

VOLUME 11 ISSUE 2

THANK YOU FOR YOUR SERVICE

We show appreciation to two retiring directors, Darrell Thomas and Shelly Kleiman.

NINESTAR CONNECT WINS SMART RURAL COMMUNITY SHOWCASE AWARD

The Rural Broadband Association announced NineStar Connect as a winner of the 2021 Smart Rural Community SM (SRC) Showcase Award.





On Wednesday, April 27th, NineStar Energy Advisor, Matt Strahl spent the day hosting Henry County REMC's new Energy Advisor, Chelsi Jackson. We hope that she learned a few tricks of the trade that she can apply at her cooperative!



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

"WALTER WAS OUTSTANDING WITH HIS KNOWLEDGE. SERVICE AND PATIENCE."

> CUSTOMER ROSELYN MOORE



your fingers. NineStar Connect's tech support call center is open around the clock. 317-326-help ninestarconnect.com

Contact David Spencer at dspencer@ninestarconnect.com

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Here are the organizations that benefited from the ORU fund in the first quarter.

TWO NINESTAR **DIRECTORS RETIRE AFTER** YEARS OF **SERVICE**

Darrell Thomas & Shelly Kleiman Retired from the NineStar Connect Board of Directors

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POWER OUT? NO INTERNET OR TV?



CHECK NINESTAR'S FACEBOOK OR TWITTER PAGE!!

ocial Media is exploding and if you aren't checking your laptop, tablet or smart phone for the latest and greatest fads, trends and updates.....you are not living in the 21st century! We have found that posting news about NineStar Connect on Facebook and Twitter has been a successful line of communication for all of our social media followers. Once you "like" our page, vou will automatically be notified of any post we share whether it's information about an outage, an event we are planning, local Channel 9 broadcasting or energy information to save you money.

Additionally, if you have a question for us, send us a message. We will research and respond to your question as quickly as possible. We don't want to "leave you in the dark" about any issues or inquiries you might have for us. Our Customer Service has always been a significant piece of what we do and giving you the answers you need is imperative to keeping you knowledgeable and satisfied with our service. To add, when there is that unfortunate outage, your communication to us is just as helpful in determining where the problem is and who it is affecting so we encourage you to share your thoughts.

So if you haven't already, grab your tablet or smart phone and "Like" or "Follow" our Facebook and/or Twitter page. We will do our best to keep you informed and post all the latest details about NineStar Connect news. But don't forget, we still like to hear your voice! When you need answers fast and need to talk to someone, a phone call to our 24/7/365 Support Center is always just a dial away - 317-326-HELP.

NineStar CONNECTION

The NineStar Connection is a publication of NineStar Connect servicing retail and residential customers. Nearly 16,000 families and businesses Customer service is at the tips of receive this newspaper as part of their membership. *NineStar* Connection provides news, information and features about

> NineStar Connection, USPS Volume 6 No. 3

people, places and issues

related to readers.

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2 MAY - JUNE 2022

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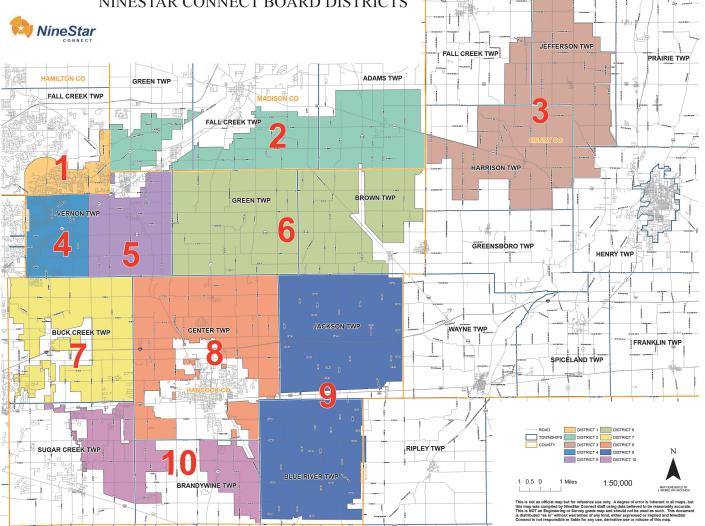






TIMOTHY BRYANT









By Julie Young

ineStar Connect is proud of the value its products and services bring to its membership. However, after several months of study, discussion and deliberation, the co-op will discontinue its video services on September 30, 2022.

