SEPTEMBER-OCTOBER 2015

NineStarconnection

CONSIDERING GEOTHERMAL?

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A GREAT 'GIG'

NINESTAR EARNS NATIONAL HONOR FOR RURAL EFFORTS

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

"Brandon was ver GOOD AND GOT OUR **COMPUTERS GOING** AGAIN...GREATLY APPRECIATED HIS HELP HE WAS VERY COURTEOUS. HE IS / Wonderfill Employee FOR NINESTAR. I WAS **OUITE IMPRESSED** THANK YOU

-SUSIE S

STORY IDEA?

Contact **David Spencer** at dspencer@ninestarconnect.com

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Learn why NineStar was nan	ned a Certified
Gig-Capable Provider by the NTCA – The Rural Broadband Association.	

GET TO KNOW YOUR CO-OP PAGE 6 Did you know NineStar is also a member of another cooperative? Learn more inside

STUDENTS PRODUCE TV SHOWS PAGE 8 Local high school students can now claim they produced a television show that was actually broadcast on television.

PAGE 12 "ROAM" WITH SHELBY WRIGHT Starting this Fall look for a new show on Channel 9, NineStar TV featuring this year's Hancock County 4-H Fair Queen, Shelby Wright

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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FUN AT THE

FUNDRAISER

Ninestar

Connect and

The Boys and

Girls Clubs

of Hancock

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the checkered

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"Racing for our

Kids Future."

NINESTAR NEWS

NINESTAR COOPERATIVE **SERVICE DAY SET FOR OCT. 9**

nce again NineStar Connect and many of its employees will be out in force in our community working on several important projects. On October 9th, as part of the Indiana Electric Cooperative's Statewide Day of Service, NineStar will help several non-profits with projects they otherwise wouldn't be able to complete. More information on how the day went will be shared in the November/ December edition of the NineStar

Connection.

Below is a list of organizations and projects the NineStar team will be tackling on October 9th.

Kids Play, Inc.: Paint room in basement of Memorial Building (used as a rehearsal space)

Hancock County 4-H Ag Association: Cut down dead trees/tree limbs around fairgrounds property

Good Shepherd Community: Assist with a cookout for residents (serve and play games with residents)

Town of McCordsville: Beautify McCordsville sign at north gateway into town (plants, mulch and top soil)

Regreening Greenfield/Parks Department: Weed and mulch trees along Pennsy Trail

Hancock County Arts Council: Build a privacy wall around air units/trash receptacles; build and place seating benches and flower boxes.

Hancock County Senior Services: Assist an elderly couple with yard maintenance.

LINK (Leaders in Navigating Knowledge): Create a database for the organization

NineStar Connection

EDITOR David Spencer

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ineStar Connect knows how important it is to stay on the cutting edge of innovation and after years of working to lay fiber optic cable throughout its service area to bring reliable, ultra high speed Internet to its residential and business customers, the co-op has been recognized for its efforts. On Aug. 26, NineStar was named a Certified Gig-Capable Provider by the NTCA – The Rural Broadband Association based in Arlington, VA.

WRITTEN BY

JULIE

YOUNG tion so it's very exciting," said Ross Ferson. chief technology officer for NineStar Connect. "NineStar has been a member of the NTCA since 1961 and we are very proud of our association with them." The NTCA is an organization that represents nearly 900 independent, community-based telecommunications companies who are leading innovation in rural and small-town America. The association advocates on behalf of its membership in the legislative and regulatory arenas, provides training and professional development, publications and special events. In an era of exploding technology, deregulation and marketplace competition, NTCA members are leading the IP evolution for rural consumers, delivering technologies that make rural communities vibrant places in which to live and do business. As a result of these efforts, smaller communities have become fertile ground for economic development and commerce, education, health care, government services, security and smart energy use. According to the NTCA, this certification is part of a national program that highlights those independent telecommunications providers that deliver gigabit broadband speeds. NineStar is the only firm from Indiana to be certified and it joins Wilkes Communications (Wilkesboro, N.C.), Polar Communications (Park River, N.D.), SkyLine Membership Corporation (West Jefferson, N.C.), Omnitel Communications (Nora Springs, Iowa). Premier Communications

"We are one of nine telecom providers in this inaugural group to be given this designa(Sioux Center, Iowa), Peoples **Rural Telephone** Cooperative (McKee, Ky.), West Wisconsin Telcom Cooperative

(Downsville, Wis.) and Dickey Rural Networks (Ellendale, N.D.) in this initial group. All of these companies have created communications networks that can deliver speeds that are 100 times faster than what is currently available in many US households. In addition to the nominal distinction, these providers have also been given the tools they need to promote themselves as Certified Gig-Capable Providers in the areas that they serve. They will also be recognized throughout NTCA media, on the association's website as well as during conferences and special events including the NTCA 2015 conference in Boston, MA., which will happen later on this fall.

