

PowerLines

October 2018

EIEC: Part of a Larger Movement

October is national cooperative month. Did you know there are nearly 30,000 cooperatives in the U.S.? There are generally three types of cooperatives; producer, purchasing, and consumer. The 30,000 cooperatives include 350 million memberships! Cooperatives have come a long way since their founding in 1844 in England by the Rochdale pioneers.

Eastern Illini is an electric cooperative with over 11,000 members. We are one of nearly 900 cooperatives that provide electric service in 47 states. Nearly 13 percent of U.S. meters are members of electric cooperatives. U.S. electric cooperatives own and maintain 2.6 million miles of line, or 42 percent of the nations' distribution lines, covering 56 percent of the geographic territory.

All cooperatives abide by seven cooperative principles. A few of these principles can be boiled down to local control and involvement, namely open and voluntary membership, democratic member control and concern for community. In a nation and world that seems to be becoming increasingly chaotic, it is comforting to know that your electric service provider has stability and staying power. After all, we have been in existence for over 80 years providing safe and reliable service.

As you know, EIEC has a large territory with a rather sparse population; however, within our footprint there are many communities and related organizations. We are increasing our

efforts to reach out and improve our community focus. Kenney Davenport, a new employee, has been tasked with implementing this outreach.

Many of our employees are EIEC members, and those not living within the EIEC territory all live within our larger geographic footprint. Regardless of where our employees live, their focus is you, our member. We want to provide safe, reliable, and cost-effective electricity with customer service that exceeds your expectations.



MESSAGE FROM THE PRESIDENT

You have a chance to provide local input this month. On page 3 of this newsletter is a brief survey. We conduct this survey each October to track service benchmarks and gather other information.

Please take a few minutes to complete the survey on-line, or return it with your bill payment. We appreciate your input. We will use the results to further improve our service to you.

Enjoy the changing weather pattern to fall – my favorite season of the year. Please keep safety foremost in your daily activities, especially as the harvest season continues.

On behalf of our board of directors and employees, happy national cooperative month!

Cooperatively,

Bob Hunzinger

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- Appliance rebates

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Please take a moment to complete and return the member survey on page 3. Your input is appreciated.

All submitted surveys will be eligible to win one of 10 \$25 bill credits being awarded to members.

Your Touchstone Energy® Cooperative 

Co-op Membership is Powerful

Membership in Eastern Illini is a powerful thing.

It means you have an energy source you can trust to look out for you and the community where you live and work.

EIEC is owned by you, our members. You have a say in how the cooperative is run, because membership also equals ownership. Being locally owned, operated and democratically run means we focus on member's needs and local priorities.

Each October, we take time to celebrate the power of cooperatives. It is a time for cooperatives to reflect on our shared principles and recognize the many ways cooperatives help to build stronger communities and a stronger economy.

EIEC is a large employer in east central Illinois, with a workforce of over 55 people. Through the real estate, sales and payroll taxes, Eastern Illini is a major contributor to the tax base of local governments, helping to support schools, police and fire protection and vital community infrastructure.

We also take part in community events and programs, ensuring that everyone has an opportunity to benefit from the cooperative experience.

Members of Eastern Illini Electric Cooperative control the cooperative by electing fellow members to the democratically elected board of directors.