According to Regina Bever, vice-president of administration, it is no longer financially beneficial to offer this service to members. Not only have national and local channel programming fees risen exorbitantly, but equipment has become expensive to maintain and upgrade as well.

"Content providers have been increasing their pricing and we have had no choice but to pass that cost off to our members," she said. "It's more economical to select a streaming service where they can catch all of their local networks as well as your favorite movies and shows."

MAKING THE SWITCH

Ever since the announcement was made last December, NineStar has sent out mailers to the membership reminding them about the upcoming change and helping them transition to a streaming service. They have also offered Nerd Night presentations that have included a review of some of the most popular streaming services such as DirectTV Streaming, Hulu and YouTube as well as the channels included within these services.

Darrin Couch, director of customer service and billing for NineStar Connect says the plan is to keep rotating through each of these options until September so that every member can transition seamlessly into their new streaming service.

"We recorded a Nerd Night for each of the three services that are being highlighted so you can view those online. We have also started passing out sign-up sheets at our Nerd Night events so that customers can request a call from one of our Residential Service Consultants (RSCs) to review their options."

Although NineStar is highlighting three of the most popular streaming services during its Nerd Night events, Couch is quick to note that these are not the only options available for video programming. Members who have Smart TVs most likely have multiple streaming options

built into their sets that offer access to content. NineStar also offers View Local, which allows customers to view 22 channels for the low monthly price of \$24.95 per month.

"Customers should do their research to really determine what options are best for their household," Couch said. "It may be more important to determine what channels are your 'must haves' and then identify what services give you access to those channels."

TRANSITION MADE EASY

Customers who disconnect video service and keep Internet service will receive a \$100 Amazon eGift Card for returning their video equipment to the Main NineStar Campus or McCordsville office. Customers can also receive a Roku Stick for each returned set-top box (up to three) or an additional \$50 Amazon eGift Card. NineStar is also conducting monthly drawings for a Roku Streambar Pro. Every customer that drops their video service will be entered into the drawing and will remain there until September (or until they win!) Two lucky winners will be chosen each month.

If customers are not comfortable removing the video equipment and would prefer a little more guidance, NineStar can schedule an in-home visit with one of their multimedia technicians who can remove the equipment and help members sign up for a streaming service. Those customers will also be given a free Roku Stick for every set-top box that they have (up to three) or a \$50 Amazon eGift Card.

"The customer must decide on a streaming service before the appointment so that the technician can help them get connected to their chosen service for the first time," Couch said.

Bever said NineStar understands how difficult and time-consuming change can be, but by starting the process months in advance, they can take the time to walk members through the switch so that they can start streaming seamlessly.

"No matter which video provider or streaming service you choose, NineStar Connect's high speed Internet connection will help you have the best possible viewing experience while cutting the cord at the same time!" Bever said.

WHY SWITCH TO STREAMING?

- Saves money compared to a video service with 1000s of channels you rarely watch.
- Service is typically billed month-tomonth and can be cancelled at any time.
- No long term contracts.
- Streaming services offer access to local, live, and on-demand content

Join Us For the NineStar Nerds Streaming Sessions To Learn More About Cutting the Cord

2243 E Main St., Greenfield
July 18 • 6PM
August 1, 15 & 29 • 6PM
September 12 & 26 • 6PM

4 MAY - JUNE 2022 NINESTAR CONNECTION

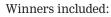
THANK YOU FOR YOUR SERVICE

The NineStar Connect Board of Directors presented Resolutions of Appreciation to two retiring directors at their last board meeting on March 24, 2022. Pictured are retiring director Darrell Thomas (43 years of service) Ray Kerkhof, NineStar board chairman and Shelly Kleiman (6 years of service).



2022 SCHOLARSHIP WINNERS

At this year's Annual Meeting, 15 names were announced for the 2022 Scholarship program for children of NineStar Connect's members. The students have to be a 2022 graduating high school senior and have a seven-semester minimum cumulative grade point average of 2.75 on a 4.0 scale or its equivalent at the time of the application. Each scholarship winner received \$1000.00.

