

# ENERGYLINES

## Meet Hoosier Energy's next CEO Donna Walker

A life-long Indiana resident, Walker  
set to lead Generation and Transmission  
electric cooperative. **BIO PAGE 2**



## WHAT IS THIS PILOT LOOKING AT?

Learn how new method helps improve rights-of-way clearances **STORY Page 3**



## Energy outlook shows retail sales increase nationally

Thanks in no small part to the cold winter, average residential retail electricity sales were up in the first half of this year, federal energy officials said.

In its Short-Term Energy Outlook released July 10, the Energy Information Administration (EIA) estimated a 7.5 percent increase in retail sales compared to January-June 2017.

“Much of this higher electricity usage occurred in the first quarter, when U.S. temperatures were much colder than the mild winter of 2016-17,” EIA noted.

What’s in store for the second half of this year? EIA sees continued growth, thanks to the air conditioning you’re probably running right now.

“Warmer than expected temperatures during the summer of 2018 compared with the summer of 2017 contribute to EIA’s forecast of 2.1 percent year-over-year growth in residential electricity sales during the second half of 2018,” the report said.

For all of 2018, EIA is forecasting a 4.7 percent increase in average electricity sales to the residential sector compared to last year. But it sees a 1.1 percent decline in 2019 “based on a forecast of temperatures being closer to normal.”

**Source:** NRECA

## 2018 YOUTH TOUR



HE photo

**TRIP OF A LIFETIME:** This was a record-breaking year for the Electric Cooperative Youth Tour. Indiana Electric Cooperatives (IEC) sent 100 student delegates representing 34 distribution cooperatives to experience our government firsthand on their trip to Washington, D.C. Of the 100 student delegates, 33 students were from Hoosier Energy’s 18 member systems. They visited the White House (pictured), museums, memorials, the Pentagon, Capitol Hill and Arlington National Cemetery with a unique opportunity to observe a full ceremony with a band and honor guard.

## UPS moves toward use of electric vehicles

With 100,000 trucks worldwide, you can bet UPS has a hefty fuel bill, so they’re taking a keen interest in electric vehicles. And if there’s a UPS depot on your co-op’s lines, that could mean big changes.

“We have systematically gone after all kinds of alternative fuels: liquid natural gas, natural gas, propane, electric. Anything out there in the way of alternative fuels, we have tried it,” said Jim Bruce, a UPS senior vice president.

“We’re very interested and driven to get into EVs.”

So much so that before Tesla has even produced a single electric semi

truck, UPS has ordered 125, which “is more than anyone else has ordered,” Bruce told this month’s Smart Electric Power Association’s Grid Evolution Summit in Washington.

Tesla says each truck has a range of 300 or 500 miles, depending on the model, and will save \$200,000 in fuel over a two-year payback period.

As for the smaller brown delivery trucks more common to local streets, Bruce said UPS and Workhorse are working on electric versions.

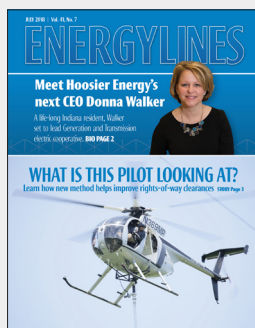
**Source:** NRECA



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## ON THE COVER

Donna Walker named next CEO of Hoosier Energy. Also, learn about a new way to maintain rights-of-way clearances.



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# Donna Walker named next Hoosier Energy CEO

Walker is the fourth CEO for Generation and Transmission co-op

Donna Walker is currently the Chief Financial Officer and Executive Vice President of Hoosier Energy Rural Electric Cooperative, Inc., a non-profit generation and transmission cooperative providing wholesale electric service to 18 member distribution cooperatives in Central and Southern Indiana and Southeastern Illinois.


Since joining the organization in 1995, Walker has progressively advanced to a senior executive level responsible for corporate strategy development, corporate communications, risk management oversight and reporting, capital planning, investor and credit agency relations, financial planning and management, treasury management and professional staff development. She led Hoosier Energy's cross-functional committee in analyzing and seeking to influence federal energy policy decisions and spoke to issues and strategy at both national and state levels.

Prior to joining Hoosier Energy, Walker was a Business Assurance Manager with Coopers & Lybrand LLP in Indianapolis where she was



responsible for financial statement and compliance audits of public and non-public clients in a variety of industries including: state and local government, telecommunications, environmental engineering and consulting, real estate, retail and non-profit.

Walker is a life-long Indiana resident, received her Bachelor of Science in Business with High Distinction from Indiana University and is a Certified Public Accountant.

She was recognized as an Indianapolis Business Journal CFO of the year nominee in 2017 and is an elite graduate of the Richard G. Lugar Excellence in Public Service Series. She resides in Bloomington, Ind. with her husband Ron. 

# The 'Right' Way.

## Vegetation management process goes aerial

Hoosier Energy is taking rights-of-way vegetation management to a whole new level. Trees and brush in Hoosier Energy rights-of-way are being trimmed by 10 saw blades connected to a helicopter.

