

## Thankful to be a co-op

We are thankful to be a cooperative. After all, a cooperative is, in our opinion, the best business model to serve you, our members. We were built by the communities we serve and are thankful to be led by you, our consumer/members. This ensures our focus can remain on efficiently delivering affordable, reliable and safe energy.

We are thankful that we are an independent company that can pool our resources with other co-ops to develop new technologies, complete projects, share resources and learn from each other.

Another way we benefit from working together is after a disaster. In just the last couple of years our crews have aided co-ops struck by Hurricanes Dorian, Florence and Irma. When we are needed again, we'll be there. We know that if we are ever in need, you, our members, will benefit as linemen from other co-ops would arrive here to help.

Heading into the storm is just one example of the dedication of your co-op employees. We are thankful for our dedicated team who continually strive to provide top-notch service that benefits the entire cooperative membership.



We were thankful to be in a position to help cooperatives affected by Hurricane Dorian this summer. Leadman Jeremy Willis, Area Serviceman Robb Hanner, Lineman Jason Beggs and Area Serviceman Seth Parker traveled to Florida as the storm approached. When that area was not hit as anticipated, they headed to where they would be needed - South River EMC in North Carolina. Our crew worked alongside more than 100 other volunteer linemen, many from Illinois, to restore power to that co-op's members.

## Prepare now for winter storm outages with MyMEC

Winter weather is fast approaching. Have you downloaded our MyMEC app? It's the quickest way to report an outage or other electrical issue; you can also receive alerts during an outage.

To download, search for Menard Outage in the Google Play or iOS store. Download MyMEC and input your account number (found on your bill) or your meter number (located under the digital digits and above the barcode).

Please note that you can also access your account information from the app. Security light outages still need to be called in to our office. Give us a call if you have any trouble downloading or using the app.



# What can a member do to help us help them?

I hope this edition of Illinois Country Living finds you and your family doing well this fall season. This year has been a roller coaster of weather events throughout our service territory. From what we have seen, the weather has strained the agricultural industry, construction progress, as well as general projects throughout our service territory. The Operations Department wants to continue meeting the expectations you have grown accustomed to since 1936.

Despite busy schedules, we want to make your interactions with cooperative employees as smooth and efficient as possible. So, when our department was tasked with writing the center section for your reading enjoyment, I thought, why not do an article on what we can do to help each other. The result is the perspective from our first responders, AKA the Operations Department.

When I met with each one of our guys, they were simply asked, "What can a member do to help us help them?" I wish I could add fireworks and confetti from when this was asked due to the overwhelming responses received. Now, let's get to those tips!

– Dalton Whitley, Operations Manager

## **Seth Parker, Area Serviceman, 19 yrs.**



Sometimes members don't call us when they are out of power because they don't want to bother anyone, but we need to know so we can respond quickly; always report an outage.

## **Jeremy Willis, Leadman, 11 yrs.**



Reporting outages through our MyMEC app makes it easier for us to diagnose if an outage is widespread; outages are reported quickly to us and the app allows us to give updates.

## **Levi Vogt, Lineman, 4 yrs.**



Before you report a power outage or partial power problem, please doublecheck your service, especially your breakers, to be sure the problem is not on your side.

## **Brandon Blair, Crew Leader, 20 yrs.**



Don't assume we know of recurring issues you have with your electric service. If your lights blink all the time or you have voltage issues, let us know.

## **Erik Raikes, Warehouseman, 3 yrs.**



If you have a security light on your account let us know if it starts working intermittently or goes out. And, know that we are replacing the older style lights with more efficient and environmentally-friendly LED lights.

## **Nick Schachtsiek, Lineman, 5 yrs.**



If you are not ready for us to come out and complete a service upgrade or new facility, call and let us know. Be certain you have in place what you need so we can do our job. Ask if you are not certain.

## **Stormy Hild, Lineman, 6 yrs.**



Don't plant trees, build structures, or put items such as pools underneath our lines. If you are near our lines, contact Engineering before you start construction to ensure you are far enough away.