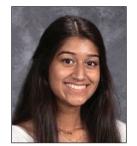




CARTER DISHMAN EASTERN HANCOCK HIGH SCHOOL



HANNAH MCCLEERY MT. VERNON HIGH SCHOOL



SANIKA JAVERI HAMILTON SOUTHEASTERN HIGH SCHOOL



MADISON FOLEY MT. VERNON HIGH SCHOOL



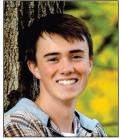
EVAN TURNER HOME SCHOOLED



SLOANE FORD HAMILTON SOUTHEASTERN HIGH



RYAN HARTIG HAMILTON SOUTHEASTERN HIGH SCHOOL



AUSTIN RUSH MT. VERNON HIGH SCHOOL



LILLIAN WOOLSTON MT. VERNON HIGH SCHOOL



MORGAN STONE NEW PALESTINE HIGH SCHOOL



SAMUEL REEVES
MT. VERNON HIGH SCHOOL



JONAH WERBELOW MIDWEST ACADEMY



MEGAN RETHERFORD EASTERN HANCOCK HIGH SCHOOL



DYLAN ROBERTS GREENFIELD-CENTRAL HIGH SCHOOL



KALEB LOVELL MT. VERNON HIGH SCHOOL

CONGRATULATIONS TO ALL GRADUATES OF 2022!

NINESTAR BLOG www.ninestarconnect.com/blog/

By William Johnson
Support Center Technician



Power-line communication is a form of networking technology that enables the transfer of data over existing power cables. It works by sending low-frequency signals through an adapter (pictured above) which is plugged into an ethernet cable from your Internet router or existing network to provide Internet connectivity wherever you plug in the second adapter. The plugs must be on the same circuit and must be plugged directly into the wall rather than a power strip or extension cord.

EXTEND YOUR WIRED NETWORK EASILY WITH POWER-LINE COMMUNICATION

There are a number of reasons why members might want to use power-line networking in their home or businesses. One of the best reasons is the fact that getting more reliable hard-wired Internet to those hard-to-reach places. A lot of homes do not have ethernet in every room, which can lead to less-than-reliable Wi-Fi throughout the home or place of business. With a powerline adapter, members can achieve a reliable wired connection everywhere.

Power-line networking is also cost effective for those who have to watch their bottom line. Those who can lack the money and knowhow to install ethernet jacks throughout their homes or businesses find that for approximately \$100, they can have an ethernet connection almost anywhere. I ran into a situation like this at an old stone-walled church. It was not feasible to drill into the stone walls in order to run cable and running the cables along the walls and ceiling would ruin the building's aesthetics. Power-line ethernet proved to be the perfect solution to the problem.

Of course every solution has its drawbacks and power-line networking is no exception. Adapters cost about \$50 each and with each Internet connection you add, the price increases so if you have the tools and the knowhow to set the system up, running ethernet cables throughout your structure is much cheaper in the long run. And while it should be more reliable compared to Wi-Fi for the most part, if you are looking for increased speeds, it's smart to choose a straight ethernet connection rather than the power-line adapters. Finally, if members have multiple circuit breakers in their home or building, they may not get a connection if the adaptor is on a different circuit.

Bottom line: Power-line ethernet is a great tool to have in your technology bag of tricks. In niche situations, using power-line can be a life saver against slow Wi-Fi connections or to secure reliable Internet to some hard-to-reach places. It merely depends on the member's need.

LONG-DISTANCE CHARGES

NEW NETWORK OF ELECTRIC VEHICLE FAST CHARGERS TO BE INSTALLED ACROSS INDIANA, OFFERING NEW OPTIONS FOR EV DRIVERS



Drivers pulling off the interstate to refuel during a longdistance journey may soon be joined by unexpected gas station guests: electric vehicles.

Wabash Valley Power is one of eight utilities that partnered together to plan an electric vehicle fast charger network across Indiana. WVPA is planning on installing four chargers: near Interstate-65, Interstate-70, Interstate-74 and US 31. They will be part of a planned network of more than 60 high-speed direct current fast charging (DCFC) stations installed along transportation corridors for electric vehicles traveling the Hoosier state. The utility group hopes to have the chargers installed over the next several years.

"The new charging network in Indiana will give electric vehicle owners many more options to recharge their EVs while on short or long-range trips," said Joan Soller, director of grid innovation and portfolio integration for Wabash Valley Power. "One of the primary concerns of people interested in EVs is range anxiety, or uncertainty of running out of electricity while driving. The new chargers will go a long way to alleviate those concerns."