Aerial trimming is the most cost-effective way to maintain rights-of-way and is very safe. During Hoosier Energy's first aerial trimming project, the crew was able to complete 62 miles of side trimming in approximately three weeks. A ground crew managing the rights-of-way vegetation would take three to four months to complete the same distance.

The helicopter crew consists of one pilot and one ground mechanic. They attach sections of aluminum pole below the helicopter in 20- and 30-foot lengths. Once in the air, the pole hangs about 100 feet below the helicopter. A 50-horsepower engine powers ten 20-inch circular saw blades with carbide tips to keep them from breaking.

The pilot makes an initial pass at the tops of trees to draw a straight line. He then follows with multiple passes at lower portions of the tree canopy and finishes

it all the way to the ground. This process creates a perfect edge from the ground to the sky along the rights-of-way.

"In addition to the time savings, aerial trimming is also safer. The traditional vegetation management process would require multiple workers to be high up in trees, significantly increasing safety risks," said Jared Murphy, Hoosier Energy's Vegetation Management Coordinator.

The aerial saw has two fail safes for the saw blades, a mechanical release and a hydraulic release. If one of the releases would fail, the pilot can use the back-up method to release the saw in the event it would get hung up.

According to Murphy, this first project saved approximately 10 percent compared to completing the project with a ground crew. The aerial trimming method also minimizes the need to repair landowners' property due to heavy machinery that can damage the land.

This is the first time Hoosier Energy has used the aerial trimming method. "We learned that planning ahead is everything," said Murphy. "It's important to make sure the rights-of-way are flagged with obstacles like fences, deer stands and any buildings or structures at the edge of the rights-of-way." Planning ahead allows the crew to move quickly through the process.

The Hoosier Energy ground crew is also responsible for making sure that anyone that lives in a home next to the rights-of-way are evacuated from the home prior to the pilot beginning the trimming process.

The Federal Aviation Administration requires everyone to be at least 160 feet away from the homes to ensure safety.

Murphy and his crew consider this first project to be a success and plan to continue the use of aerial trimming for future projects. [EL](#)



HE photo

**CLEAN CUT:** The helicopter pilot guides ten blades used to cut vegetation into position. These blades cut a clean edge for rights-of way managed by Hoosier Energy.





HE photo

## POWER DELIVERY 101

# GETTING POWER ONTO THE GRID

How power delivery crews provide reliable transfer of energy while working safely

Power delivery crews are vital to Hoosier Energy's mission of producing reliable energy for its members. More than 110 employees are responsible for operating and maintaining Hoosier Energy's section of the grid that transmits electricity across 48 counties in Central and Southern Indiana and 11 Southeastern Illinois counties.

### Where energy begins

At the Merom Generating Station, for example, electricity is generated at 23,000 volts. The generation step up transformer (GSU) increases the

voltage to as much as 765,000 volts. The energy voltages Hoosier Energy transmits range from 34,500 to 345,000. Similarly, most member cooperatives transmit energy at 12,470 volts or less.

### The path energy takes

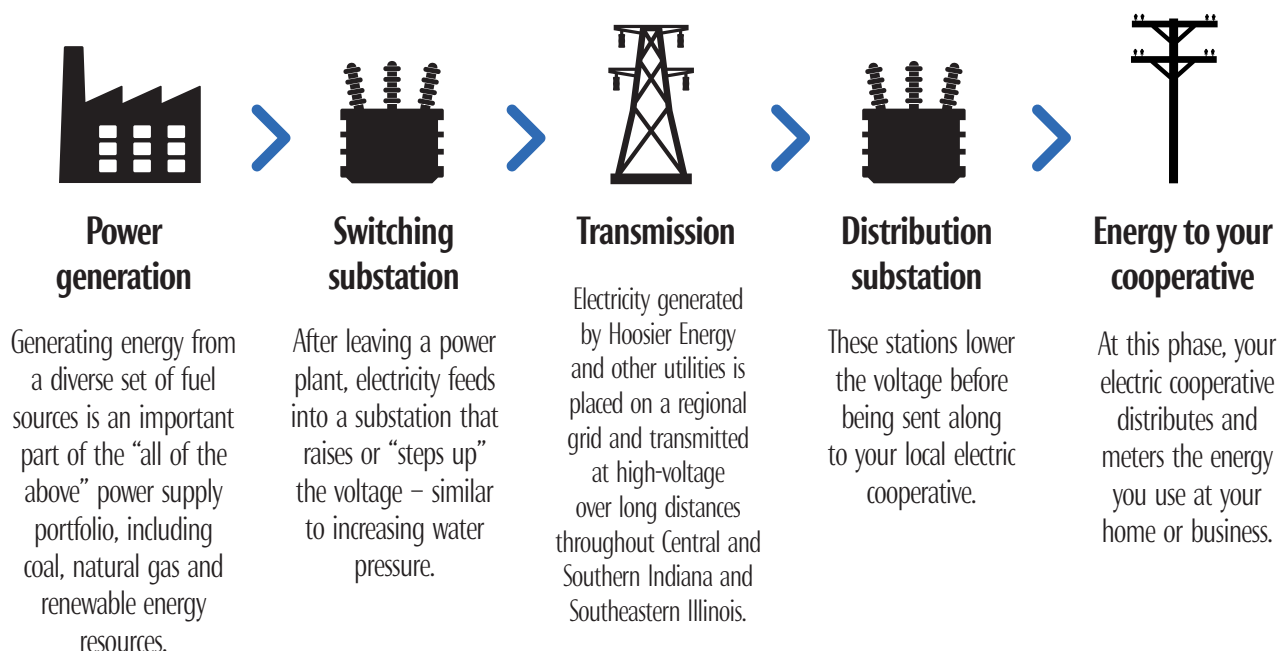
Electricity leaves the generation station at higher voltages, travels to power transformers called switching stations and then transmits to distribution substations where the voltage is stepped down, or reduced. From the substation, the electricity is distributed to the electric cooperatives

