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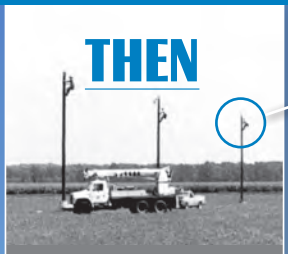
ENERGYLINES



NOW

Then vs now

The Hoosier Energy Apprenticeship, Training and Safety program turns 45.

Story Page 3

INSIDE: The top 10 milestones of the HEATS program.

CYBERSECURITY

©GettyImages.com/ maxkabakov

CO-OPS IDENTIFIED IN CYBERATTACKS

The Wall Street Journal (WSJ) identified more than a dozen U.S. utilities that were targets of cyberattacks in 2019. The attacks include generation and transmission and distribution electric cooperatives.

The Federal Bureau of Investigation is reviewing the attacks that took place throughout the year and could still be ongoing according to the WSJ. The hackers tried to get malware called "Lookback" installed on computers through phishing emails. No systems were breached.

Co-ops targeted include: Flathead Electric Cooperative, Mont.; Basin Electric Power, N.D.; Cloverland Electric Cooperative, Mich.; Tri-County Electric Cooperative, S.C.

INDUSTRY NEWS

Indianapolis Power & Light to retire 630 MW of coal generation

According to a Utility Dive report, Indianapolis Power & Light (IPL) is looking to retire 630 MW across two coal-fired units, add 200 MW of firm capacity and grow its demand side management programs.

The plan, identified in IPL's integrated resource plan, would continue their shift away from coal-fired generation – consisting of 43 percent of their generation portfolio today.

The proposed retirements of units 1 and 2 at the Petersburg, Ind., plant will take place in 2021 and 2023, respectively.

IPL's Petersburg generation station is near the location of the decommissioned Hoosier Energy Ratts Generation Station.

ON THE COVER

The Hoosier Energy Apprenticeship, Training and Safety program has grown since its inception in 1974. EnergyLines takes a look at this journey of growth and what the future holds for this nationally recognized program.

4.2M

PERSISTENT POVERTY COUNTIES

Electric cooperatives serve an estimated 4.2 million people in more than 90 percent of the nation's Persistent Poverty Counties (PPCs) based on 2017 data. PPCs are counties identified as having a very high percentage of households with incomes below the poverty level over a period of years.

Initiative to help advance energy access

The National Rural Electric Cooperative Association's "Advancing Energy Access for All" initiative highlights cooperatives' involvement in facilitating healthy communities. The initiative explores the innovative ways co-ops help their communities and uncovers new directions assistance programs are taking.

The initiative's goal is to create a sustainable practice around supporting member cooperatives as they holistically serve their members by sharing information, identifing education opportunities, and targeting partnership opportunities.

ONLINEEXTRA

>> For more information about the initiative visit: **Cooperative.com**

FIND US ONLINE

To subscribe or to read back issues, visit HoosierEnergy.com/news/energylines

Strategic Priorities

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

A strategic focus

Three-part series asks senior staff to discuss what Hoosier Energy is focusing on related to strategic priorities

Question: *How are Hoosier Energy operations positioned to continue to bring top performance for members?*

Rob Horton, Chief Operating Officer

Hoosier Energy delivers high operational performance utilizing the Reliable, Efficient and Competitive (REC) operational strategy. These focus areas drive everything from day-to-day work activities to implementing outages and projects, while focusing on innovation and high performance.

Tying actions back to these fundamentals provides a common reference point for all employees.

Investment in workforce training and development assures employees are equipped with the skills and knowledge to succeed, not only in their current roles, but in future roles as new technology emerges.

Hoosier Energy's extensive employee training portfolio includes the Hoosier Energy Apprenticeship, Training and Safety program, operation simulators, project management, Bell Leadership, MARC, executive leadership and numerous technology-specific training.

External research and professional organizations, such as Electric Power Research Institute, North American Transmission Forum and the National Rural Electric Cooperative Association, are leveraged to supplement internal training and development programs.

Employees and staff focus extensively on the development of relationships and management of its suppliers and business partners. Recognizing that delivering reliability and value in the utility business requires cooperation across multiple industries and organizations, we work extensively with partners and suppliers to build meaningful long-term relationships which provide a foundation for collaboration and innovation.

Horton

As the electric utility industry and markets continue to change and adapt, so does Hoosier Energy. This can be seen through a new technology tracking program. The program captures and shares technology advancements throughout the organization. This program creates a database of resources that identifies new and developing technologies as well as technology liaisons who can help facilitate internal evaluations.