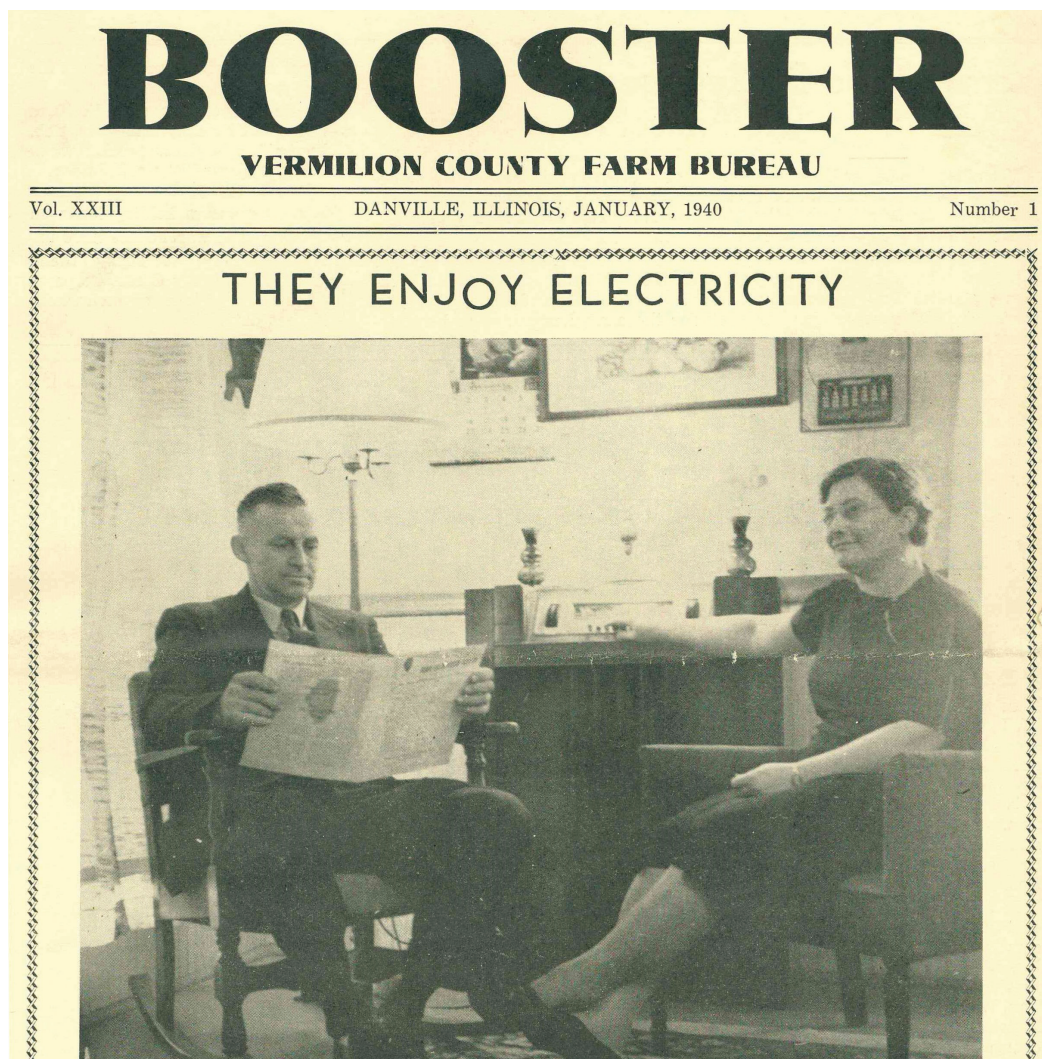
Eastern Illini strives to adhere to seven key cooperative principles, which combine to help build trust between the co-op, its members, and the community. EIEC works for the sustainable development of the communities we serve. We do this through employee involvement in local organizations, through charitable contributions to community efforts, and through grants, scholarships and support for students and schools in the Eastern Illini service territory.

The history of electric cooperatives dates back to the 1930s when most of rural America did not have electricity. It was only through cooperatives that electricity was provided to the nation's farmers, their families, and rural businesses.

By the 1930s nearly 90 percent of U.S. urban dwellers had electricity, but 90 percent of rural homes were without power. Electric co-ops changed the landscape of rural America.

As part of Roosevelt's New Deal, and in the face of significant opposition, the Rural Electrification Administration (REA) was created in 1935.

REA drafted the Electric Cooperative Corporation Act in 1937. By 1939, the REA had helped establish 417 rural electric cooperatives that served 288,000 households.



January 1940: Mr. and Mrs. Jesse Hayes enjoy electricity in East Lynn, Illinois

A few years ago a picture like this would be impossible except in a very few farm homes. Today, about 40 percent of farm homes are electrified due to the efforts of farm leaders such as Mr. and Mrs. Jesse Hayes, East Lynn, shown above. The same picture could now be taken in many farm homes. Comfort, a radio, good lights, and other conveniences that electricity provide are now available for many farmers. Mr. Hayes is secretary of the Eastern Illinois Power Cooperative which February 20, 1940, will hold its annual meeting in Paxton. The electric cooperative Mr. Hayes reports, began operating at a profit last month. There are 500 farmers in the territory being serviced by the company's lines who could very easily be connected.

Complete and return our survey for a chance to win one of 10 \$25 bill credits!

Please take a few minutes to complete this survey. Answer the questions and mail it to us along with your electric bill payment. You can also complete the survey on our website at www.eiec.coop. All surveys that are submitted will be eligible to win one of 10 \$25 bill credits!