and then on to consumer-members.

### Terminology to know

Several terms are used when discussing the flow of electricity. Voltage is similar to water pressure. This is similar to the flow of water through a water pipe. In this case, this is the electricity flow through a power line. Current, or amps, is similar to the rate of water flow. The higher the voltage, the less the amperage. For example, 240 volts has half the amps of 120 volts. Ohms is resistance for the flow, similar to pipe size when dealing with water. >>

## How energy is transmitted from generating station to an electric cooperative



### Keeping the lights on

Power delivery crews are strategically located throughout member service territory to maintain the grid. This helps reduce response times – getting crews in action quicker and problems identified at a faster pace. While power delivery is just one component in the larger Power Delivery Division, they play a very important role.

Power delivery personnel work with varying volts, requiring specific training and skillsets. Safety is a top priority for all workers. 34.5 kv is the highest voltage where personal protection equipment such as protective rubber gloves are used. Specific training is required for this type of work. 69kv and above must be de-energized or worked on using ‘hot sticks.’ To work on these lines, mechanical grounds are put in place to protect workers. Workers have continual training and certification requirements in order to make sure they maintain a safe environment while working.

Supervisory Control and Data Acquisition (SCADA) systems help

“We have a very direct effect on the quality of service. It is work that is central to Hoosier Energy’s mission.”

### Brady Mann, Manager of Delivery Services

improve reliability. Often these systems help determine the status of the grid remotely. SCADA allows an employee to read voltages and amperages (load) and even reroute the flow of electricity. Hoosier Energy has 30,000 SCADA points throughout the service area to help track issues in a timely and efficient manner.

“The work of all our crews ensures that our members can depend on reliable power,” said Brady Mann, Manager of Delivery Services. “We have a very direct effect on the quality of service. It is work that is central to Hoosier Energy’s mission.” [E](#)

### Do you know these power delivery terms?

**DE-ENERGIZED** – An electrical circuit is de-energized when a fuse or switch is opened. If the transformer to your home is opened your house is de-energized. De-energized is not the same as dead in our lingo.

**GROUNDING** – After a line is de-energized it is grounded. Workers treat a de-energized line as live unless it is grounded. Mechanical grounds are placed on a line to protect the workers. Accidental flow of electricity (a generator hooked up incorrectly) could cause electricity to flow on power lines.

**THREE PHASE** – The electric lines, equipment and load are served from three separate phases. This is needed for bigger loads.

**REGULATOR** – This is a device designed to keep a constant voltage on the power lines. This equipment will raise and lower the voltage as needed to keep customers at a relatively constant level.



## AMERICAN CUSTOMER SATISFACTION INDEX

“Their (consumer-member) high satisfaction is a result of the local electric cooperative’s reliable service, trustworthiness, promptly addressing concerns, and commitment to improving the communities they serve.”

**Wes McFarland, Manager of Marketing**

# Co-ops top customer satisfaction survey

The American Customer Satisfaction Index (ACSI) announced its 2018 Energy Utilities Industry results and Hoosier Energy, a Touchstone Energy Cooperative, remains atop the energy sector for the eighth year in a row.

The ACSI is the nation’s only cross-industry measure of customer satisfaction and has more than two decades of experience analyzing customer satisfaction with investor-owned energy utilities serving U.S. residential consumers as well as eight years of consumer evaluations of municipal and cooperative energy utilities.

Consumer satisfaction benchmarks across the three categories – investor owned, municipal and cooperative – are updated annually based on interviews with hundreds of residential consumers about recent experiences with their electric provider.

Touchstone Energy Services conducted over 19,000 surveys across 85 electric cooperatives in 21 states. Hoosier Energy’s member systems had a total of 250 surveys (online) or interviews (over the phone) conducted.

