEASE JOIN US IN TAKING ACTION

Every day we rely on electricity. We depend on the refrigerator to keep our food fresh, air conditioning and heating to keep us comfortable and, of course, lights operating on a daily basis. We also depend on electricity to re-charge our electronics. Whether it’s a phone to keep in touch with relatives, a tablet for students’ homework or the laptop on which we stream movies, these devices all have become integral to our daily routine.

At work, we rely on electricity to power our computers, phones, lights and productivity. Without this consistent, reliable and affordable power source, businesses would relocate, jobs would be lost, and

prices of goods and services would increase.

That’s why NineStar Connect is concerned about the latest proposed regulations on existing power plants from the Environmental Protection Agency (EPA). This round of rules impacts the power plants on which we rely every day.

Cooperatives are different from other electric utilities. We are owned by our member-consumers. When we look at our power options, we are not driven to make a profit. We strive to provide the most affordable and reliable electricity possible to our members

Owning our own, independent plants has allowed cooperatives to keep costs affordable. For co-ops, “energy independence” in part means independence from expensive, profit-driven power.

However, these new regulations could endanger this independent supply of affordable electric power.

Electric cooperatives, such as

NineStar Connect, are small businesses. We’re not large utilities with several different power plants operating with a variety of fuel sources. We built power plants when it made sense for our members. But the way the new rules are written, we might have to close our plant and lose our independence.

The EPA has drafted a regulation that adversely and disproportionately affects electric cooperatives. That’s why we are telling the EPA that this regulation simply does not work for us.

When the EPA drafted regulations limiting greenhouse gases from new power plants, the agency received more than five hundred thousand emails opposing the regulation. Today we ask you once again, please join us. Visit www.Action.coop again and tell the EPA you cannot afford these new regulations.

Your voice was heard last time. The EPA took note of electric cooperatives, and

our collective voice showed that co-op consumers were engaged.

That’s why we’re asking you to take action again. The EPA needs to understand the impact that these regulations have on the people at the end of the power lines. Electric cooperative members are uniquely situated to help the EPA understand these regulations will cost Americans more money.

These regulations also will cost Americans jobs. These regulations will not work for rural Americans.

Please, also ask your friends and neighbors to join us. Ask them to visit www.Action.coop. The agency received more than five hundred thousand emails opposing the regulation. Today we ask you once again, please join us. Visit www.Action.coop again and tell the EPA you cannot afford these new regulations.

America needs a healthy economy. America needs jobs. America needs manufacturing. And affordable, reliable electricity is the linchpin to these vital assets.

NEW WINDOWS NOT THE ANSWER?

You may have felt the cold air coming through your windows this past bitter-cold winter. That must mean cold air is escaping during the hotter months, too.

So, investing in double or triple-pane-windows is your best way to correct the issue and save on energy, right?

Not true. And with the cost of replacing your windows, this is surely good news.

“Don’t blame your windows,” said Laura Matney, energy efficient programs manager for Wabash Valley Power Association (WVPA). “Replacing your windows doesn’t save you as much energy as you think.”

This is true for many reasons, first of which is basic physics. Windows, even the very best, are never going to prevent as much heat transfer as a wall. “Even the best windows only get an R-3 rating,” Matney said. (The greater the R value, the greater the power to keep heat where you want it.) “Even an average insulated wall has an R-11 rating, and a Touchstone Energy Home requires an R-19.”

Compare that to a single pane, wood-frame window, which has an R-1 rating. An aluminum-framed window comes in with an R-rating of .86. Not great, on either count, when compared to walls (which, on the downside, are terrible at providing views), but not much lower than even a triple-pane window.

You can improve the heat retention of your window significantly just by adding storm windows. Doing so bumps your single-pane windows to nearly triple-pane efficiency.