DCFC stations can fully charge an EV battery in 20 to

30 minutes, depending on battery size, Soller said. Each station will be able to charge up to four EVs simultaneously. Some chargers are expected to be installed at gas stations, since people are already accustomed to refueling there, or at stores or other businesses where people can shop and take a break while the vehicle charges.

The DCFC charger network will be funded in part from the nearly \$41 million that Indiana expects to receive as part of the \$2.9 billion Environmental Mitigation Trust from the Volkswagen Corp.'s settlement with the U.S. Justice Department, according to the Indiana Department of Environmental Management. Funding from the trust is to offset the excess air pollution emitted by Volkswagen vehicles that violated the Clean Air Act, IDEM reported on its website.

"More electric vehicles have been announced for development the last several years, and this new charging network will be incredibly beneficial for drivers of those EVs," Soller said. "We are excited about the opportunities that this network can bring for the future electric co-op members and visitors to the Midwest."



MAKING A CONNECTION

NineStar recently partnered with Rush Memorial Hospital to provide fiber optics and a Wi-Fi connection to the Boys & Girls Club of Rush County. In addition the two also provided donations for a new electronic message board that will be placed at the corner of Sexton & W. 16th Street. The new sign will enable the club to advertise all of the programs offered to kids within the county. Pictured from left to right are David Spencer, NineStar Connect Director of Marketing & Public Relations, Jon York, CEO of the Boys & Girls Club of Rush County and Brad Smith, CEO of Rush Memorial Hospital.

RITCHIE RECEIVES COOPERATIVE DIRECTOR CERTIFICATE

NineStar board member, Robin Ritchie recently received her Credentialed Cooperative Director Certificate (CCD). The first part of NRECA's three-part Director Education Program, the CCD program consists of five courses that focus on basic governance knowledge and the essential skills required of cooperative directors. The CCD prepares directors to fulfill their fiduciary duty as elected officials serving on behalf of their membership. Upon completion of all five CCD courses, directors are awarded the Credentialed Cooperative Director Certificate by NRECA. Once the CCD is completed, participants can then pursue the **Board Leadership** Certificate.

NEW POLES 104TH STREET TO GET

NEW POLES

NineStar Connect continues to improve the Electric grid and keep up with today's growth and demand, while utilizing the latest technology to keep our members power outages to a minimum and the duration of outages shorter. The Fishers/ Geist area has not seen a slowdown of growth in the past number of years, NineStar is committed to keeping up with that growth. Starting this spring you will see contractors working for NineStar installing new poles and wire down 104th street in the Geist area. This project is phase 1. starting at Florida Road and continuing west to Olio Road. The new poles will be getting larger wire and an additional circuit. This will give us more options for contingency purposes and less members on each line. We will be also installing smart switches that will utilize NineStar's fiber to communicate with each other to ultimately get the power restored faster and be able to isolate sections of line in the event of an outage. We are going to do our best to keep everyone's lights on during this construction time but there might be some disruptions in power while transferring the underground wires to the new poles. We will update social



media on these planned outages.



PAPERLESS BILLING



Each month we pick a new winner for just choosing to get your billing statement electronically. If you are drawn as a lucky winner, you will receive a \$50 Amazon Gift Card.

Congratulations to our latest monthly winners:

ū	•	
January	Crystal Logsdon, McCordsville, IN	
February	Steven and Laura Baker, McCordsville	
March	Tammy Shoultz, Greenfield	
April	John Barlow, McCordsville, IN	

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

NINESTAR CONNECTION

President's Message

By Michael R. Burrow, President & CEO

ran across a pretty remarkable statistic the other day. Of the companies that were listed on the Fortune 500 in 1955, only 60 remain. Over the course of an average American's lifetime, 440 of the largest businesses in 1955 do not exist today. At that rate, nearly 80% of the companies that are on the Fortune 500 today, will not be around in 2075. Arbitrarily list 10 of our current largest companies (Walmart, Amazon, Apple, CVS Health, Google, Exxon Mobil, Microsoft, JP Morgan Chase, Verizon, and Kroger for example) and consider that statistically, eight of them won't be around in 50 years. It's rather stunning to think about.