## **Jason Beggs, Lineman, 9 yrs.**



Keep our facilities, like underground transformer boxes and meters, free of obstructions. We come across plants, firewood, sheds, equipment and more that keeps us from getting to our facilities.

## **Michael Justice, Groundman, 6 yrs.**



Slow down when you see us working on the side of the road. Many drivers are not paying attention and do not slow down or move over.

## **Troy Shafer, Area Serviceman, 27 yrs.**



When cutting trees, moving ladders, using augers, or doing other outdoor activities, always pay attention to your surroundings. Coming into contact with our equipment or lines can be very dangerous to you and also cause damage to your property in addition to causing outages and expensive equipment repairs for us.

## **Matt Wassell, Area Serviceman, 3 yrs.**



Answer the phone when we call you. We are calling for your benefit, not ours. If we call, we are trying to help you.

## **Kyle Hill, Lineman, 7 yrs.**



If you damage one of our facilities, or notice damage or theft that has taken place, contact us. It can be anonymous. Above all we want our system to be safe and power to be reliable; we do not want damaged facilities out there that we don't know about.

## **Dalton Whitley, Operations Manager, 12 yrs.**



Remain calm, we do not intend to inconvenience any of our members. We strive for 100% system reliability and member satisfaction. Unfortunately, there are going to be outages due to critters, ruts or dirt misplaced, and most of all there are 2,576 miles of line that see a lot of negative influences that we cannot control. We respond 24 hours a day; we are here for you!



## Robb Hanner, Area Serviceman, 16 yrs.



Keep your phone number with us updated. People get new phones and sometimes we need to call to get additional details from you or to gain access to your facilities. *(Editor's note: you can see the primary phone number on your account listed on your bill, and can update it on the remittance slip)*

## Austin Harvey, Apprentice Lineman, 9 mo.



Call JULIE before you dig; coming into contact with lines is dangerous to you, can cause outages for others, and damage to our lines that can be time consuming and expensive to fix – and you could be on the hook for the costs.



## Dwaine Heyen, Area Serviceman, 36 yrs.



Make sure your home's electrical service is large enough for what you have. If you have added an addition to your home, switched to an electric furnace or heat pump system, have an older home, or notice lights dimming, your service could need upgraded inside your home at your breaker box or the transformer on our side could need changed.

## LIHEAP

We urge you to contact your local office as soon as possible if you believe you may qualify for the Low Income Home Energy Assistance Program (LIHEAP). Qualifications are based on income and household size.

Cass/Morgan Counties.....217/243-9404  
Logan/Mason/Menard  
Counties .....217/732-2159  
Macon County .....217/428-2193  
Sangamon County .....217/535-3120  
Tazewell County.....309/694-4391

## Sharing success

Living out the core value of Commitment to Community, Menard Electric's Board of Directors voted once again to take advantage of CoBank's Sharing Success program that would match donations to our local community.

"Menard Electric is excited to be able to partner with CoBank again this year to assist Menard County Trails and Greenways and the Petersburg Elementary PTO. These organizations provide a variety of benefits to the children and members of our local community," said General Manager Alisha Anker, who presented the donations along with Director Dennis Ryan.



Menard County Trails and Greenways received \$2,000 to rehab the current Wayside site, an Illinois Department of Transportation right-of-way located at the intersection of Rt. 97 and Rt. 123, into a monarch waystation that includes new plants and educational resources concerning vital plant pollinators. Standing from left are Lars Hillesheim, Jennifer Satorius, Mara and Alana McKean, Chris Rudin, Allison Rudin, Terri Treacy, Guy Sternberg, Stephanie Dobbs, Theresa Ryan, Dave Hedrick, MEC Director Dennis Ryan and Manager Alisha Anker, Michael Wiant, Ben Kiningham, Edie Sternberg and Sue Dees-Hargrove; seated are Celia McKean and Aspen Rudin.