Currently, our methods for evaluating the performance of assets are under review to ensure the areas of key operational focus translates to positive impacts for members. This includes incorporating ways to evaluate operational flexibility in asset and outage evaluations to ensure we are prepared to meet the demands of tomorrow's market.

NEXT MONTH

>> EnergyLines asks Vice President of Operations Matt Mabrey to identify what is important related to producing power that is safe, reliable and cost effective.

Meter/Relay school (2005)

Climbing school (2007)

Bucket truck training (2013)

HOOSIER ENERGY APPRENTICESHIP TRAINING AND SAFETY

Safety, training program cele

TRAINING QUALITY AND DIVERSITY HAS HELPED PRO

Every job has safety concerns, but working as a line technician has more risks than most. They must work in inclement weather and dangerous surroundings. Safety is always a top priority.

In 1973, talks began about forming a lineman apprenticeship between Clark, Harrison and Southeastern cooperatives. By October 1974, Board of Directors Chairman Dewy Barnett appointed the first Hoosier Energy Apprenticeship, Training and Safety (HEATS) program. The first official class took place on April 12, 1975, with Joe Robb as the first apprenticeship training instructor.

In February 1975, standards were amended to include females in the training, but the first women did not enroll until December of 1987.

As word about the training began to spread, the program grew; not just in numbers, but also in class offerings. The first metering technicians graduated in 1995. The first substation technician class graduated in 2015. Line, Meter, and Substation indentured apprentices all have to complete 576 hours of classroom instruction and 8,000 hours of on-the-job training. Indentured graduates also take four college-level courses to earn an Associates of Applied Sciences degree from Ivy Tech.

Program expansion

While the program started off with the intent to make sure that all cooperative employees were properly trained in safety measures for their jobs, it has grown into much more today. With the opening of the Franklin Training Center in 2003, the program became even more popular and word began to spread about the superiority of the training. The apprenticeship is now open to industry workers across the state.

"We are always looking to improve our training facilities. Our members and our apprentices deserve the best we can provide," said Dave Helton, Hoosier Energy Safety and Training Instructor. "With the addition of the energized underground training yard, we now have the capabilities and opportunity to further ensure the safety of our

Hoosier Energy Apprenticeship Training and Safety program milestones

1974 — **Creation of HEATS**
Oct. 31, 1974

1978 — **First graduating class**
Sept. 1, 1978

1985 — **Power plant programs introduced**
Oct. 24, 1985

1987 — **First women enrolled in the program**
Dec. 1, 1987

1995 — **First Meter Technician graduation**
Dec. 1 1987

b rates 45 years of excellence

GRAM GROW TO BE ONE OF THE BEST IN THE NATION

member employees."

The Franklin Training Center currently leases out office space to the statewide organization Indiana Electric Cooperatives. The group also conducts many training sessions at the facility. When it was first built, the center was utilized one week a month on average. Now, the center offers training sessions multiple times a month and has employees there on a daily basis.

"The facility offers in-depth training in a safe environment that allows for one-on-one classroom and field work," said Bob Richhart, Chief Technology Officer and pioneer in the HEATS program.

Because of Richhart's passion for safety and proper employee training, he was instrumental in meeting the growing needs of the members and made the HEATS program become one of the cornerstones of our cooperative employee development program.

The future of the program

The safety and training department is always looking for ways to improve for the future. In 2019, based on requests and input from member-cooperatives, a new class was offered – Member Service Representatives (MSR) HEATS program. More than 50 participants signed up for the program. This program is offered to both member co-ops and Hoosier Energy employees. The framework for the MSR HEATS class was approved by the Indiana Department of Labor. At the end of this two-and-a-half-year program, participants with be awarded with an apprenticeship certificate.

As a true accolade to the program, the 2019 graduating class was the biggest to date with 35 graduates. There have been 678 graduates since the program began.

"Hoosier Energy is proud to offer this comprehensive safety and training program, not only to our members, but to organizations across the state," said Chris Blunk, Vice President of Corporate Services. "Our goal is to make sure all participants receive the proper education to do a quality job and arrive home safely each night." EL


Helton


Burch


Bullock


Gentry

Meet the safety and training instructors

The Safety and Training team currently has four instructors: Dave Helton, Kevin Burch, John Bullock and Brandon Gentry. Together, the four cover the necessary class and field work for the Lineworker, Electric Meter Repairer and Substation Technician courses. Each bring a unique perspective and work experience to the classroom.