NTCA chief executive officer Shirley Bloomfield said she applauds the recognized companies for delivering the fastest Internet speeds available to their customers despite their unique circumstances and geographical challenges.

"By building a gigabit-capable network, these companies have not only overcome these challenges, but also shattered conventional benchmarks for broadband speed to enable cutting-edge technologies that drive innovation and promote economic development in their communities, regions and nationwide." she said.

The road to certification was not an easy one. In order to achieve this designation, providers had to fill out an application outlining what prompted them to "go gig" and how that decision impacted

their service area. NineStar's application highlighted their desire to offer their rural membership access to large bandwidth capability at an affordable rate. They know how difficult it is for rural populations to compete with denser communities but by making an investment in Fiber to Home technology they could level the playing field throughout their service area and offer their members the same kind of advanced communications services enjoyed by those living in urban and suburban areas.

The cooperative also had to prove via third party verification that gigabit technology is commercially available within 95 percent of one or more exchanges within their service territory and that the service is provided without new trenching or stringing new area facilities.

"That third party verification was extremely important to the certification process," Ferson said. "We used Yates Engineering Services out of Bloomington to attest our compliance on this standard. Ninestar is not only meeting the 95 percent requirement in our service areas, we are in fact at 100 percent."

NineStar Connect's President and CEO Michael R. Burrow said this designation is a fitting recognition for the work the company has done in recent years to bring reliable and ultra-high speed Internet to residential and business customers in Hancock, Henry, Favette, Shelby, Rush, Johnson, Madison and Hamilton counties.

"This distinction highlights the work we have been pursuing since NineStar Connect was formed in 2011 with the merger of Hancock Telecom and Central Indiana Power to give our customers world class service and services," Burrow said of NineStar Connect's 100 Gigabit service that grew out of the fiber optic network started in 2003. "The speed in which our customers can access and communicate with the world as whole cannot be surpassed, and we are proud to provide these options to all our customers whether they are looking to stream television shows, stay ahead of international markets or transmit data with the rest of their company."

IN ACTION

CONSIDERING **GEOTHERMAL**? FEDERAL TAX CREDITS END SOON!

hat's black and white and saves you 30 percent on a geothermal heat pump? The 2005 Energy Policy Act. That piece of legislation put into effect a federal tax credit for residential energy-efficiency upgrades like solar-water heating systems, fuel cells and wind-energy systems. In 2008, it was updated to include geothermal heating and cooling systems. And at the end of 2016, it disappears.

We tell you all this, of course, so that you'll take advantage of the 30 percent off the unit cost tax credit while you still can. We can sweeten the deal even further, of course, with some pretty sweet rebates through the POWER MOVES program. Get an additional \$1,500 when you upgrade to a geothermal system.

If you've considered a geothermal heating and cooling system, you're probably already in the know about what makes them great. Perhaps you just need a deadline to make your move. You now have one, and its Dec. 31, 2016. Your system needs to have been installed by that date to earn the tax credit. Here are some more important points about the credit

 There is no maximum credit for systems installed after 2008.

• The geothermal heat pump must meet federal ENERGY STAR criteria.

• The home served by the system does not have to be the taxpayer's principal residence.

A geothermal system is four times as efficient as a standard gas furnace and enables you to heat and cool your home with one system that requires minimal maintenance and uses a lot less energy – as much as \$200 less per year. A geothermal heat pump works with your present ductwork and can be installed in almost any yard. But we can't argue that it is a rather big undertaking, which is why you should start now. As the tax credit expiration date nears, contractors may get booked. Planning ahead will ensure you meet the tax credit deadline, saving you big bucks on your project.

