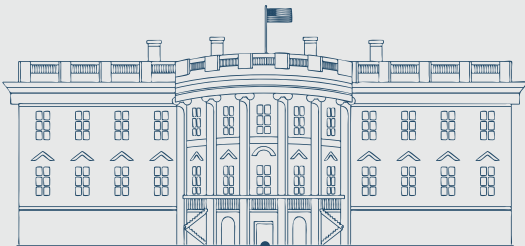


ENERGYLINES

THE WORLD PAUSED.

THESE EMPLOYEES SAW POSITIVE OUTCOMES.

READ THEIR STORIES ON PAGES 3-4



EXECUTIVE ORDER

Learn how Hoosier Energy is prepared to respond to President Trump's Bulk Power System executive order.

PAGES 2-3

INDUSTRY NEWS



Source: Duke Energy

DUKE ENERGY SHAREHOLDERS QUESTION NATURAL GAS PLANS

Duke Energy received tough questions from shareholders about its long-range resource plan, according to a report at UtilityDive.com. The utility was asked about its investment plans for natural gas plants into the 2030s.

Environmental and consumer advocacy groups responded to Duke Energy's plans to expand its natural gas infrastructure. The utility states that regional discrepancies might make it easier for some utilities to invest in renewable energy resources in the short term, according to a UtilityDive.com report. The advocacy groups dismiss the regional discrepancy argument stating operations in North Carolina and Indiana are suitable locations for wind investments.

In the integrated resource plan that Duke Energy has for operations in Indiana, the utility proposes an additional 100 megawatts of wind annually from 2024 to 2037.

RENEWABLE ENERGY

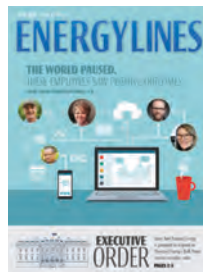
Largest solar array to be built outside of Las Vegas

The \$1 billion Gemini Solar Project in Nevada will be the largest solar project in the U.S. With 690 megawatts of output energy, the project will be built on 7,000 acres of federal land 33 miles northeast of Las Vegas, according to the Interior Department. The project includes battery storage to help keep energy flowing during the night.

According to the Wall Street Journal, Nevada has passed laws mandating that half of its electricity come from renewable energy by 2030. The Gemini project is set to be completed by 2023.

ON THE COVER

Due to the pandemic, many Hoosier Energy employees paused to find positive outcomes.



25%

COAL-FIRED GENERATION

Energy consulting firm Wood Mackenzie has changed its coal-fired generation forecast to decline from 3.5 to 25 percent in the U.S.

Pandemic effect on generation under review

Coal-fired generation has taken a hit as Americans consume less electricity during the coronavirus pandemic. Energy consulting firm Wood Mackenzie has changed its coal-fired generation forecast to decline from 3.5 to 25 percent in the U.S.

John Bear, CEO at the Midcontinent Independent System Operator, MISO, told the Wall Street Journal (WSJ) that MISO is studying the long-term effects of the pandemic and how that might change generation sources needed to meet demand.

"We're trying to look at this 20 years down the road," Bear told the WSJ.

Coal-fired generation had its largest slump in more than 40 years in 2019. According to the Energy Information Administration, output from the U.S. coal-fired generating fleet dropped to 966,000 gigawatthours (GWh) in 2019, the lowest level since 1976. The decline in last year's coal generation levels was the largest percentage decline in history. [EL](#)



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Eight ways Hoosier Energy works to succeed

These are the strategic priorities that the Hoosier Energy workforce strives to achieve every day.

EMERGING TECHNOLOGIES

MEMBER FOCUS

RISK MANAGEMENT

GOVERNANCE

COMPETITIVE RATES

COST MANAGEMENT AND PERFORMANCE

SUPPLY PORTFOLIO

OPERATIONAL EXCELLENCE

BULK POWER SYSTEM



Executive order to curb purchase of foreign electric equipment

HOOSIER ENERGY EXPANDS REVIEW PROCESS TO COMPLY WITH MANDATE

On May 1, President Trump signed an executive order declaring a national emergency to strengthen the process of identifying foreign adversaries that can adversely affect the electric Bulk Power System (BPS).