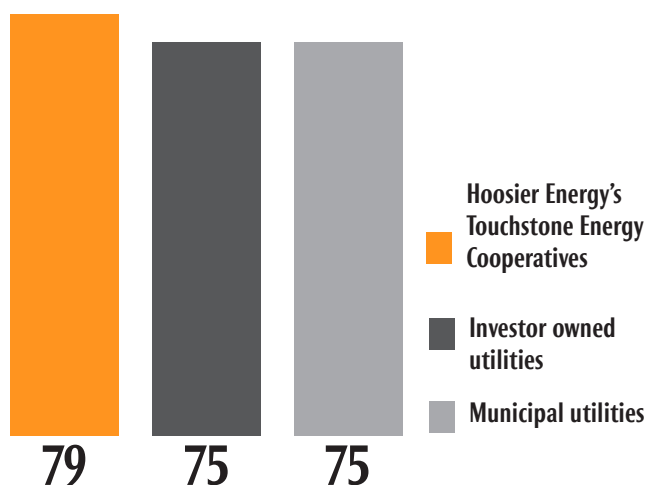
ACSI scores are calculated by member-consumers’ responses of three questions: overall satisfaction of member service, ability to meet member expectations, and evaluation of experience in comparison to an ideal energy provider. The ACSI then uses its proprietary algorithm to calculate an outcome score out of a possible 100.

Overall, satisfaction levels have increased for most Hoosier Energy cooperatives since 2014. With an average score of 79 for all 18-member cooperatives, Hoosier Energy members rate four points greater than investor-owned utilities as well as municipal utilities.

“Overall, member-consumers think highly of their electric cooperative,” says Wes McFarland, manager of marketing at Hoosier Energy. “Their high satisfaction is a result of the local electric cooperative’s reliable service, trustworthiness,

## How co-ops rank in customer satisfaction

Hoosier Energy’s Touchstone Energy member cooperatives rank higher than investor owned utilities and municipal utilities in the American Consumer Satisfaction Index energy sector score.



## Member-consumer demographics

Key takeaways for Hoosier Energy’s member systems are that the largest group of participants are ages 55 to 64 and are mostly middle class. Many households have long tenures with their electric cooperative. The majority of the households do not have children under age 18 at home but have slightly higher electric bills.

promptly addressing concerns, and commitment to improving the communities they serve.”

Across all utilities, the ACSI reports in 2018 that residential consumers found billing harder to understand and requested more energy-saving information and green programs. [E](#)



# Educators learn about energy production

The Merom Generating Station welcomed a group of 20 teachers from across Indiana. The tour was part of a five-day hands-on educational workshop called BLAST Institute. Teachers in attendance present lessons about geology, mining and environmental studies to their students throughout the school year. The teachers, representing kindergarten through 12th grade, were welcomed by Rob Horton, Vice President of Power Production, and Karl Back, Plant Manager.

After the brief introduction, the teachers were split into three tour groups and shown plant operations. The educators asked questions about processes to better explain the process to students.

“The Merom Generating Station was one of my favorite parts (of the week),” said a teacher. “It was a chance to see something that few people can see, that I can now share with my students.” [EI](#)



HE photo

**EDUCATORS ON TOUR:** Educators recently toured the Merom Generating Station. The tour was part of a week-long learning institute. The teachers had the opportunity to ask questions about the process of producing energy. Chad Cornelius is seen leading and answering questions during one of the tours. The tours were conducted by Tony Weitkamp, Ryan Henderson and Chad Cornelius.



## Co-op annual meeting highlights



### *The Cooperative Difference*

## Daviess-Martin REMC annual meeting

### Meeting details

The 78th Daviess-Martin REMC annual meeting took place April 5, at Shoals Junior/Senior High School.

### Meeting highlights

Former General Manager Dave Sutter reported on progress the co-op has made including no lost-time incidents during the past year. Sutter listed projects the co-op is working on including: mapping and Graphic Information System projects, substation rebuild, grid line upgrades, inventory process improvements, vegetation management and replacement of line and service trucks.

Numerous gifts were raffeled to member-consumers ranging from air fryers to bill credits.

### Election of Officers

#### District II

Dean Harrawood defeated Amy Burris and was re-elected to a 3 year term.

#### District V

Travis Summers (unopposed) was re-elected to a 3 year term.

#### District VII

John Edwards defeated Joe Haworth and was re-elected to a 3-year term.



HE photos

**TOP:** Dave Sutter, General Manager at Daviess-Martin REMC, speaks to member-consumers during his last annual meeting.

**MIDDLE:** Member-consumers register at Daviess-Martin REMC's annual meeting at Shoals Junior/Senior High School.

**BOTTOM:** A member-consumer places his vote for the board of directors.



## Co-op annual meeting highlights



### *The Cooperative Difference*

## UDWI REMC annual meeting

### Meeting details

On April 14, the Utilities District of Western Indiana (UDWI) held its annual meeting at the White River Valley High School in Bloomfield, Indiana. This year UDWI changed voting practices, which allowed online voting and mail-in ballots. Of the 15,282 member-consumers, about 3,000 members voted before the meeting utilizing these methods. Attendance was estimated at approximately 100 members and guests.