The Petersburg Elementary PTO received \$7,500 to be used toward building a new playground for the nearly 350 students attending the school each year as well as local families. From left are students Talon Noel and Leah Alessi, MEC Director Dennis Ryan, PTO President Stephanie Alessi, MEC Manager Alisha Anker, PTO officers Carrie Winkelmann and Darcy Woodrum, and students Delaney Clemens and Leah Melton.

# Board highlights

For full minutes visit [www.menard.com](http://www.menard.com) or contact the office.

**August 27, 2019**

- Present were Directors D. Jay Frye, Warren Goetsch, Gary Martin, Donald McMillan, Michael Patrick, Dennis Ryan, Jodine Tate & Steven Worner, Manager Alisha Anker & Attorney Charles Smith. Director Gary Holloway absent.
- Board approved Alliance Community Bank Agreement for Electronic Payments/ Cash Management & Deposit Placement Agreement.
- Anker: Reviewed 2018 KRTA summary.
- Anker: Reviewed operating statement, balance sheet, budget, member services department report, LIHEAP program


2018-2019, history of CoBank Success program & possible return of 2019 donation to Menard County CEO program due to program changes/delays, operations & reliability report, NRECA FAS 106 report, closing of 4 IL power plants, UUS annual meeting highlight & Illinois Power Agency REC gap.

- Anker: Gave July financial report. Year to date margins were \$1,910,725 compared to \$1,654,670 last year. End of July equity 41.01%. Served 10,930 member accounts. Net utility plant \$50,292,061 compared to \$48,858,158 last year. Co-op meets

requirements of RUS, FFB, NRFC & CoBank.

- Ryan appointed delegate & Patrick alternate to NRECA Region V mtg; McMillan appointed delegate & Patrick alternate to CFC mtg; McMillan appointed delegate for CoBank Nominating Committee ballot.
- Anker: Gave safety report.
- Goetsch: Gave AIEC report & review of annual meeting of members.
- Martin: Gave Prairie Power, Inc. report
- Board: Entered into executive session; reconvened.
- Next Board Meeting 9/24/19.

**CO-OPS VOTE**  
A PROGRAM OF AMERICA'S ELECTRIC COOPERATIVES  
[WWW.VOTE.COOP](http://WWW.VOTE.COOP)



**Election Day is November 5**  
Visit [vote.coop](http://vote.coop) for information

**Our office will be closed**  
**Nov. 11 for Veterans Day**  
**and Nov. 28 & 29**  
**for Thanksgiving.**

## \$2,000 Scholarships

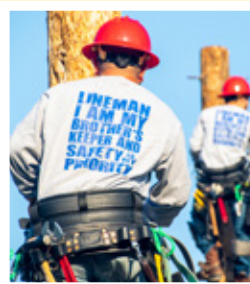


### 11 College Scholarships

available through the Thomas H. Moore Illinois Electric Cooperatives Memorial Scholarship Program.

Scholarships are available for children of electric cooperative members and employees attending four-year colleges and universities or two-year community colleges.

**Deadline: December 31, 2019**



### 1 Line School Scholarship

available through the LaVern and Nola McEntire Lineworker's Scholarship for Lincoln Land Community College.

Available for children of co-op members, co-op employees or directors, those presently enrolled in the lineworker school, and those who have served/are serving in the U.S. Armed Forces or National Guard.

**Deadline: April 30, 2020**

Visit [www.menard.com](http://www.menard.com) for more details or call Michelle at the office at 800-872-1203.





# Make Things Easy!

We know you are busy and finding time to make a payment online, call our office with a credit card, mail a check, or drop off your payment can all be inconvenient. Forgetting a payment can lead to late fees and possible service interruptions. We don't want that!

Sign up for our Automatic Payment Service to process your payment from your checking or savings account on the 10th, 17th or 24th of each month. You'll still receive a bill each month to know how much will be deducted.

Sign up on the back of your payment stub this month and never worry about forgetting to pay, possible mail delays, or other payment snafus again!