Equipment suppliers are to be reviewed to determine if manufacturing is under control of or influenced by foreign adversaries. This change reflects consensus by senior intelligence officials that adversaries, including Russia and China, are creating and exploiting vulnerabilities in the BPS to commit malicious acts against the United States.

“The risk is that a company uses equipment for a network connection made by a Chinese company that could exfiltrate data about the Bulk Power System to a government that we are not on the best of terms with,” said Richie Field, Manager of Cybersecurity and Network Operations at Hoosier Energy.

Under guidance from the North

American Electric Reliability Corporation (NERC), electric utility BPS purchases are to follow the new CIP-013 cybersecurity and supply chain risk management standard effective October of this year. Vendors that manufacture equipment under review include servers, SCADA systems, firewalls in control centers and relays in transmission stations.

“This executive order should not have an impact on Hoosier Energy short term, as it will be periodically assessed as we move toward an approved supplier list next year,” said Bob Solomon, Manager NERC Compliance.

Plans at Hoosier Energy are in place to adopt the new standards through risk assessments. By October, additional assessments will take place for new or renewed contracts – completed by cybersecurity and network operations personnel.

“Hoosier Energy is going above >>

“We are using technology to automate and create a supplier list more efficiently to meet the requirements of the executive order.”

DAMON CRAIN

Manager of Purchasing and Contracts

and beyond as we complete risk assessments for low-impact facilities, such as generating stations and transmission stations that supply 69kV transmission lines to our members,” said Solomon.

Before the executive order was enacted, the Hoosier Energy Purchasing and Contracts Department monitored purchases from domestic and foreign-owned companies commonly called an OFAC check. This procedure ensures companies sourced are not listed on the Specially Designated Nationals and Blocked Persons List produced by the United States Department of the Treasury Office of Foreign Assets Control.

Stemming from the executive order, Hoosier Energy has begun a review of suppliers the cooperative does business with. To accomplish this, the Information Services department is developing custom queries that will help identify suppliers that need to be reviewed for compliance on an ongoing basis. These new queries will also enable the Purchasing department to upload supplier data into a batch OFAC check of all identified suppliers instead of keying in data for each individual supplier.

“We are using technology to automate and create a supplier list more efficiently to meet the requirements. By streamlining the process, we can perform an OFAC check on all of our active suppliers annually to ensure they remain favorable with the Treasury Office of Foreign Assets Control,” said Manager of Purchasing and Contracts Damon Crain.

The May 1 executive order falls under the provisions of the National Emergencies Act and must be renewed annually to remain in effect. [E](#)

POSITIVE MOMENTS

What five employees find to be bright spots in their lives as the world faces a pandemic

For months, people have faced stress and negativity while dealing with the COVID-19 pandemic and an uncertain future. Work schedules changed, schools converted to online learning, offices relegated to homes, activities halted, sports events cancelled and visits with family and friends stopped.

As Hoosier Energy continued to monitor the situation and make decisions to keep the workforce safe, many employees had the chance to pause and find positive outcomes while learning to better appreciate people and opportunities.

EnergyLines reached out to five employees and asked them to share a bright spot during the pandemic, as well as what they're appreciating more. [E](#)



DAVE HELTON

Safety and Training Instructor

Dave Helton would normally spend his days out in the field training people to be line workers. When in-person interaction came to a screeching halt in March, it could have put training way behind. However, Helton says his bright spot has been that he was able to continue training through online classes. “I’ve still been able to connect with all my apprentices through the online training,” he says. “They’re still able to get the classes in and not be that far behind in the program.”

While he’s always appreciated working for Hoosier Energy, Helton says that he’s especially appreciative now. “I speak from the heart,” he says. “During all this, the company’s been extremely fair on both sides – union and non-union – and I love working for a great company like this.”

What I appreciate more: *Working for a great company*



JEREMY SOWDERS
Economic Development Coordinator

Before the pandemic, Jeremy Sowders spent quite a bit of time traveling in his job, so transitioning into working at home has been an adjustment. “This has required me to be much more intentional and focused,” he says. “That’s been extremely beneficial to me to sit down at a desk every day and open up my two or three priority projects and stay on top of things.”