Want an even simpler solution? Add curtains, especially those that are fairly thick. Keep them closed when the sun is down and open when the sun is up to get the greatest benefit during the cooler months. And keep the curtains closed during the hottest part of the day if you’re trying to keep heat out in the summertime.

Window films also reduce heat transfer; blinds and shades do the same but are most effective when it comes to blocking sun during hotter months.



Given the gap between best and worst windows is so small, justifying the cost of new windows is tough. Depending on the kind of home heating system you use and the number of windows you have, expect it to take 10 to 30 years to recoup your investment in energy savings.

But there’s even more to the story – your windows might not even be the problem.

“People often tell me they have leaky windows,” Matney said. “But in all the years I’ve gone into homes for energy assessments, only one or two were actually found with a blower door test to have leaky windows.”

The confusion arises because of how air moves within a house. Heat moves to areas of lesser heat. No, heat doesn’t rise. Warm air rises. Heat moves to cold, even if

that cold is down instead of up. So, the natural air movement in a house gives you the impression that the windrows are leaking simply because they do pull the warmed air their way. Even a triple-paned window doesn’t have the insulation value to completely stop movement.

“New windows are rarely the answer that gives you the most energy savings,” Matney said. “If you’re building a new house, then by all means buy the best windows you can afford. But if you’re thinking of replacing the windows you have, you can get more bang for your buck by investing in insulation and sealing.”

If you are interested in more information on windows or discovering other ways to save, contact NineStar’s energy advisor Darrin Couch at (317) 326-3131.

TIME OF USE — ARE YOU ON THE RIGHT RATE?

As many of you know, this past August NineStar launched its new Time of Use program. This optional program is available for those who scale back their electricity use during peak hours (4 to 8 p.m.). We are seeing this program become more popular and have heard positive reviews from various customers. In fact, 98 of our NineStar customers have made the switch and are using the Time of Use bill vs. Flat Rate.

One customer commented “I saved almost 10 percent on my electric charges last month by being on the Time of Use rate. Not too bad for changing a few habits. My wife and I avoid doing laundry or running the dishwasher during the peak hours. We have also made an effort to manage our hot water usage and keep a closer eye on our thermostat during the peak. However, we still watch TV most of an evening, use the computer and cook dinner. So, I can say we are very satisfied with the savings.”

Additionally, the great thing about this program is you don’t have to worry about the weekends or holidays. Use your electricity as you want. There are no peak hours during this time, so there is no remembering when you should water the yard or charge your phone. So plug away!

And the other great feature is you can try Time of Use and if you find it doesn’t work for you and you feel it’s not saving you money, you can go back to the standard flat rate bill without penalty. Just let a Customer Service Representative know so we can accommodate your request.

So what do you have to lose? Nothing! Well, except paying a few more dollars every month! If you are interested in more information or would like to change from the standard flat rate to Time of Use, please call us at (317) 326-3131.

REMINDER

DISCONNECT NOTICE!

Since we don’t notify by phone anymore, please remember your power will be disconnected if you are delinquent more than 60 days.

COMMUNITY

OCTOBER BLOOD DRIVE UPCOMING

From 11 a.m. to 2:30 p.m. Oct. 22, NineStar Connect is proud to partner once again with the Indiana Blood Center for its bi-annual blood drive. This event will take place at both North and South Campuses. North Campus (Maxwell) – Mobile South Campus (Greenfield) – Conference Center Every day people are diagnosed with illnesses that require a blood transfusion. According to the Indiana Blood Center, people can require as much as 200 units of blood, so being able to donate is truly a lifesaving effort. Please come out and help save a life! You may schedule your appointment at www.donorpoint.org.



SAVINGS

YOUR SOURCE FOR ENERGY BELONGS TO YOU

As a member-owned not-for-profit electric cooperative, we don't exist to make money from selling electricity, but to provide electricity at the lowest possible rate. That means you benefit from energy-saving programs like POWER MOVES. POWER MOVES is one more way we're working to serve our community. It's here to give you the information you need about the best ways to save. Because saving money at home, work, and school means big-picture savings—of money, of energy, and even of natural resources. Visit www.powermoves.com to learn more!