Author Simon Sinek wrote about this phenomenon in his New York Times bestselling book The Infinite Game originally published back in 2018. His theory, boiled down to its basics, suggests that modern leadership is managing businesses like they are in a finite game (think football or basketball that has a defined time to determine a 'winner' and a 'loser') not appreciating that business itself is an infinite, ongoing game (a game without a start and without an end). For example, a board might set goals for management based on how well a company does financially one year even if to attain that stellar financial year, management furloughs 20% of the workforce and handicaps the company's ability to do business and be productive in future years. According to Sinek, boards and management should be focused on the 'infinite game' – or in other words, doing those kinds of things that promote the long-term health of the business, its ability to serve its customers effectively and bring about long-term benefits for its shareholder owners.

Over the last decade, I have witnessed numerous rural telecommunications companies that have been purchased by

Wall Street investment firms who, in turn, take ownership and make decisions that in the short run improve the "EBITDA" ("earnings before income taxes, depreciation and amortization") like cutting salaries, laying off employees, deferring network investments. upgrades and maintenance simply to sell it after a few years for a profit to another larger investment firm who starts the process over again. I had an opportunity once to ask one of these investment bankers if they had any desire to operate a company long term by actually managing it and earning profits year-over-year to create a return on investment for the purchase price of the business. In a moment of candor, that person told me it isn't in the investment

firm's 'business plan' to operate the company long term but instead to find value in the short term and 'flip it' for a substantial profit. That's how it makes its return on investment. Apparently, the name of the game in modern business is for short-term profits and not developing a lasting business. To me, that doesn't seem to be viable over the long term and in fact hurts American communities, workers, and innovation.

As a cooperative utility, both board and management at NineStar frequently discuss the concept of business sustainability and what we can do today to ensure that it is around for the benefit of our children and grandchildren – much in the way it benefited our grandparents and great grandparents. Think how audacious it must have seemed in the 1890's to want a telephone in every rural farmhouse or in the 1930's to get electricity to every home, farm and business outside a town or city. Those founders were not looking for short term profits for themselves but instead for long term sustainability that benefits everyone in the community. Imagine



as recently as the 1990's dreaming of getting 100% fiber-to-the-home to every NineStar residence and business or even investing in public water and sewer services for folks outside municipal service areas. NineStar (although under different names over the years) has been in continuous operation for over 127 years, with each successive generation standing on the shoulders of the giants of prior generations looking to do its part to safeguard that the coop will be around and available for the benefit of the generation to follow.

I hope you will agree that what NineStar and its employees do for members, customers and community are all worthy enough to be sustained for the future generations who will follow you. Although modern business practices scoff at the idea of investments that benefit over the long term, NineStar's cooperative, multigenerational focus on sustainability is the very essence of both playing in and winning Sinek's Infinite Game. Here's to wishing NineStar a happy 180th birthday in 2075!



By Kim Burton, Retired Member Services Director, Miami-Cass REMC

Homeowners may grumble this time of year that their windows welcome the wintry chill into their house. Some may think that replacements clearly are the answer to energy savings. Yet it's important to get the full picture to make the best decision for your home.

THE MOVING TRUTH

In most circumstances, upgrading windows will not automatically rush in energy cost savings (especially when factoring in the price of new windows!). Windows, even the very best, are never going to prevent as much heat transfer as a well-built wall.

The confusion arises because of how heat moves within a house. Heat moves to areas of lesser heat. The natural heat movement in a house gives you the impression that the windows are leaking simply because they do pull the warmed air their way. Even a triple-pane window doesn't have the insulation value to completely stop that movement.

Typical windows get about an R-3 rating (the greater the R-value, the greater the power to keep heat where you want it). For comparison, an average insulated wall has an R-11 rating while an energy efficient home would have an R-19 to R-40 rating.

Of course, there may be a time when your windows need to be replaced or repaired. Here are some common warning signs:

- Faulty window operation
- Excessive condensation between windowpanes
- Decay and water damage on window frames
- Severe storm damage

IMPROVE YOUR EFFICIENCY

If your home feels drafty in the winter, you may benefit from the energy efficiency enthusiast's adage: Seal, Insulate, Equip! Properly air seal any gaps or cracks in your home that allow treated air to escape, causing your heating system to work more than needed. Search low and high: water and gas line connections going through a foundation wall in a crawlspace or basement are common culprits, all the way to ductwork in the attic. Next, make sure that your home is properly insulated to ensure that your home can maintain a desired temperature.

After your home is properly sealed and insulated, you can look into new equipment. You may even find that smaller equipment that uses less energy will properly heat and cool your home to keep you comfortable.