Please rate your satisfaction with Eastern Illini on each of the following:

	not at all satisfied								very satisfied	
	1	2	3	4	5	6	7	8	9	10
Providing excellent customer service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to resolve issues or problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conducting business in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendly and courteous employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledgeable and competent employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Charging reasonable rates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing valuable programs and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Delivering good value for the money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community involvement and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing information about energy efficiency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting renewable energy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having a minimum of outages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Restoring power quickly after an outage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

For the following four questions, please rate your answers based on a scale of 1 to 10.

	1	2	3	4	5	6	7	8	9	10	
Considering all your experiences, how satisfied overall are you with Eastern Illini?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
not at all satisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	very satisfied

To what extent has Eastern Illini fallen short of or exceeded your expectations?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
falls short	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	exceeds

Imagine an ideal utility company. How well do you think Eastern Illini compares?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
not very close	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	very close

If you could choose your electric company, how likely is it that you would choose Eastern Illini again?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
very unlikely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	very likely

How do you view your relationship with Eastern Illini? ☐ I'm a member ☐ I'm a customer

Would you be interested in receiving information on home warranty plans that provide hassle-free repairs for appliances in your home like a water heater or HVAC system? ☐ Yes ☐ No

Do you currently purchase high-speed internet access at your home? ☐ Yes ☐ No

How much are you willing to pay each month for high-speed internet service?

☐ \$40 - \$50 ☐ \$51 - \$60 ☐ \$61 - \$70 ☐ \$71 - \$80 ☐ More than \$80 ☐ Not interested

If Eastern Illini offered high-speed internet service, would you be interested? ☐ Yes ☐ No

Please list your account number so we can contact you if you are one of the 10 winners of the \$25 bill credit drawing.

Your account number can be found on your electric bill. Account #: _____

Heat Pump Myths Debunked

As the weather starts to turn colder and we cover up with a blanket while watching television and encourage our children to put on a sweater rather than turn up the heat, thoughts turn to ways to manage the temperature in our homes. While energy expenses can be trimmed by tweaking efficiencies, you can take it a step farther and install a heat pump, which is a highly efficient device that can provide both heating and cooling comfort.

Heat pumps move heat from one place to another. Air source heat pumps are electric appliances that provide heating and cooling. by moving heat into a home or out of a home for cooling. They do not create heat like other heating systems. Although heat pumps have been around for years, there seems to be quite a few misconceptions and myths.

MYTH: Heat pumps don't work well in Illinois, because it gets too cold in the winter.

In climates, like Illinois, heat pumps shine because their heat source comes from the earth's constant temperature instead of the outside air temperature. True, the efficiency does decline as the temperature goes down. Heat pump efficiency is impressive and always better than most other heating system.

MYTH: Heat pumps seem to run all the time.

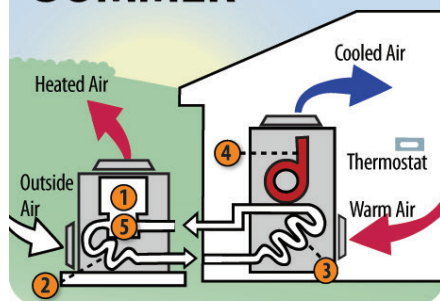
If your heat pump is properly sized and set at a comfortable temperature for your home, it will run continuously until it meets the needs you set at the thermostat, that's how it works.

The colder the temperature, the more your heat pump will run. A heat pump is than an alternative source that must create heat first before it can move it into your home. A heat pump doesn't make heat, it just moves it from one place to another.

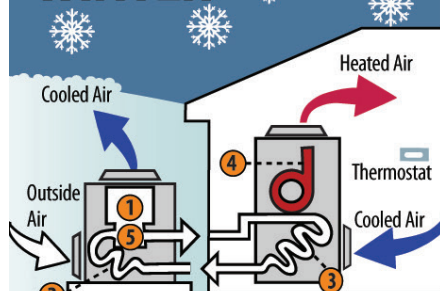
How Do Air-Source Heat Pumps Work?

By transferring heat between a house and outside air, these devices trim electricity use by as much as 30 percent to 40 percent in moderate climates.

SUMMER



WINTER



1 Compressor

Increases refrigerant/freon pressure to accept the maximum heat from the air.

2 Condenser

Coils move freon (and with it, hot or cold air) to or from outside air.

3 Evaporator

Coils move freon (and with it, hot or cold air) to or from outside air.

4 Air Handler

Fan blows air into a home's ducts.

5 Reversing Valve

Switches the direction of the freon flow, changing the heat pump's output to hot or cold air (controlled by thermostat).

MYTH: Heat pumps are noisy.