THE TRUE MYTH-BUSTING GUIDE TO GEOTHERMAL

A geothermal system will ruin your yard, jinx your plumbing and steal your soul. Maybe you haven't heard misinformation quite that extreme, but we do hear from electric cooperative members, just like you, who are concerned about geothermal heating and cooling systems in ways they just don't need to be. We're enamored of these systems. And why wouldn't we be? They are simply the most efficient systems you can get for heating and cooling your home by a factor of about four, and that's no myth! Geothermal systems are four times as efficient as a standard gas furnace. That's why we are running through some of the common misconceptions about geothermal and getting the word out on these powerhouse systems, which utilize the steady temperatures of the earth to keep your home comfortable. **Myth:** You need a lot of yard to be able to install a geothermal system. **Fact:** Very few yards are too small for a geothermal system. Although, traditionally, the pipes

that move the heat in and out of your home were buried in long, horizontal rows, some systems can be installed to run vertically, deeper into the ground. This means you need just a few feet to accommodate them. **Myth:** Geothermal is an effective way to heat but not cool. **Fact:** With just one system, you can effectively heat and cool your house. Homeowners who live in very old areas, however, do sometimes choose to have a backup heating system because it means they can install a smaller loop system underground. **Myth:** Geothermal systems cost a fortune. **Fact:** Installing a geothermal system costs more than replacing or installing a standard gas furnace and an air conditioner. However, the much lower operating costs of the system (and the Power Moves rebates and federal tax credits you receive) make the upgrade worth the expense. You can count on spending about 30 percent less per month than you would with a natural gas furnace and 60 percent less than that with propane heat.

Essentially, if you're going to be in your house for more than five years or more, you're going to see a cost savings overall for installing geothermal. **Myth:** Geothermal heat pumps are noisy. **Fact:** One of the great things about geothermal is that it eradicates the outside air conditioning condenser unit on the patio. And the indoor heat exchanger is super quiet. **Myth:** Geothermal systems are "pie in the sky" technology that can't be relied upon and aren't feasible for anyone. **Fact:** We'd love to tell you more about geothermal, which is a highly achievable upgrade that will operate with very little maintenance in your home for generations – saving you and your family big money throughout. Call NineStar today and ask for Darrin Couch, our energy adviser. He will provide you all the facts you need to know about installing a geothermal system in your home as well as tell you about the rebates available through the Power Moves programs.

COMMUNITY

LEADERSHIP HANCOCK COUNTY

A new class has gathered for Leadership Hancock County, and along with this year's class, two NineStar Connect employees are on the roster. Jason Warwick, Outside Plant Superintendent, and Alan Martin, Network Operations Team Lead, are part of this 2014-15 Leadership class. Leadership Hancock County is headquartered in Greenfield, Ind. Their mission is "to develop capable and motivated leaders



to assume an active role in the growth, management and success of our communities." After a two-day retreat in September, the group meets once a month to learn and comprehend the history, government, agriculture and business, among other things, within Hancock County. Eventually, the class will be sep-

arated in groups and given a project to make their own. As a group, they will research, collaborate and then present their message/solution to the rest of the class, along with family and friends, on graduation day in May 2015. Jason Warwick stated, "Although I have lived in Hancock County for quite a few years, I am not originally from here; so, I am looking forward to learning more about the history of Hancock County and working with our group over the next several months." Among those comments, Alan Martin shared, "I am looking forward to learning more about Hancock County and bettering the community we serve." NineStar wishes both Alan and Jason success in the class this year.