2001 **Lineman associate degree requirement added**
July 1, 2001

2003 **Franklin training center opens**
2003

2012 **Substation program introduced**
April 20, 2012

2018 **Member Service Representative class introduced**
March 1, 2018

2019 **Energized underground substation school begins**
Oct. 2019

POLE-TOP RESCUE TRAINING FOCUSES ON SPEED AND SAFETY

Line specialists stay 'Safe by Choice'

ENGLISH, Ind.

A second-generation line specialist, Dave Helton once saw his dad's friends climbing poles and putting up power lines near his workplace.

"After I saw that, I knew going forward I wanted to be a lineman," says Helton, who has worked for Hoosier Energy almost 17 years. "I've never looked back. I love working with my hands, climbing poles, being outside, doing hard physical labor."

About seven years ago, Helton became a safety and training instructor with one of his primary duties being pole-top rescue training.

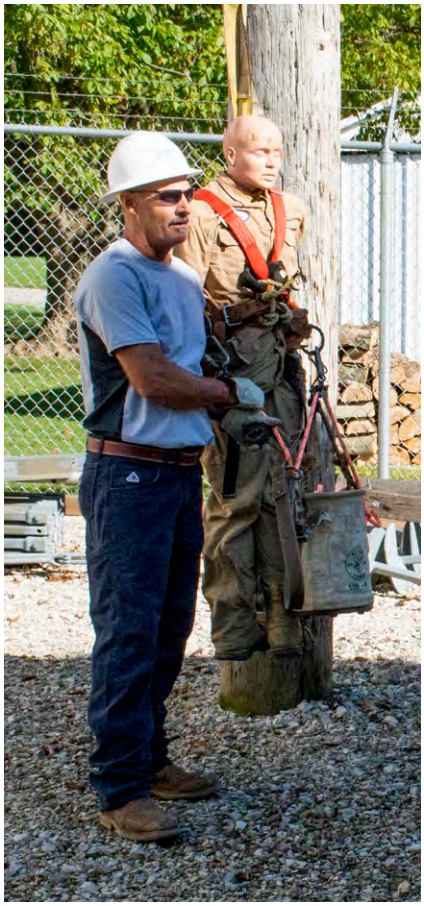
According to Helton, this training focuses on speed and safety for both the rescuer and the victim in situations when somebody has been in contact with an energized conductor or has a medical emergency. He says workers can encounter anything on the pole, from a bee sting to a high-voltage shock to any type of medical emergency or inclement weather, including storms and lightning.

"We are trained in ascending the pole, tying a rope with the proper rigging around them, and letting the victim down within minutes," he explains, adding that speed is vital to ensure a better outcome for the person in crisis. "We do this type of training because our jobs are dangerous, and, at any time, one of us might require rescuing off a pole."

Helton says all line specialists – apprentices and journeymen – have to complete pole-top rescue training annually, just like CPR and first aid. Pole-top rescue training is also required by OSHA each year.

"We do this type of training because our jobs are dangerous, and, at any time, one of us might require rescuing off a pole."

DAVE HELTON
Safety and training instructor



HE photo

SAFE BY CHOICE: Dave Helton stands next to a rescue mannequin used in pole-top rescue training at the English work center.

"We want to have compassion for our fellow workers," Helton says. "If they are in medical trouble or somehow become energized, we need to be proficient at our ability to get them off the pole and administer first aid or advanced CPR. It's also for our own safety."

In an emergency, Helton says the first step is to call 911, and then assess the situation fully so rescuers don't endanger themselves when committing to a pole-top rescue. "We climb up in a safe position, tie the correct knot – bowline or three half-hitches – and try to lower them to the ground in a safe and timely manner," Helton explains.

Despite the best preparation, rescue efforts pose numerous challenges to overcome. Not only is every incident different, so are weather conditions, the poles being climbed and if the conductors are energized or not. This means rescuers have to adapt procedures to get the person down as quickly and safely as possible.

Helton adds that being safe and training properly are ways for line specialists to take care of themselves and each other, as well as live out the Hoosier Energy initiative, "Safe by Choice."

"We are trained to be our brothers' keepers," Helton says. "That's at all times, not just with this pole-top rescue, but in all aspects of our work." EL

SYSTEM CHECK: Part of the job for Brad Smith includes inspection of the fire pump system at the Power Delivery Operations Center. This maintenance helps ensure proper functionality if an emergency takes place.