Sowders has enjoyed spending more time with his family – including his two small children – and helping out around the house, mowing the grass and planting a garden. “My schedule is really erratic and unpredictable, so it’s hard to even justify buying tickets to a show, let alone trying to plant a garden, because I didn’t know when I’d be around to actually do anything,” he says.

Since the pandemic started, Sowders has learned to better appreciate his family and nature. “It’s been pretty fun just to look out at the backyard. I feel like I’m on a first-name basis with some squirrels and birds,” he explains. “I forgot what it was like to watch animals interact and just take a deep breath and relax.”

What I appreciate more: *Definitely nature and my family*



DONNA WALKER
Chief Executive Officer

With direct involvement in the decisions leading to workforce changes, Donna Walker has been most pleased with how well employees have adapted. “The biggest bright spot for me has been how well everybody has come together with a can-do attitude, with no complaints, just, ‘OK, this is what we’ve got to do, and this is how we can do it,’” she says. “Everybody has risen to the occasion – I’m super impressed with that.”

As many have had to do, Walker is happy with her ability to adapt and conquer technology. “I’ve had to get past some technological issues and anxieties, but I know I can do this now,” she says. “It’s a bright spot to think of my own personal ability to adapt to my changing environment. I hadn’t really had to do that, and so it’s been kind of fun for me to do that and try new things.”

And what – or who – has she learned to appreciate more? “Wendy, my hairstylist, without a doubt,” she laughs. “She and I have known each other for 24 years and we’ve texted a few times – it’s kind of comical, but I appreciate her more.”

What I appreciate more: *Wendy my hairstylist*



MEGAN MILLER
Human Resources Analyst

Working from home has been quite an adjustment for Megan Miller, who has two small children, including a six-year-old son with kindergarten e-learning classes. However, a bright spot for her has been continuing to have connections with other people.

“Even though we’re not face to face with people and having those water cooler moments or popping into somebody’s office, I think we’ve all had to be much more intentional about creating those opportunities,” she says, adding that she has used tools like Microsoft Teams, WebEx and phone calls to stay in touch. “We’re all in this together.”

Because it helps her keep connections, Miller says that she has grown to appreciate technology more during the pandemic. “I can’t imagine what life would be like if we weren’t able to work from home or to use FaceTime to see our family or text message them,” she says. “I’m not a huge tech person anyway – I’d rather go to somebody’s office than pick up a phone or write an email. But it certainly does make me incredibly grateful and have a huge appreciation for technology now.”

What I appreciate more: *Technology*



KIRT MONK
Senior Instrument Technician

When working at Merom Generating Station, Kirt Monk would have little time to complete extra training. So, it’s been a bright spot for him during the pandemic to be able to complete modules for meter relay, leadership and computer skills. “It would be hard for me to do it if I was at the plant,” he says. “With all this downtime, I’m able to focus on training and not be trying to juggle learning a new skill, while also trying to perform my tasks. I can’t give full attention to both.”

While learning new skills has been a bright spot for Monk, he says the biggest thing he has appreciated during this time is not missing his second child’s first word. “That was something that was really nice,” he says, adding that he has two young daughters. “She’s just now starting to make sensible words, and I didn’t miss it. It’s nice being able to spend a lot more time at home with the family.”

What I appreciate more: *I didn’t miss first words*



GRID MAINTENANCE: Co-ops are taking precautions to work as safely as they can while maintaining the grid as spring and summer storms impact the region.

Members prepare to work safely during spring, summer storms

Spring storms can cause major damage to electric lines, substations and transformers. This damage often requires crews to work in close proximity of each other to get power restored quickly.

Throughout the pandemic, co-op line crews have been taking safety precautions by wearing Personal Protective Equipment (PPE) when they are not able to maintain social distancing.

As the COVID-19 virus spread across the state, the counties hardest hit moved to emergency-only work orders. As Governor Holcomb announced a decline in new cases, additional flexibility was given for utility work.