NINESTAR PARTICIPATES IN ANNUAL SPELLING BEE

A team made of NineStar Connect employees recently participated in the 26th Annual Hancock County Adult Literacy Coalition Spelling Bee. The event, held at the Hancock County Public Library, is a fundraising opportunity that provides funding for the coalition's activities throughout the year. In all, 12 teams participated with the eventual champion being team Eli Lilly. Team NineStar made it to the fourth round before bowing out on the word COGNOMEN. Employees who comprised Team NineStar included; Monica Sexton, Jarrod Beeson, George Plisinski and David Spencer. This year the annual spelling bee

had a profit of \$1,098.71. The money from the bee is used to fund the Peg Strickland Scholarship for a student who has graduated from the Learning Center and is pursuing a post-secondary school education. Thanks to the efforts of the center, 57 students received their GED during the 2013-14 school year.

FROM THE PRESIDENT

FOSTERING THE CULTURE OF GIVING BACK TO OUR COMMUNITIES

I had the distinct pleasure of being able to attend the Riley Festival's Mayor's Breakfast on the first Saturday in October. The Riley Festival has grown so much over my lifetime that the breakfast represents a brief moment during the festival's hectic four days that local leaders and citizens can briefly come together to celebrate the legacy that the Hoosier Poet left his hometown. Mayor Chuck Fewell, Judy Swift from Greenfield Banking and others were so gracious to thank NineStar for being the corporate sponsor of the breakfast that it got me to thinking about NineStar's place in the

communities it serves and more importantly the legacy that our cooperative and its employees are leaving. To be sure, it's always easy to support things in your home community. NineStar often supports local causes when many larger companies who also provide goods and services in our community do not. After all, whether you are a large, multi-national corporation or a small local cooperative, money is finite and can only go so far.

Personally, I like to think it's more than just dollars. It is the nature of the support that NineStar offers to many of our local causes that differentiates our cooperative. For decades, NineStar and its predecessor coops have fostered a culture within our company of giving back to the communities we serve. Many of our employees volunteer with local service organizations, serve on local boards and civic groups, participate in various charity walks/runs and volunteer time with



local youth activities – all on their own time. The NineStar employees continually make me proud of how they freely give their personal time to make their communities a better place to live. The cooperative and its employees giving back to the community is simply a part of our company's culture – an important part of what I like to refer to as the NineStar Way. That's why this year we are initiating our Cooperative Service Day, where NineStar can set aside a day for its employees to give service to the communities that are so gracious to support our com-

pany. The service projects were selected by a committee of our employees and range from building a handicap ramp at Shirley's Octagon House to building and installing bird houses for the Pennsy Trail, and from painting a ceiling at the Kenneth Butler Soup Kitchen to installing swings at Nameless Creek Youth Camp. Our hope is that in the coming years, other companies in the community and their employees will join us in a single day of community service – a day where collectively and cooperatively, we can all make a difference. And wouldn't that be a great legacy for all of us?

LEARN MORE ABOUT SMARTHUB PAYMENT/VIDEO

It has been a few months now since we introduced our new SmartHub payment process for all Electric customers. This enhanced feature includes easy bill payments, billing history, outages in the service area, a way to report outages, check and compare usage from the previous year to the current year and much more! Just by a couple of clicks of the mouse, you can see all the basics about your electric bill and usage that will help with energy efficiency and, in return, save you money. For customers who have used this feature, we have heard nothing but positive comments. For those who are interested in using SmartHub, there is a quick tutorial video on our website that may help with any questions you may have; it tells about all the features SmartHub provides. Simply go to ninestar-connect.com, click on "My Account" and click on "View & Pay Your Bill Online". The video is located in the lower right corner. We want you to get the most information possible about your electric service and in return, make things easier for you in the process. If you experience any difficulties with using SmartHub or have additional questions, please call one of our friendly Customer Service Representatives to assist you at 317-326-3131.