Please keep the Dec. 31, 2016, deadline in mind as you consider the pros and cons of geothermal. If you have additional questions, please contact NineStar's Energy Advisor, Darrin Couch at 317-326-3131 or dcouch@ninestarconnect.com



GET TO KNOW YOUR WABASH VALLEY POWER ASSOCIATION

ctober is national Cooperative Month. Because you're reading the NineStar Connection, you probably realize you are a member of a cooperative. But did you know your electric cooperative is also a member of another cooperative? NineStar is a member of Wabash Valley Power Association (WVPA), a generation and transmission electric cooperative made up of twenty three electric co-ops across Indiana, Illinois and Missouri. So just like NineStar Connect is member owned, Wabash Valley Power Association is member owned too. They generate and transmit the electricity that NineStar distributes to you.

Being member owned means there is no US without ALL OF US. Every Wabash Valley Power member co-op, every home and business, school and farm. Every life we ultimately power is who we are. We came to be so that electricity itself could become a reality for people on the outskirts. And we've learned to use creative strategies and a spirit of informed innovation to do that iob better than ever.

Wabash Valley Power Association isn't the face of electricity for you as a homeowner



or business owner. That honor belongs to NineStar, which brings what WVPA does home. The men and women who are in their communities alongside member owners, solving problems, facilitating lives and busi-

nesses, being neighborly. Being a member of NineStar Connect, vou've probably talked to us and may even know our President & CEO Mike Burrow. That doesn't happen at other utilities. Wabash Valley Power

shares the cooperative spirit with NineStar, Existing not to enrich the bank accounts of outside investors but to give back to its members. To keep reliable and affordable electricity at the heart of our mission. That means finding ways to balance demand for electricity with costs, and it means helping you make informed decisions about how you use electricity. When vou save electricity, everyone saves, because we can subtract the kilowatt-hours we don't need from our overall supply plan. Collectively, the energy savings add up and delay or eliminate the

Association

plants One of the ways we keep costs lower is through Power Moves, our energy efficiency program. Nearly 40.000 co-op members have earned incentives or rebates through our Power Moves programs by making their homes or

business more energy efficient. As a result we've saved more than \$5 million in power supply costs, keeping everyone's costs lower. And, for members who have made energy efficient changes, lowered use equals money in the bank. To learn more about rebates and incentives for which you may be eligible, visit PowerMoves.com or call NineStar's Energy Advisor Darrin Couch at 317-326-3131. Wabash Valley Power Association also works with NineStar Connect to help you save and thrive by helping businesses secure grants and energy efficiency and renewable resources through the Rural Energy for America Program (REAP) and our business new construction program helps new and existing retail members build more efficiently by working hand in hand with you as you make design choices. We developed commercial rates that help attract new business and jobs to our region, encouraging existing businesses to grow, and provide economic security that strengthens communities.

Being a cooperative and an association means being responsive to member needs. We're all in this together.

COMMUNITY SOLAR SEMINAR

ark your calendar for Saturday, Nov. 21 for the upcoming Community Solar Seminar. Learn about NineStar's distributed generation process, as well as, how you can participate in your cooperative's community solar program.

The meeting will be held at the McCordsville Town Hall located at 6280 W. 800 North in McCordsville, with registration starting at 8 a.m. and the meeting beginning at 8:30 a.m. Donuts and coffee will be served along with door prizes and special give-aways.

Seating will be limited so please RSVP by Friday, Nov. 20 to 317-323-3663 or email Brad Henderson at bhenderson@ninestarconnect.com.



CORRECTION: In July's issue of the NineStar Connection under the article "NineStar Launches Community Solar", it stated "NineStar Connect has ventured into the solar energy industry with the installation of a \$3.4 million kWh solar array in Brown Township." The 3.4 million was a kWh figure not a dollar amount (\$).

LOCAL CO-OP EARNS BIG HONOR



a Smart Rural Community Association recognizes companies that

NINESTAR CONNECT RECOGNIZED AS COMMUNITY INNOVATOR BY NATIONAL RURAL BROADBAND ASSOCIATION

reenfield-based utility Cooperative NineStar Connect has been named Showcase Award winner by NTCA-The Rural Broadband

This week's awards to 12 NTCA members, including NineStar Connect, at the Association's annual Fall Conference in Boston embody Smart Rural Community principles to promote rural broadband networks and their broadband-enabled applications that communities can leverage to foster innovative economic development. commerce, education, health care, government services, public safety, security and more efficient energy distribution and use. In addition to NTCA's Smart Rural Community initiative to highlight efforts that make rural communities vibrant places in which to live and do business, last month the NTCA also recognized NineStar Connect as an inaugural member of a group of nine telecom providers named Certified Gig-Capable Providers.