### Meeting highlights

Doug Childs, the new CEO, held a Q&A prior to the meeting where members could ask him questions directly. Childs spoke during the meeting as well about accomplishments including, a new board compensation policy, reduction in staff and the establishment of an audit committee.

### Election of Officers

District 5: Mike Williams defeated incumbent Roger Shake.

District 7: Dax Collins defeated incumbent Bill Watkins.

District 8: Sophie Haywood defeated Jeff Dorris, Steve Lindsey and J. Scott Sargent.



HE photos

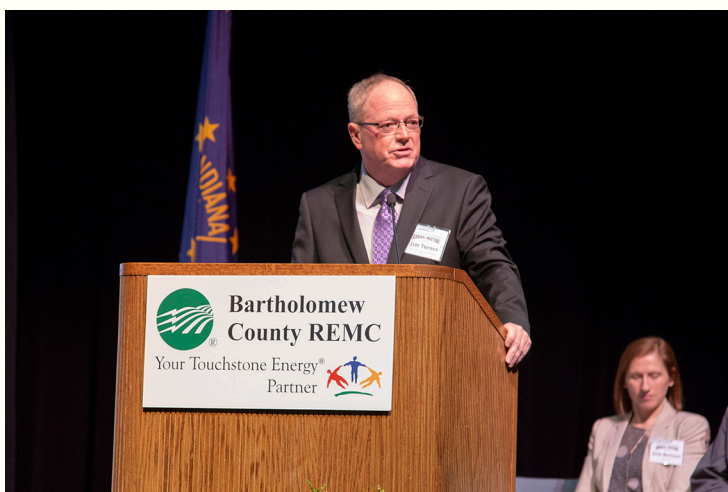
**TOP:** Chief Executive Officer Doug Childs addresses members in attendance during the UDWI REMC annual meeting.

**MIDDLE:** UDWI Electrical Engineer, Ben Field, hands out energy efficiency kits to members.

**BOTTOM:** Members take advantage of the free health screening provided during the annual meeting.



## Co-op annual meeting highlights



### *Going the Extra Mile*

## Bartholomew County REMC annual meeting

### Meeting details

Bartholomew County REMC held its' 80th annual meeting on April 17 at Columbus North High School with 444 member-consumers in attendance. Vote totals were not announced.

### Meeting highlights

General Manager and CEO Jim Turner's message noted the 8.8 percent residential rate increase implemented in April including a \$4.60 increase in the monthly fixed charge. Turner noted it was the first increase in 6.5 years. He attributed the need for the increase to a more aggressive tree trimming program, low consumer density, and continued growth at the co-op.

Turner reviewed the MySolar program in detail, including upcoming consumer meetings, and discussed a new consumer discount card program for member-consumers.

The theme of the meeting was "Going the Extra Mile" and one of the gifts provided was a yardstick with that theme printed on it.



### Election of Officers

Two incumbent directors were up for election. Larry Hoeltke and Brett Glick were both re-elected.

*HE photos*

**TOP:** General Manager and CEO Jim Turner addresses members during their 80th annual meeting.

**MIDDLE:** Bartholomew County REMC member-consumers had booths to visit after registering for the annual meeting.

**BOTTOM:** Stephanie Gorham, Customer Service and Billing Supervisor, showed members how to sign up for SmartHub.

## Co-op annual meeting highlights



*Trust the Vision and Embrace the Process*

### Southeastern Indiana REMC annual meeting

#### Meeting details

Southeastern Indiana REMC (SEI) held its 79th annual meeting on March 24 at the South Ripley High School in Versailles, Ind. More than 460 member-consumers were present.

#### Meeting highlights

Darrell Smith, SEI Board President, began the meeting stating the theme “Trust the Vision and Embrace the Process.”

General Manager Keith Mathews’ address incorporated SEI staff into the presentation. He noted several initiatives the REMC is undertaking including a new strategic plan focusing on: succession planning, contract bidding, remodeling, rate design, demand profiles and storm hardening.

Brandon Linville, Director of Operations, provided remarks regarding SEI’s reliability program. Linville highlighted the challenges facing SEI’s service area including the rugged terrain in the seven counties. Trees and vegetative growth represent the biggest outage drivers. To that extent, SEI will be undertaking an aggressive “ground to sky” rights-of-way program—one of the biggest in the state of Indiana. Rights-of-way maintenance, over 525 miles, will be maintained by contractors including Asplundh, Townsend, and Comer.

#### Election of Officers

Directors up for re-election included: Brad Bentle, Mike Thieman and David Smith. Only David Smith had an opponent, William Kohler. All three incumbent directors were re-elected to the Board.



*HE photos*

**TOP:** Southeastern Indiana REMC General Manager Keith Mathews addresses member-consumers in attendance during the annual meeting.

**MIDDLE:** Member-consumers line up for registration prior to the meeting.

**BOTTOM:** A member-consumer, left, speaks with Customer Service Representative/Marketing Representative Jarred Meinders, right, about energy use at the energy wall. The display provides energy efficiency information.