“Our on-call crews are staying together and working on all calls and outages together,” said Kyla Jones, Employee and Member Relations Manager, Dubois REC. Major storms hit their service territory in early April,

causing a need for major line repairs.

Beyond storms, spring is the peak time for vegetation management, and co-ops developed plans to follow pandemic safety guidelines.

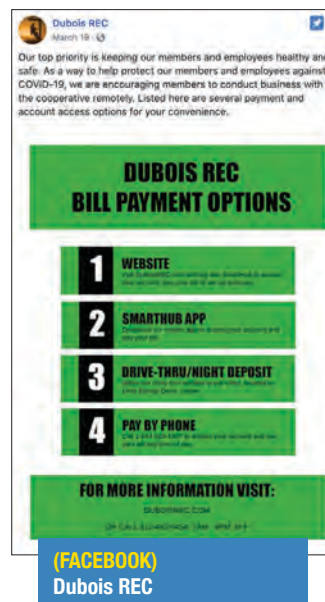
The Vegetation Department at South Central Indiana REMC currently employs 36 people and services 1,829 miles of overhead powerlines. As part of the initiative to work safely during the pandemic, each crew was provided a different meet-up site with the idea to keep crews as separate as possible. When work dictates that crews must work together, social distancing is practiced.

Notification specialists, who inform members of upcoming work, are communicating by phone, email and signed door cards instead of in-person contact.

For internal communications, employees are using Microsoft Teams and similar applications to ensure everyone remains informed. **EL**

Social session

Members took to social media to provide solutions during the pandemic. Dubois REC reminded members of the payment options available to keep their members safe. WIN Energy REMC provided a timely energy efficiency tip. The co-op explained how much energy is used to power clothes washers and dryers.



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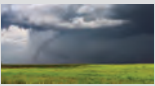
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Survey identifies ways to increase member-consumer engagement

Co-op value.

Since 2004, the American Customer Satisfaction Index (ACSI) has provided cooperatives actionable information to help improve member satisfaction and engagement. A recent survey shows that co-op member satisfaction has been on the decline during the past five years. Affecting the downward trend is how younger members view their co-op.

Data shows that length of membership has a positive impact on engagement. With more than 70 percent of member-consumers under the age of 45 having less than 10 years of membership, their engagement and trust are reduced.

As young member-consumers show a low level of satisfaction, potentially due to a higher bill to income ratio, connecting with this demographic through electronic platforms to help them manage their energy use is effective. Survey results identify that those under 45 are twice as likely to turn to the internet, and not their co-op, for efficiency information.

Henry County REMC engages with 45-and-under members by being where they are online – often Facebook.

“We continuously communicate with younger members to help them understand that reducing their energy use can have an impact on their bill,” said Lara Sullivan, Manager of Marketing and Member Services.

Sullivan identifies highly-focused yet short communications to engage with this group. She turns to Facebook the most because the format is based on brevity. She says that being where member-consumers are and simply listening to their concerns

91%

THE MEMBER EXPERIENCE

When member-consumers learn how their co-op can help them manage their energy use, 91 percent of respondents in the ACSI survey said they would return for similar information.

is a strong combination that helps make positive connections.

“When an outage occurs, I use this time to offer education. At that moment, the member may be frustrated with the power loss, however they are open to learn how things work, what’s involved with restoration, etc. While power is being restored, I often receive messages about efficiency or program opportunities. I find that they are appreciative when I listen to their concerns during times like this,” said Sullivan.

Once member-consumers experience how their co-op can help them manage their energy use, 91 percent of ACSI respondents state they would return for similar information.

The ACSI research verifies that increased member engagement helps improve their willingness to advocate for the co-op and support demand response efforts.

The 2019 national survey was conducted between April and July. This included 70 cooperatives across 21 states with more than 17,500 interviews among residential members. [EL](#)



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Video helps troubleshoot wi-fi issues

The Hoosier Energy communications department has created a video to help members improve their home wi-fi.

The video has been shared with members through the monthly Communications Toolbox.



WATCH THE VIDEO AT: <https://youtu.be/FmEfAfyMBM>