"For NineStar Connect to receive this type of recognition twice in a month from NTCA shows

NineStar Connect's commitment to our customers and communities to bring truly state of the art services to Central Indiana. That combined with the partnership role we play with the cities and counties we serve make the region stronger in competing for jobs and economic opportunities," NineStar Connect's President and CEO Michael R. Burrow said after receiving the award at the Sheraton Boston Hotel. In addition to the recognition from NTCA, Federal **Communications Commission** Chairman Tom Wheeler lauded NineStar Connect and its cohorts offering Gigabit speeds to its

customers around the country. a download and upload rate that isn't readily available from the nation's largest Internet providers in urban areas and even rarer in rural zones.



"I'm particularly pleased to see that NTCA has created a program to highlight independent providers delivering gigabit broadband speeds, and is recognizing many of these companies at this week's conference,

companies like NineStar Connect in Greenfield, Indiana, Polar Communications in Park River, North Dakota and Premier Communications in Sioux Center, Iowa to name a few. We all know, however, that there are plenty of areas where local demand by itself will not support the deployment of robust, modern, worldclass communications networks." Chairman Wheeler stated during his speech to the conference.



Network Administrator Team Lead Jeff Summers and CTO Ross Ferson are pictured here along with a volunteer that helped draw names for the winners at the NineStar Nerd Night that was held on Sept. 29. For his help, he was given a NineStar Nerd T-shirt.

NINESTAR HOSTS NERDS NIGHT

ineStar Connect's IT team held a NineStar Nerds Night at NineStar's South Campus on the evening of Tuesday, Sept. 29. The Nerds Night at NineStar's South Campus on the Internet, How to Upgrade to Windows 10, FaceBook 101 and Extending the Life of your PC

NineStar's Chief Technology Officer, Ross Ferson commented on the night, "A big thank you to those that came. I thought it was a great turn out and everyone seemed really appreciative of the information that was given to them. In the following months, we plan to have another Nerd night in McCordsville where we can house more people. More information on the date and time for that will be communicated closer to the event."

There were also several winners of the night that included a Nerd's 3-Hour Home Visit, Free 30-Minute Diagnosis here at NineStar and a Dell Windows Tablet. With dinner catered by Subway and a full crowd in attendance, the NineStar Nerds have got you covered!





MVHS STUDENTS PRODUCE TV SHOWS BROADCAST ON NINESTAR'S CH. 9

ake Two! How many high school students can claim they produced a television show that was actually broadcast on television? Immersing and engaging students into real-life opportunities fits right into Mt. Vernon Schools' goals: to provide academic excellence that prepares students to be successful in their future. Mt. Vernon High School (MVHS) students involved in MVTV have produced the first 30-minute television show called "Inside MV". The show

will be aired on NineStar's Channel 9 on Wednesday at 7 p.m., Saturday and Sunday at 9:30 a.m., and frequently rerun at Channel 9's discretion. The show is also linked on MVTV Live's YouTube Channel, and viewers can get there from Mt. Vernon School District's YouTube Channel.

THE CONTENT

The September show consists of several intriguing interviews with Mt. Vernon's students and staff showcasing a variety

of talents and leadership. Dr. Shane Robbins, Superintendent for Mt. Vernon. shares his history and educational experience while discussing recent accomplishments such as the 1:1 Computer Device Initiative, providing Professional Learning Communities for the teachers through Delayed Start Wednesdays and landscaping improvements.

Other interviews in the September "Inside MV" show include: Fortville Elementary School Math T-Race Winner and Spelling Bee champion Joseph Wilson, MVHS Student Government President Emily Fleming, and a national three event water skier competitor at MVHS. Blake Miller. Miller explained the different water ski events and what influenced his dedication to the sport.

The original segment also included two musicians who sang and played the guitar: Freshman Ethan Lewis and MVHS's World Language Teacher, Patricia Laughlin, sang in Spanish. Due to copyright issues with the songs. those two segments in the televised version were replaced with cooking segments.