## Co-op annual meeting highlights



### *The Cooperative Difference*

## Dubois REC annual meeting

### Meeting details

Dubois REC 79th annual meeting took place April 10, at the Huntingburg Events Center.

Retiring CEO Don Book addressed members. Book thanked several business representatives that he had worked with in the past, board members, his family members and the member-consumers of Dubois REC.

"I am blessed to have the opportunity to serve this community," said Book, "and I believe in the co-op business model."

Book then introduced Joe Henson, newly selected CEO. Henson noted the appreciation for Book's work in the cooperative and his commitment to meet and serve the members.

### Meeting Highlights

Brad Knies distributed service awards to two employees, each with 40 years of service. One employee received recognition for 25 years of service. After these recognitions, B. Knies went on to discuss the retirement plans for Book and Jerry Jackle, who served as a co-op director for 30 years.

### Election of Officers

Andy Schwenk and Brad Knies were both nominated by petition. Both were elected without dissent or comment.



*HE photos*

**TOP:** Dubois REC General Manager Joe Henson addresses member-consumers in attendance during the annual meeting.

**MIDDLE:** Dubois REC Director Randall Stemle shares a laugh with a member during the annual meeting.

**BOTTOM:** Member-consumers participated in a BINGO game prior to the business meeting.

## Co-op annual meeting highlights



HE photos

**TOP:** A member-consumer, left, speaks with Hoosier Energy Project Developer Renewable Energy Josh Cisney about the MySolar program.

**MIDDLE:** Local artist Kirby Stailey performed.

**BOTTOM:** Orange County REMC employees, Bookkeeper/Account Misty Tincher, left, and Member Services Representative Ashley Terrell worked the dessert table at the annual meeting.

### *Standing on the Shoulder of Giants*

## Orange County REMC annual meeting

### Meeting details

Orange County REMC had its 81st annual meeting June 8 at Paoli High School with approximately 350 consumer-members present.

The theme of the meeting was “Standing on the Shoulder of Giants.” General Manager/CEO Matt Deaton provided more details on how the cooperative is doing just that by introducing Orange County Fiber. Deaton explained the phases, timeline, risk and rewards of the new fiber project.

Deaton said fiber internet is “A living, breathing entity that is set to transform our service territory in the same way the REMC did when it brought electricity to rural Orange and surrounding counties.”

It was noted during the meeting that this was the second year for returning capital credits to members.

### Meeting highlights

A year-in-review video highlighted how Orange County REMC goes the extra mile to bring value and improve quality of life not only to their member-consumers, but also to those in need around the world by showing a lineman who volunteered to help install electric components in rural Guatemala.

Five employees/directors of the coop were recognized for 60 years of combined service and the addition of two new employees was announced.

More than 25 gifts were raffled off to member-consumers.

Entertainment was provided by local artist Kirby Stailey and activities for children included a craft booth, bounce houses, slides and face painting.

Additional exhibits included health and wellness checks. The Department of Natural Resources was present with a live raptor display including a young Bald Eagle. Hoosier Energy’s renewable energy and demands side management teams also had displays.

### Election of Officers

District 1 - Eugene Roberts, unopposed

District 2 – Randy Roberts, unopposed

District 3 – Danny Easterday, unopposed

District 4 – Rodney Hager, unopposed

District 5 – Ben Lindsey, unopposed

District 6 – Incumbent Brian Hawkins was selected over Julie Hopper

District 7 – George Key, unopposed



## Co-op annual meeting highlights



### *The Cooperative Difference*

## Harrison REMC annual meeting

### Meeting details

The Harrison REMC 80th annual meeting took place April 3 at Corydon Central High School.

### Meeting highlights

Chief Executive Officer David Lett presented a review of the 80-year history of the cooperative. The raffle followed with the grand prize being a \$250 bill credit.

Harrison REMC used a digital check-in system so they could monitor in real time the attendance by district. This feature allowed them to easily establish a quorum.

### Election of officers

Three directors were up for election and all ran unopposed. They were confirmed by affirmation rather than written ballot. The re-elected officers were David Poe, Danny Wiseman and Roy Zimmerman.



*HE photos*

**TOP:** David Lett, CEO, mentioned the great work of Harrison REMC employees during their 80th annual meeting.

**MIDDLE:** Energy Advisor Bob Geswein speaks with a member during the annual meeting.

**BOTTOM:** Members register for the annual meeting.





## Lanesville Solar array top asset in Midwest

Hoosier Energy is proud to have the Lanesville Solar array designated as a top 10 best performing solar asset in the Midwest Region. The Lanesville Solar site provides energy for Harrison REMC member-consumers.

This designation was awarded by kWh Analytics in their Asset League Tables report. The full report can be found at [www.kwhanalytics.com/AssetLeagueTables](http://www.kwhanalytics.com/AssetLeagueTables).