HOLIDAY COOKING SEMINAR WITH CHEF – NOV. 1

The Holiday Cooking Seminar featuring Skyline Club Executive Chef, Scott Reifenberger will be at NineStar's South Campus, November 1st with registration starting at 8:00 – 8:30 AM. Chef Reifenberger graduated from the Culinary Institute of America in Hyde Park, NY. He spent five years in Florida and four years in California and his cooking is influenced by both coasts. Food Samplings & Refreshments are on the agenda! Along with Special Give-Aways! Seating will be limited so please make sure you RSVP today by calling 317.323.FOOD (3663) or emailing mbrservices@ninestar-connect.com. Hope to see you there!



TECH

INSTANT UPDATES ON FACEBOOK, TWITTER

Power out? No internet or TV? Check NineStar's Facebook or Twitter page! 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.



ANNUAL EVENT



COMPANY PICNIC FUN, FOOD AND FESTIVITIES!

On Sept. 6, NineStar Connect held a company picnic for employees and their families that included a meal, games, shirts and door prizes. The picnic took place at Cornerstone Campgrounds in New Castle, Ind. With the rain holding off, lots of entertainment was enjoyed by all who participated and watched the games. Classic games such as the three-legged race, the sack race, baseball bat relay and watermelon toss were on the agenda. Serious perseverance and several laughs took place as the competitiveness shined through for those who were on a mission to win that first place medal and of course, bragging rights! With four NineStar locations, it can be difficult for the employees to know everyone or put a face to a name, so it was a nice time for the



employees to connect. It seemed like everyone really enjoyed the day. CEO and President Mike Burrow commented: "The entire gathering exceeded my greatest expectations, and I thoroughly enjoyed myself."

LOCAL PROGRAM

OPERATION ROUND-UP

The quarterly meeting of NineStar Connect's Operation Round Up took place Aug. 7, 2014 at the company's headquarters. Some of the organizations that benefited from the ORU fund this quarter were:

HANCOCK COUNTY 911 FOR KIDS
Hancock County 911 for kids was generated by the Hancock County Emergency Operations Center. This group plans programs for daycare centers, schools, etc. Its purpose is to teach children about the importance of 911 and how and when to dial to get help.

NEIGHBORHOODS AGAINST SUBSTANCE ABUSE (NASA)
NASA manages the distribution of the Local Drug Free Community Fund money. The fund supports three main categories through various grants: Prevention/education, treatment/intervention and justice/law enforcement. NASA has a board of directors, coalition members, youth council, an executive director and several organizations that are community partners. Their coalition has many responsibilities and activities within our community.

PENDLETON AMBULANCE
Pendleton Fire and Ambulance provides Advanced Life Support Ambulance (ALS) services to the community of Pendleton and neighboring areas. This service is provided 24 hours per day, seven days per week, 365 days per year. Their paramedics and EMT crews undergo vigorous training and education to be able to serve their community.

THE LANDING
The Landing is a non-profit, faith-based organization supported by church, organizations, businesses and donations, as well as special events and promotions. Its vision is "to provide compassionate care and education to women and families in the life issues of sexual

ity, marriage and the family through life choices counseling, testing for pregnancy and sexually transmitted disease, counseling to promote healing from the consequences of choices made in the past, equipping individuals to establish rewarding and uplifting relationships, and mentoring for personal and spiritual growth."

SIRENS OF SAFETY
Katherine Floyd, member of Girl Scout Troop 636, is helping raise funds for the installation of a tornado siren in Green Township. Currently, there is not a tornado siren in Green Township and the federal government would not assist as it's in close proximity to Greenfield and Anderson. With schools such as Eden Elementary and Maxwell Middle School and a large business as Irving Materials, there is a need for one to keep the community safe from disastrous storms.



HANCOCK COUNTY 911 FOR KIDS



NEIGHBORHOODS AGAINST SUBSTANCE ABUSE (NASA)



PENDLETON AMBULANCE



THE LANDING



SIRENS OF SAFETY



Your Electric Bill Has A New Look.