THE PROCESS

The process was quite lengthy for the MVTV production team to complete the 30-minute show. The group originally decided they wanted to feature talents or specific leadership roles of K-12 students and staff. They also decided they will film at different locations each month: October's show is planned to be taped at McCordsville Elementary School. Several types of shows were considered but the team decided on an entertaining talk show format. After the interviewees were chosen, the team designed the set and captured test shots around the school with varying lighting projections.

After scheduling the shoot with the interviewees, the production crew next planned their schedules for three camera operators, an audio operator and the host. The production

crew juggled their regular school schedule on the filming day as well Each student's assigned roles are most often in the area of production that appeals to them: camera, editing, sound board, etc.

Editing is one of the most important behind-the-scenes duties. Students created the title sequence for "Inside MV", filmed footage of each school with additional "B-Roll" footage, found royalty-free music, and then edited the film using footage from each camera angle providing a dynamic end result. The brains behind the production include the following students: Xander Reid - Host, Nicole Johnson - Audio Engineer, Luke Duckworth -Audio Engineer, Ethan Sparks -Camera, Dylan Finke - Camera, Matt Wheeler - Camera, Jarret Whitehouse - Set Construction, Shawn Kemp - Videographer, and Donavyn Bolding - Editing.

THE SPORTS SHOW

In addition to the "Inside MV" show, the group has also been busy editing their "Marauder Montage" television show that features Mt. Vernon sports. This show will also be sent to NineStar to air during September, and uploaded on MVTV Live's YouTube Channel as well. It is currently scheduled to air Saturday and Sunday at noon.

NineStar previously produced a county high school sports show in Greenfield with the county's four high school athletic directors. It wasn't long before NineStar suggested MVTV produce its own Marauder sports show to be aired on Fridays. This prompted last week's successful "Pre-game Football Sportscast" in front of Marauder Stadium.

What does it mean to students to have this opportunity? Shaver states, "The biggest thing is exposure, not just for Mt. Vernon Schools, but it raises the bar for our students because they know they are producing something that will actually be seen by many people. The students have to come to the table with higher

expectations. They are now being provided with an exciting real world experience. We are grateful to NineStar for their support and providing our students with this valuable student resume-building experience." MVTV team member Xander Reid, Grade 12, states, "Being the host of Inside MV has been a very fun learning experience for me. I plan on going to college to try to become a news anchor and this is a more than perfect way for me to test it and become better at it "

NINESTAR'S INVOLVEMENT

NineStar began a discussion with Technology Education Teacher, Tom Shaver, and administrators last year after seeing MVHS's first-class television studio on the Mt. Vernon website. NineStar's goal is to provide fresh, new content relative on the community's interests with the intent to increase their viewership on Channel 9. Liz Rusche, Producer for NineStar, states, "We have seen a large number of new viewers in the McCordsville and Mt. Vernon School District area, and we encourage viewers to tune in to the school programming. Our partnership with Mt. Vernon is a win-win situation because we are able to provide local programming for the viewers while giving students the opportunity to get resumebuilding experience.' NineStar is looking into a possible partnership with Mt. Vernon students for the upcoming winter and spring sports. They cover 20-30 school basketball games and 10-15 baseball games so students' involvement in the production is beneficial for all parties. NineStar is also sponsoring a film contest for students in grades 6-12. Students can

submit 15-30 minutes of original, creative show content by Monday, February 29, 2016 to NineStar A scholarshin at random will be selected at the "Student Awards Show Dinner" called "NineStar Neddies." Additional prizes will be awarded in each show

category.



BOYS & GIRLS CLUBS FUNDRAISER

he Boys and Girls Clubs of Hancock County took the checkered flag at the New Castle

Motorsports Park last month for a go-kart competition titled "Racing for our Kids Future." Several local businesses took part, including NineStar Connect, to compete and help raise money for the organization during the minicorporate challenge.

The event, in conjunction with the Boys and Girls Clubs of Hancock County raised \$10,500 from the benefit. NineStar Connect was joined with other businesses including Greenfield Banking Co., Kemper CPA, Dellen Automotive Family, Inskeep Ford, Dave Sego Builders, Dr. Pepper, Farm Bureau Insurance, Service Master, Ro's Bar and Grill, Miller Eads Electric, Brand and Morelock, Team Apple, Gray Auto and the Greenfield Daily Reporter.