# GridLines

NEWS FOR EMPLOYEES

JULY 2018

FIND BREAKING NEWS ON THE HUB

## COLUMN ONE

### Work related information, tools go digital

New Human Resource system includes digital timesheets

Hoosier Energy will be rolling out a new system that will improve the way you access payroll, electronic timesheets and personal information. This information will be delivered through a system called UltiPro.

This system is accessible anytime, anywhere and is secure. The system allows you to review and update personal information.

This system transitions paper time sheets to a digital system so you can track and submit that information electronically.

"Human Resources is excited to implement this system so employees have access to information they need through a single source," said Manager of Human Resources Chris Blunk.

In-person training will be provided to help employees learn the new system and mobile app.

**ULTIPRO**, continues on Page 2

## Merom Safety week August 15, 16, 17, 20, 21

More details to be posted on the communication boards.

WHAT DOES THIS DO?

### ARMOR ROD



Ron Taylor, left, observes Ethan Hopkins learning how to work with armor rod at the Franklin Training Center.

**A**rmor rods are aluminum alloy strands designed to protect cable against bending, compression, abrasion and arc-over. Armor rods are not used on every structure; however, installing armor rod

improves the conductor's ability to withstand the fatigue forces associated with aeolian vibration or smooth non-turbulent winds.

Dave Helton, Hoosier Energy Safety and

**TRAINING**, continues on Page 2

## Who's News

**Megan Miller** accepted the position of Human Resource Analyst effective June 18.

Miller has a Bachelor of Science degree in Health and Human

Performance from the University of St. Thomas. Previously, Miller worked for FirstPerson Advisors as a Wellness Advocate.



**Scott Stewart** accepted the position of Senior Power Production Engineer effective July 2.

Previously, Stewart worked for Newton Power Station in Newton, Ill. for almost 31 years as an engineer.



**Kevin Dale** accepted the position of FGD Utility Operator effective June 18.

Dale previously worked for Duke Energy at the Edwardsport IGCC Plant as a gasification production technician.



**Aaron Pruett** accepted the position of System Control EMS Administrator effective June 18.

Pruett previously worked for Duke Energy at the Edwardsport IGCC Plant as a gasification production technician.



**Adam Myers** accepted the position of Utility Operator effective June 18.

## ULTIPRO: New work related tools

Continued from page 1

### How Ultipro can help

The security-protected portal from UltiPro enables you to view, change, and make updates to the following:

- Personal information ■ Time management
- Benefits ■ Payroll
- Beneficiaries ■ Direct deposit accounts
- Exemptions

## Who's News

**Robert Meyr** has been promoted from Mechanical Maintenance Planner to Station Scheduler effective June 6.

**Todd Collins** has been promoted from Senior Generation Analyst to Senior Power Production Engineer effective July 7.

**Beth King** accepted a temporary position effective July 9.

## TRAINING, Continued from page 1

Training Instructor, compares armor rod to a helmet. "It protects the conductor like a helmet protects your head."

Armor rod is also used to repair damaged aluminum-based conductors and restore the conductors' mechanical strength and conductivity.

Installing and removing armor rod on a line can potentially be very dangerous if not done correctly. "It's springy and can get away from you, especially when retiring it," said Helton. This is why the Hoosier Energy Apprenticeship Training and Safety program trains the apprentices how to install and retire armor rod during their 40-hour rubber glove training. Instructors train the apprentices how to manipulate the strands of aluminum on the ground using de-energized line.

# Bulletins updated to provide clarity

Last year, Manager of Human Resources and Member Services, Chris Blunk, developed a committee to review and update Hoosier Energy's 32 Administrative Bulletins.

Administrative bulletins provide a written official statement of management policies and procedures and provide a mechanism for delineating responsibilities for tasks and projects in which two or more divisions are involved.

The committee consisted of Ashley Bowling, Laura Cvengros, Kathy Kardynalski, Kyle Parker, Crystal Rogers and Lance Simpson with oversight by Chris Blunk and Jon Bobbitt. The committee met with subject matter experts to ensure that each administrative bulletin reflects up-to-date processes and procedures.

Once updated, each bulletin was reviewed by the Hoosier Energy management team, followed by senior staff. A significant effort was made to include everyone's input.

These bulletins represent a collaboration of all of those comments and suggestions for improvement. Once the bulletins were in final form, they were submitted to President and Chief Executive Officer, Steve Smith for final review and approval, which took place in late May 2018.

## INFOEXTRA



>> **Administrative Bulletins are posted electronically to improve the efficiency of distribution to all employees. The updated bulletins can be found here:**  
<http://thehub/wg/ceo/Pages/Administrative-Bulletins.aspx> or by accessing the Human Resources page on the Hub.



## EMPLOYEE SURVEY Analysis of employee comments underway

Employees recently completed a survey about safety, culture and organizational improvements. Based on this information, in-person listening sessions were conducted. Through these sessions, employees were asked about their perceptions of the company as well as additional safety and training questions. The listening sessions took place at the Merom Generating Station, Headquarters, the Power Delivery Operations Center, Napoleon and Petersburg.