HE photo

ALL IN A DAY'S WORK

WHAT A DAY BRINGS TO AN EMPLOYEE THAT IS ON CALL

The Facilities Department at Hoosier Energy is tasked with maintaining more than 70 locations 24/7/365. From maintaining generators to office maintenance, the team of eight keeps the cooperative running smoothly. EnergyLines followed Brad Smith for a day. What took place was average until an emergency call came in.

6:30 a.m. Brad Smith arrives at work. That doesn't mean the Facilities Mechanical Supervisor arrives at the same location each day. In fact, it rarely means the same place from one day to the next. Today, he is starting his day at Hoosier Energy's Bloomington headquarters.

Smith is part of the facilities team at Hoosier Energy. The team maintains more than 70 locations under Hoosier Energy's cooperative umbrella. The facilities team checks on everything from buildings to microwave towers.

Smith and Bart Abel, Facilities Electrical Supervisor, cover the majority of the outlying properties, each playing to their expertise.

At headquarters, Smith begins his monthly backup generator check and load testing. This ensures that the generator will work in case of a loss of power.

7:15 a.m. Then everything for the day changes when the phone rings. Pike County officials call to say that the access road to the Petersburg, Ind., location, has had a partial road collapse. >>

"That's the thing with this job... You have to be ready for anything, anywhere at any time. We are on call 24/7 because these types of things don't always happen in an 8 a.m. – 5 p.m. world."

BRAD SMITH
Facilities Mechanical Supervisor

HE photo

PICTURE PERFECT: Brad Smith takes photos of information displayed on generators for documentation purposes. This helps save time and ensures he captures necessary information accurately.

Smith immediately begins making phone calls to the Petersburg facility, Bryan Place, Manager of Facilities, and contractors to start a contingency plan for employees to have access to the location.

8:00 a.m. Smith finishes calls as he finalizes a plan for easement allocations.

So much for a routine day.

"That's the thing with this job," says Smith. "You have to be ready for anything, anywhere at any time. We are on call 24/7 because these types of things don't always happen in an 8 a.m. – 5 p.m. world. They very rarely happen where you are."

Back at headquarters, the generator has run for 30 minutes and all systems have been checked. He heads out to test the next generator at the Worthington Generating Station.

Smith began working at Hoosier Energy in August 2011 at the Ratts Generating Station and then transitioned to the Facilities Department. He was a maintenance planner for 4.5 years and is now the Facilities Mechanical Supervisor.

9:15 a.m. Arriving at the Worthington Generating Station, Smith begins checking fuel amounts and battery charge for the two generators on site.

Checking each site is important, but it is especially important at this location. Should something happen to the electric grid, this is the site where Hoosier Energy would begin fixing issues because it is a primary switchyard.

Part of his routine also includes checking to see if there are other concerns that need addressed while he is on site. This request is always welcomed with a smile and a list of actionable items.

10:40 a.m. After a 20-mile drive, Smith arrives at Power Delivery Owen County for the final generator checks. This location has two generators. The fire pump will also be tested at this location.

The day of travel was extended by the road closure at the Petersburg location. Calls related to this emergency came in all day, with Smith fielding them and determining the next steps to take. It was time for him to make the 75-mile trek down to Petersburg and investigate the damage to the road for himself.

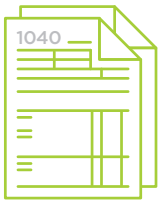
It's all in a day's work for a facilities employee.

Did you know?

HOW ELECTRIC COOPERATIVES ARE ECONOMIC ENGINES

Co-ops contribute $88.4 billion to the U.S. Gross Domestic Product annually.

Co-ops generate more than $22 billion in federal, state and local taxes.



Co-ops invest $12 billion annually in local economies.

ONLY IN ENERGYLINES (JUNE 1979)

DESIGNING THE GRID

WHEN PLANS WERE DRAFTED WITH PEN AND PAPER

Building the grid.

In the June 1979 issue of EnergyLines, readers were shown how design engineers at Hoosier Energy were expanding the electric grid. Selecting routes, transmission designers reviewed land surveys so equipment selected met national electric codes.

The team of designers were busy as they planned or expanded 53 distribution substations in the span of two years – all completed without the use of computers.

The article states, “The team has to put on paper that which exists in other people’s minds.”

Today, technology such as computer-aided design helps save time by creating efficiencies that are passed along to member cooperatives. Substation Design Engineer Mark Hall remembers the transition from paper to computer.