Ninestar's team consisted of three members. Alan Martin, Jamie Bell and Jeff Pruitt. Team Dr. Pepper was crowned the Grand

Champion with a 78-lap time of 1 hour, 30 minutes and 32.058 seconds. The team captured the Dismore Traveling Trophy, which will be displayed in their business for an entire year. Miller-Eads Electric was runner-up at 1:31:13.043. Team Racing for Kids was third.

FROM THE PRESIDENT

WHY YOU SHOULDN'T CARE ABOUT A COMPANY'S REPUTATION

ately, I've been telling our 115 employees, that we are no longer worrying about NineStar's reputation. That's a pretty bold statement coming from the president of the company, so perhaps an explanation is in order. Over the last 30+ years, all of us believed that Bill Cosby's reputation was second to none. He was a comedian who kept his jokes and language clean when others chose to do the opposite. He had a Ph.D. in Education, was a philanthropist who was often quoted telling minority kids how to be responsible and holding them accountable for their actions. How quickly our perceptions have changed as we have seemingly learned more about Mr. Cosby's darker side. If only one of the allegations leveled against the comedian is true, it teaches us that even the most stellar reputation can never make up for a flawed character.

Thus, a reputation is merely an illusion of others' perception of you. It is not a true measure of someone's actual consequence in the community. Instead, the more accurate measure is that of one's character. Reputation is by its very nature an

outward and subjective exercise, whereas attention to character is inward and objective. Admittedly, NineStar does eniov a good reputation as a

corporate citizen within our community. However, our board of directors has set forth six principles that define our corporate character and literally guides

PRESIDENT & CEO



BURROW

everything that we do. Those are: People; Member/Customer; Community; Service/

Product Reliability; Financial Stability; and Growth. By following these six simple principles, some pretty remarkable things have quietly occurred over the nearly five

years since we became NineStar Connect. Our cooperative has invested over \$44 million in new infrastructure which includes 14,000 smart meters, over 23

miles of new electric distribution facilities and almost 400 miles of fiber optic cable. Significantly, NineStar has added to our community's overall tax base because it has not asked for any tax abatement for this added investment.

As a result of this substantial investment, we have been able to increase the number of our fiber-connected subscribers over 268% and increase the number of broadband subscribers by 160%. Even more telling is that the amount of our collective subscribed bandwidth has increased by a whopping 637%.

What makes this story even more remarkable is that NineStar has accomplished all of this growth and investment while simultaneously reducing our long term debt by \$6.6 million and returning over \$1.6 million to our members in retired capital credits.

Of course, all of this would not have been possible without our dedicated employees. These highly-trained individuals are committed to providing the best possible service for our members and customers every day. They appreciate that we are all human and don't always get it right but NineStar employees are always encouraged to make it right whenever we fall short.

So while other companies are pre-occupied with their reputations, we will stay focused on continually building and improving upon our corporate character. Our members and customers should expect nothing less com ing from a community-owned asset like NineStar Connect.

SMARTHUB LOGIN



O Click Here to Login or Create an Account.

SMARTHUB FEATURES

- Provides 24-hour access to account or accounts.
- Sends an email notification when a new bill is generated. The email includes a link for easy navigation to your billing information. You can use SmartHub to review account information and pay your electric and/or communications bill, or you may choose to pay in a different manner.
- · Allows you to pay electronically using a Visa, Mastercard, American Express or Discover card or an electronic check transaction.
- · Displays posting of payments in real time.
- Provides current and historical billing information and payment history.
- · Outlines usage in graphs.
- At this time the Electric Division only includes a free app for your smartphone or tablet. Download it by searching "SmartHub" on either the Apple Store or Android Market. Once the app is open, type in "NIneStar Connect" as the provider. The login information is the same for both the web and mobile app.
- · Allows you to enroll in Paperless Billing.
- · Lets those with multiple accounts pay with a single payment.
- Provides an easy way to report an outage. This feature works especially well for members with multiple accounts.

SMARTHUB - PAY NOW



Click Here to Pay Now

No registration is required. Just use your billing account number and your last name to pay your bill quickly and easily. Please note that Pay Now only allows you to pay your bill. Unlike the full SmartHub site, you cannot view your usage, report an outage or if you are a dual customer, view or pay both your Electric or Communication bills at the same time.