In response to comments gathered, the Safety ACT Committee is reviewing them to identify key areas to focus on. Employee subgroups will be assigned to each key area. Contact Chrystal Hoffmeister if you have interest in volunteering for one of these teams. As the analysis progresses, updates will be communicated.

# Retirement Savings Plan set to transition to Fidelity Investments in September

Hoosier Energy is pleased to announce exciting changes to the Retirement Savings Plan. Beginning September 4, 2018, the retirement plan will transition from Merrill Lynch to Fidelity Investments.® The Retirement Savings Plan of Hoosier Energy has always been an important part of your benefits package.

With the upcoming transition to Fidelity, your new plan will continue to help you prepare for your future.

Questions, contact Melissa Riggs at [mriggs@hepn.com](mailto:mriggs@hepn.com)

### Benefits of transitioning to Fidelity Investments

- Addition of Target Date Funds which handles diversification for participants. This offers an age-appropriate mix of different investments in a single portfolio, streamlining investment choices for those who want to be hands off.
- Enhanced participant experience through an intuitive portal – both web and mobile allow opportunities to include other retirement assets as well as health care accounts in a single place.
- Lower plan fees.
- Expanded employee education opportunities.

# How to protect yourself, personal data against malware

When stories hit the news that a company has been hit by ransomware – this is a form of a malicious program called malware. Cyber criminals use this to infect computers. Once the malware gets installed, criminals have open access to a computer. Some of the malware used can lead to criminals controlling your computer and files and demanding you pay a ransom to get them back.

Malware is software. Often it is disguised as an attachment to an email that recipients click to open that, in turn, installs software. When malware is installed, criminals can spy on your

online activities or steal passwords.

Malware can affect any operating system from Windows to Macintosh and smartphone devices. To protect yourself, keep in mind the following:

### Update the operating system:

Cyber criminals work to exploit vulnerabilities in operating system software. You can reduce your chance of being affected if you keep your operating system up to date. Don't forget about all the other software running on your computer such as internet

browsers and plugins.

### Back up your computer:

Backing up your computer is important when it comes to protecting yourself from a malware infection. Consider a cloud-based backup service or use an external hard drive to make a clone of your computer. This way, if you are attacked, you have ways to access your important files as well as clean your machine and start over from your saved files.

Source: SANS.org

## ENERGIZE YOUR HEALTH - FINANCIAL WELLNESS



With summer upon us, the last thing on our minds is winter, snow and the holiday season. But maybe it should be. Consumer spending during the 2017 holiday season saw its largest increase since 2010. The National Retail Federation noted that the results were even better than anything they could have hoped for. If the consumer spending trend continues, it can help to plan ahead. Here are some tips to try in the name of preparedness:

- Be aware of your everyday spending – The first step in a financial review is learning where your money is going. From here, not only is it much easier to create a budget, but you can likely identify areas where you can cut back.
- Find hidden income sources around your house – Who doesn't have "stuff" lying around they don't use anymore? Sort through these items and have a garage sale, sell it online, or visit a local consignment shop.
- Decrease monthly bill payments – This is another area you may be able to reduce. Two examples are: contact your cable provider to select a more cost-effective plan; or cancel a gym membership and exercise outside or in your basement.



## DSM Demand Side Management

The electric utility industry puts to use many acronyms. Each month a new one will be detailed here to help employees expand or refresh their industry knowledge.

Demand side management (DSM) refers to programs aimed at reducing consumer use of electricity through conservation, efficiency measures or shaving peak load through use of demand response. It's called DSM because these programs take place on the consumer (or demand) side of the meter.

Through DSM programs, Hoosier Energy and members are helping member-consumers find better ways to manage energy use by improving efficiency and reducing demand. Many of the DSM programs have been part of Hoosier Energy's power supply strategy since 2009.

Hoosier Energy's Marketing Department assists cooperatives with a variety of residential and commercial programs that include residential and LED security lighting programs, commercial and industrial energy efficiency, residential HVAC, energy management switches and appliance recycling.

For more information about energy efficiency visit [TeamUpToSave.com](http://TeamUpToSave.com).

## July employment anniversaries

Fred Britton	40 years	Bill Newman	32 years	Matt Mabrey	17 years	Jim Headlee	12 years
Danny Turpen	38 years	Tim Abrams	32 years	Scott Nay	14 years	Melissa Page	11 years
Randy Ridge	37 years	Shelly Fleener	30 years	Matt Strawser	13 years	Carl Field	10 years
Mike Luff	35 years	Clint House	27 years	Tyler Manship	12 years	Tyler Bonney	8 years
Laura Buchanan	34 years	Matt Figg	27 years	Amy Parrish	12 years	Richie Field	8 years
Eric Harrison	33 years	Brian Haggard	23 years	Ben Turner	12 years	Bart Abel	3 years
Jim Thacker	33 years	Raina Lewis	21 years	Scott Smith	12 years	Crystal Rogers	2 years
						Josh Popp	2 years