At NineStar Connect we are always working hard to bring you the best possible customer service. Adopting a new billing format is one example of our effort to improve our service. The monthly bill enclosed with this notice now provides you with more information in an easy-to-read format.

You Can Now Go Paperless.

When you sign up for online bill pay via our new SmartHub option you can now elect to not receive paper bills. Simply login to <https://ninstarelectric.smarthub.coop> to sign up today.

1. Important messages from NineStar will be displayed in the Important Information section.

- 2.** The Activity Since Last Bill section displays previous account activity.

- 3.** This section of your bill displays information that is specific to your service location, including the readings from your meter, current usage amounts as well as the account rate class description.

- 4.** The Current Bill Information section lists the new charges for the period being billed, including energy, facilities, and taxes.

- 5.** The Energy Usage History section displays a graphical comparison of your electric usage by month for the past year.

- 6.** This section displays information about paying your bill, including the amount due and the due date.

7/10/14

IMPORTANT INFORMATION

NineStar
CONNECT

2243 E. Main Street
Greenfield, IN 46140

Phone #: (317) 452-4417 or (800) 358-9566

Website: www.ninestarconnect.com

24 HOUR EMERGENCY
OR POWER OUTAGE: 1-866-335-1270

676 E. AV. 0.378
JOHN SMITH
9999 W MAIN ST
GREENFIELD IN 46140-9999

5 676
C-2 P-2

3

Bill Date 07/10/2014

Page 1 of 1

Account Number	Rate Class		Service Location	
999999999	RESIDENTIAL SERVICE		9999 W MAIN	
Meter Number	Previous Reading	Present Reading	Meter Multiplier	kWh
99999999	9122	10661	1.0	1559
Activity Since Last Bill			Current Bill Information	

2

PREVIOUS BALANCE	\$166.00	BALANCE FORWARD	\$0.00
PAYMENT 06/25/2014 - THANK YOU	166.00 CR	ENERGY CHARGE 1,559 kWh x 0.10275	160.19
LATE CHARGE	0.00	DISTRIBUTION FACILITIES CHARGE	35.08
OTHER ADJUSTMENTS	0.00	STATE SALES TAX	13.67
BALANCE PRIOR TO BILLING	\$0.00	VOLUNTARY ROUNDUP	0.06

TOTAL CURRENT CHARGES \$209.00

5

4

Reading Date From	Reading Date To	Date of Bill		
06/01/2014	07/09/2014	07/10/2014		
Account Number	Reading	Rate Class	Reading	Rate Class
999999999	9122	RES	10661	RES
999999999	9122	RES	10661	RES
999999999	9122	RES	10661	RES
999999999	9122	RES	10661	RES
999999999	9122	RES	10661	RES
Avg Cost Per Day \$6.51				

Return this Portion With Your Payment

6

NineStar
CONNECT

Account Number	999999999
Account Name	JOHN SMITH
Service Address	9999 W MAIN

Cycle	Rate	Bill Type
1	RES	REGULAR
Amount Due		\$209.00
Due By		07/26/2014

NINESTAR CONNECT
2243 EAST MAIN STREET
GREENFIELD IN 46140-8135

999999990002000219450002050

ANNOUNCEMENT

BURL NEAL TO RETIRE

After more than 44 years in the telephone industry, Burl Neal will be retiring at the end of October. Neal started at then Hancock Telecom 10 years ago and came from Ameritech SBC. In his 10 years with the company, he has worked in the switching department, specializing in taking care of service tickets. This includes telephone services.



"Burl has been an invaluable member of the NineStar team for over 10 years. His breadth and depth of knowledge in the industry will not be easy to replace," said Jarrod Beeson, Burl's supervisor. "I wish him well and hope he has a long, happy retirement."

Burl has been married to his wife, Vicky, for 41 years and they have four adult children and two granddaughters. Burl's post retirement plans include work around the house and travel. He and his wife hope to make it to Jerusalem in the near future.

S U D O K U

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