You can schedule an energy audit to learn more. An audit will include action items you should take to improve your home's energy use. For a free home energy audit, please contact NineStar Connect's energy advisor, Matt Strahl at 317-323-2042 or mstrahl@ ninestarconnect.com. Get a clear idea of steps you can take to improve your home's energy use and comfort.



OPERATION ROUND-UP



Each quarter a group of Trustees (NineStar customers who volunteer their time to serve on the ORU committee) meet and decide how the extra change that is rounded up from customer's bills are dispersed from the applications that are received. Here are the organizations that benefited from the ORU fund this past February:

MENTAL HEALTH PARTNERS OF HANCOCK COUNTY —

\$10.000.00

MORRISTOWN VISIONARY COMMITTEE ——

\$5,098.00

The purpose of the Operation Round Up program is to accumulate and distribute funds for charitable purposes to groups/organizations within the NineStar service territory. The source of these funds is the membership of NineStar Connect service customers who voluntarily "round up" their bill to the next highest dollar. The money is accumulated by the co-op and transferred to the NineStar Community Trust.

For ones that want to send in an application for Operation Round-up dollars, the next application deadline is July 8, 2022.

Applications can be downloaded from our website at www.ninestarconnect.com under "About" and then "In the Community".

If you have any questions about the ORU program, please email OperationRoundUp@NineStarConnect.com or call 317-323-3087.

CONGRATULATIONS TO ALL FIRST QUARTER ORU RECIPIENTS!



CONGRATULATIONS TO NINESTAR'S NEWLY ELECTED DIRECTORS



MARK EVANS
DISTRICT 2



ROBIN RITCHIE
DISTRICT 3



JOE PAXTON
DISTRICT 6



THOMAS ORDING
DISTRICT 10



SUSAN BODKIN AT-LARGE 3

POWER MOVES

NineStar Energy Advisor, Matt Strahl has been busy presenting rebate checks to local businesses as part of our Power Moves program.



<<----

Rev Volleyball
Academy received a
rebate of **\$11,688** for
upgrading to LED High
Bay lighting fixtures
and de-lamping.

Pictured is Jennifer Siegel, owner.



NineStar Energy Advisor, Matt Strahl is pictured with Plant Manager Terry Mulder (pictured on left) and Tim Wright (on the right).



FORMER NINESTAR DIRECTOR PASSES AWAY



Former NineStar Connect board director, Richard E. Walker passed away Sunday, April 17, 2022 at his residence in Charlottesville. He was born June 23, 1946 in Indianapolis the son of the late Robert (Gramps) and Mary Helen (Ham) Walker.

Richard had been a lifelong farmer in Henry and Hancock Counties. He was a reserve deputy on the sheriff's department and worked at Hancock Regional Hospital as a deputy for several years. He enjoyed restoring IH tractors and collecting them. He served one term as a board of director for NineStar Connect

from 2014-2017.

Richard is survived by his wife of 56 years, Sandy (Scott) Walker whom he married on April 2, 1966; two sons, R. Scott Walker of Greenfield, R. Brian (Jaimee) Walker of Greenfield, daughter; Stacee (BJ) McClarnon of Granite Canyon, WY; four grandchildren, Tyler and Cody McClarnon of Granite Canyon, WY, and Tristan and Hayden Dover of Greenwood; two sisters, Rita Canter of St. Petersburg, FL. And Pat (Joe) Mohr of Greenfield, several aunts, cousins, nieces and nephews.

RICHARD GLOVER LEWMAN



GREENFIELD

Richard Glover Lewman of Greenfield passed away peacefully on February 26, 2022, at his family farm in Jackson Township which has been owned and operated by his family for 117 years.

He was born ndiana the son o

February 6, 1930, in Shirley, Indiana the son of the late Virgil Denver and Sarah Esther (Glover) Lewman.

Richard was a 1948 graduate of the Charlottesville High School. He was drafted to serve his country during the Korean War during which he earned two battle stars and the Purple Heart. In addition to being a lifelong farmer, he also hauled livestock to the Indianapolis Stock Yards, drove a school bus for Eastern Hancock Community School Corporation and was a Hancock County Weights and Measures inspector.