PAY BY PHONE	
	PAY-BY-PHONE & Call Toll-Free
ELECTRIC	1-855-386-9907

COMMUNICATIONS 1-855-386-9906

SMARTHUB NOW AVAILABLE FOR ALL CUSTOMERS

n martHub is NineStar **S** Connect's free online bill payment service for both Electric and Communications customers. You can now access both your electric and communication bills by one login username and password. Here are some of the

other benefits it provides: • Provides 24-hour access

to your account(s) Sends an email notification when a new bill is generated. • Allows you to pay electronically by using a Visa, Mastercard, American Express, Discover card or an electronic check transaction.

• Displays posting of payments in real time.

• Outlines usage in graphs.

• Allows you to enroll in Paperless Billing • Lets those with multiple accounts pay with a single

payment. • Provides an easy way to report an outage. There is also a

SmartHub Pay Now button for those of you that want to pay your bill quickly

and not have to register/ enter a username and password If needed, please feel free to give one of our Residential Service Consultants a call at 317-326-3131 to help you with set up. We hope you take advantage of this opportunity. It is convenience at your fingertips!

FRIENDS OF RECOVERY

LINK

MAXWELL INTERMEDIATE

NASA

adults.

SAFE AT HOME, INC.

SHIRLEY POLICE DEPARTMENT

It is their mission to enhance quality of life throughout the Town of Shirley by reducing crime through prevention and enforcement and therefore creating a sense of security in the community.

OPERATION ROUND-UP

he last quarterly meeting of NineStar Connect's Operation Round Up was held on August 6, 2015 at the company's headquarters. Here are some organizations that benefited from the ORU fund this past quarter:



FRIENDS OF RECOVERY

Every September is National Recovery Month to increase awareness and celebrate successes of those in recovery and to remember the ones that succumbed. Hancock County sponsored its first inaugural "Hancock County Recovery Walk, in Memory of Ashley Burton." The walk was held on Saturday, September 26th and included resource tables that were set up to give more information and awareness to the cause. This event was a collaboration between The Landing, Talitha Koum and Hancock County Probation.

HANCOCK COUNTY SEARCH DOGS

An all volunteer search and rescue K9 unit from Greenfield. They offer bloodhound dogs to law enforcement for free to help them locate and search for missing and abducted persons. A non-profit, 501c3 organization.

Leaders in Navigating Knowledge is a nonprofit organization that tailors services and programs to meet flexible needs and offer resources and assistance in college degree programs, life-long learning programs, career counseling and business programs.

Maxwell Intermediate School is a division of the Greenfield Central Community School Corporation. It provides its students with leading edge resources and technology to support the learning process.

Neighborhoods Against Substance Abuse exists as a community partnership that strives to develop healthy lifestyles through prevention, education, treatment and enforcement of substance abuse issues for youth and

Safe at Home, Inc. is a victim advocacy program that serves residents of Henry County that have been victims of sexual assault and domestic violence. They also provide education to the community.



HANCOCK COUNTY SEARCH DOGS



MAXWELL INTERMEDIATE



SAFE AT HOME, INC.



LINK



NASA



SHIRLEY POLICE DEPARTMENT

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PAPERLESS BILLING PAYS OFF: MONTHLY TABLET GIVEAWAY

A big CONGRATULATIONS to John Pickard (July's winner) and Marc Redick (August's winner) who each won a Samsung Galaxy Tablet for enrolling in Paperless Billing. You could be a winner too...sign up for Paperless Billing TODAY!

"ROAM" WITH Shelby Wright

S tarting this Fall look for a new show on Channel 9, NineStar TV. The show is simply titled "Roam" and features this year's Hancock County 4-H Fair Queen, Shelby Wright who hosts the show. Shelby will be on location highlighting the perks and extras that our area has to offer.



The first show was filmed at Highsmith

Guns and Kingen Gun Club. You may be scratching your head wondering how a queen and guns go together? Let's just say, don't let the pretty looks fool you! Shelby is no stranger to how to shoot and how to shoot properly. With taking gun/shooting lessons herself along with barrel racing and participating in various rodeos, she can handle herself just fine!

So pull up your boots, this show is going to be a fun ride. "Roam" will air on NineStar TV, Channel 9. Stay tuned to FaceBook and/or Twitter for show times. DVD's of the show are also available for \$10 each.

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.