“Physically drawing things to scale and laying them out by hand fostered imagination. Today’s time-saving tools create efficiencies, but we use them without sacrificing the Hoosier Energy tradition of focused thought and creativity,” says Hall. EL

"We were debating if we had to start charging for labs, and the grant was a godsend. We needed money right then, and the grant kept our mission of providing free health care progressing forward."

LORI GRUBBS Volunteers in Medicine

CO-OP GRANT HELPS CLINIC STAY FREE

Operation RoundUp program connects members to community

Co-op value.

Lori Grubbs, vice chair of the board of directors for Volunteers in Medicine Dearborn, Ohio and Switzerland Counties, says the free clinic was at a crossroads when it received a $1,000 grant from the Southeastern Indiana REMC's Operation RoundUp.

"Our biggest expense is labs – we spent $12,000 this year," she says. "We were debating if we had to start charging for labs, and the grant was a godsend. We needed money right then, and the grant kept our mission of providing free health care progressing forward."

Having the ability to do blood tests is vital for the services the clinic provides. "If the person can't get their blood work done, how do I know if their cholesterol is high?" Grubbs says. "There are people who have ignored a long-term health care condition, and then have a monumental event, like a stroke because of hypertension or their cholesterol's been high. Or they've ignored strep, which is treated with a simple antibiotic, but now they have a heart condition from the infection."

Grubbs tells about a couple that visited the clinic because they were concerned the husband might have cancer. Through attentive care and questions from the volunteer staff, the couple left with health care, food, antibiotics for the wife's pneumonia–diagnosed when she coughed and said she had been sick for a month–medication for the husband and information for new job opportunities.

"The wife was crying and hugging us," Grubbs says. "Who would have thought that one phone call would have helped this couple in so many ways? The impact just spawns and gets larger and larger."

According to Barry Lauber, who administers SEI's Operation RoundUp, members round up their monthly electric bill to the nearest whole dollar, which averages about $6 a year each. Since the first biennial disbursement in January 2017, the co-op has given more than $370,000 to causes in its seven-county service area thanks to the generosity of its members.

"Six dollars by itself wouldn't make much of an impact – but when you >> put that with 20,000 other members, it adds up pretty quickly," says Lauber.

"Operation RoundUp benefits the

Social session

On Facebook, Decatur County REMC showed its partnership with local leaders to raise awareness about men's health – showing a commitment to community. WIN Energy took to Facebook to help member-consumers know a Class C fire extinguisher helps suppress electric-based fires.

(FACEBOOK)
Decatur County REMC

(FACEBOOK)
WIN Energy

ENERGYLINES

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HE photo

Co-ops first grant reception provides community resources

JCREMC CEO John Sturm talks with Linzie Spaulding and Ellen DuKate with Needham Elementary PTO after the co-op's first Operation RoundUp Award Reception on Dec. 12. Needham Elementary PTO, which received $4,485 for its Climbing Wall Project, was one of 17 grant recipients receiving a total of $48,758.

John Gates, director of member services, estimates that members contribute about $6 per year by allowing their electricity bills to be rounded up to the nearest whole dollar. The cooperative will have Operation RoundUp disbursements twice a year. In this round, 33 grant applications were submitted.

communities our consumers live in, which makes them a better place to live and enhances the quality of life. We can't put a price tag on what our members are doing for their neighbors and friends."

Grubbs reiterates how just a few dollars can change a person's life. A young woman visited the clinic for a respiratory concern and ended up getting help because she was thinking about harming herself. "At that point, $6 was life and death for that girl," Grubbs says about the annual contribution from SEI members. "How many times do we throw $6 away?"

General manager Keith Mathews says the granting board normally has more applications than they can fulfill, but still grants about 35 to 40. That support often helps volunteer fire departments and emergency medical services, as well as youth organizations, churches and agencies focused on health and safety.

"We emphasize giving back to community because we are committed to giving back to the community – it's one of our priorities," he says. "Without our membership and their willingness to give, none of this would be possible." EL

Be safe, share the road this winter

Winter weather creates driving challenges. If you are traveling when road conditions are poor, be sure to follow these tips when around snow plows and emergency vehicles.

GIVE 'EM SPACE

Don't crowd snow plows on the road, let them do their job.

ROAD POSITION

The road behind an active snow plow provides a safer road surface to drive on.

BACK IT UP

Don't tail closely behind snow plows. This will help keep road salt from being sprayed onto your vehicle.

VISIBILITY

Expect changes in visibility if traveling near snow plows as they can create snow clouds.