He served the community as a member of the Hancock County Alcohol Beverage Commission, a precinct committeeman for Jackson Township, a director for the Soil &Water Conservation district, and as a director on the Hancock County REMC board. He was on the board when the REMC was renamed to Central Indiana Power. He held memberships with the Stringtown New Hope Church of the Nazarene, American Legion, VFW and Farm Bureau. He was an enthusiast of Farmall tractors, steam locomotives, and socializing at The Barn.

Survivors include daughters, Katharina (Ron Hardman) Lewman of New Palestine and Karen (Chris) Campbell of Greenfield; grandchildren, Levi Lewman – Lockhart of Shirley, Olivia, Denver and Daniel Campbell of Greenfield; sisters, Mary Muegge, Jane (Roy) Dobbs, JoAnn (Dennis) Keatts, all of Greenfield and a brother, Stephen (Janis) of Fountaintown, as well as several cousins, nieces and nephews.

He was preceded in death by wife Janice (Stamm) Lewman.

NINESTAR CONNECT WINS SMART RURAL COMMUNITY SHOWCASE AWARD

Dallas, Texas (February 15, 2022)—NTCA—The Rural Broadband Association Chief Executive Officer Shirley Bloomfield announced NineStar Connect as a winner of the 2021 Smart Rural CommunitySM (SRC) Showcase Award.

NineStar Connect is a member of NTCA, the premier association representing nearly 850 independent, community-based telecommunications companies in rural communities across America. NTCA's SRC program is a network of communities supported by providers who are committed to creating opportunities in their communities through high-quality broadband service. Showcase Awards are given to those SRC members that best exemplify the program's goal of driving growth in rural communities.

"To be a Smart Rural Community provider means going above and beyond to provide the highest quality service to your neighbors," said Bloomfield. "And the Showcase Award Winners are those who best exemplify the ways a broadband provider can change lives and make their communities great places to live. I congratulate NineStar Connect on their tremendous work and thank them for their commitment to serving rural America."

To learn more about the SRC program, go to www.ntca.org/smart-rural-community. The 2021 Showcase Award Winners



were announced at the 2022 Rural Telecom Industry
ASSOCIATION* Meeting and EXPO (RTIME)



GET (MORE) GREEN TO GO GREEN!

It now pays more than ever – literally – to consider installing a closed loop geothermal system to heat and cool your home.

The Power Moves® rebate for closed loop geothermal systems has increased to \$2,000 for 2022. The rebate is for closed loop geothermal heat pumps installed in new homes or in existing homes without an existing geothermal heat pump.

Geothermal heat pumps are more efficient than traditional heating and cooling systems by tapping into the earth's naturally moderate temperatures to help cool and heat your home.

While Hoosiers endure frigid winters and blistering summer heat above ground, the underground

temperature actually remains pretty stable year-round. A closed loop geothermal heat pump takes advantage of that stability by exchanging heat within the ground and your home. That efficient exchange requires much less electricity to maintain comfortable temperatures

A \$1,000 Power Moves rebate is available for open loop geothermal systems. A \$250 Power Moves rebate is also available for upgrading an existing geothermal heat pump with a newer, more efficient geothermal heat pump. You also can check with your tax professional about possible tax credits for installing a geothermal system

indoors in extreme temperatures compared to other

types of heating and cooling systems.

CLOSED LOOP - ->> GEOTHERMAL HEAT PUMP SYSTEM

If you have ever pondered installing a geothermal system, now may be the best time to explore the possibility! You should seek experienced contractors who can provide you with all of your available options. You also can contact Matt Strahl, Energy Advisor, who can provide guidance on your first steps.

More information about the geothermal Power Moves rebates available can be found at PowerMoves.com/geothermal. Additional information about closed loop geothermal systems can be found at energystar.gov.



POWERING UP: ELECTRIC SERVICE IS RESTORED METHODICALLY TO MAINTAIN SAFETY

When a major storm causes widespread damage, electricity cannot be restored with the flip of a switch. Here's how it's done methodically, efficiently and safely.

Every electric cooperative follows a basic principle when it comes to restoring power: priority is given to the lines that get the most back in service the quickest. Repairs start with...

Transmission lines. These high voltage lines carry electricity from generating plants to substations (or between substations). Since tens of thousands of people could be served by one transmission line, damage here needs to be taken care of first.

Substations. These electrical facilities contain equipment that switch or regulate the voltage of electricity. They lower the voltage from the transmission lines so the electricity can be transmitted through the distribution lines. Problems here can affect thousands of consumers.

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