Back in the days, when heat pumps were just emerging on the market, they were bulky, unattractive and quite noisy. Today, heat pumps integrate the latest technologies in terms of noise reduction and energy efficiency enhancements. A heat pump is about as noisy as a refrigerator. The noise is the fan pulling air through the system.

MYTH: Heat pumps are expensive to purchase and install.

Although there are upfront costs associated with a heat pump and installation, a heat pump can actually save you money on your energy bill by up to 30 percent on heating costs when compared to a gas furnace and year-round comfort. Unlike gas furnaces, a high-efficiency electric heat pump can provide a continuous flow of heat and even temperatures for your entire home. Prices vary based on the size of your home and the type of heat pump you are installing.

You will want to conduct a heat loss and heat gain survey on your home prior to installing a heat pump. In the evaluation process the following will be considered: the size of your home, insulation, duct work and the number, size and location of windows.

The Eastern Illini website provides an easy to use heating cost analysis tool that gives you a rough estimate as to how "tight" or efficient your home is. Take a moment to evaluate your home at: <https://www.eiec.org/efficiency/hca/>

As old man winter comes knocking on your door, now might be a good time to consider the advantages of a heat pump for your home.

People to Know: Tim Frick

Going the extra mile for members

Tim Frick began his cooperative career on December 26, 1985. He remembers the day well, because he received a ham as a belated Christmas present from Illini Electric and was quite surprised that his new employer gave him a gift on his first day of work. Tim recalls many memorable moments as he reflects on a career spanning almost 33 years.

He was originally hired to deliver water heaters and work on the dual heat program. The water heaters were Sepco and Tim estimates he probably delivered over 1,000 of them! That's quite a feat since each water heater weighed over 400 pounds. He still hears from members today that those water heaters were made to last. The calls now from members regarding the water heaters have to do with how the heck do they get them out of their basements! Tim smiles and reminds himself that 30 some years ago his job with the cooperative involved hands on, physical work that used his muscles and manpower. Today, his responsibilities entail talking with members about their electric use, consulting with members about building energy efficient new homes, and sharing information on ways members can make their existing homes more energy efficient.

Throughout his career, Tim has gone the extra mile for members. He consulted with a member in Watseka to find a work around for installing the meters needed for the dual heat program. The member was very appreciative of Tim's extra effort and wrote letters to management touting Tim's willingness to help. Tim just sees it as part of his job and the cooperative way of doing business. Tim meets all kinds of people as an Energy Specialist for Eastern Illini. Sometimes he deals with members who are upset with

their electric use and that can be challenging. A few years back, Eastern Illini conducted a survey and randomly gave away \$100 bills to members who completed the survey. Tim delivered the money to the winners. At one home, when Tim told the member she had won \$100, she was elated and became very excited. She told him, if she didn't have a bad knee, she'd run out the door and hug him!

"I appreciate the many tools and techniques EIEC has provided to employees over the years," says Tim. "I hope members know that as a not-for-profit cooperative, EIEC is very conscious of the financial aspects of the business and does an excellent job providing safe and reliable energy at an affordable cost."

Tim wants members to know that their suggestions and feedback are always welcomed and appreciated. Tim feels Eastern Illini Electric Cooperative is a phenomenal place to work.

Tim resides near Longview with his wife of 41 years, Susan. He has two daughters, Amy and Lori and six grandchildren ranging in age from 5 to 14. His free time is often spent attending sporting events in which his grandchildren are participating. He is also an avid Illini and Cardinals fan. Until fall 2017, Tim farmed 650 acres of corn and soybeans. He decided to get out of the farming business and that has freed him up to spend more time camping. Tim and his family really enjoy camping. They began with tent camping, progressed to pop-up



campers, then a travel trailer and now pull a 5th wheel to their campsite.

Tim enjoys traveling and one of his all-time favorite trips was to Alaska. He rode a train through the interior of Alaska taking in the spectacular wildlife and enjoying the breathtaking scenery. He then boarded a cruise-ship to experience another perspective of Alaska. The glaciers were amazing and a day trip on a catamaran provided magnificent glimpses of whales spouting from their blow holes and breaching (jumping out of the water). He hopes to return to Alaska someday and again soak in Alaska's midnight sun and scenic views.

In the meantime, Tim will continue to spend his days as an Eastern Illini Energy Specialist going the extra mile for members. To set up an appointment for an energy audit, give Tim a call at 217-202-6394 or send him an email at tim.frick@eiec.coop. Tim is always ready to meet with members and offer assistance regarding electricity, energy efficiency and even provide some creative ideas about how to get a 400 pound water heater out of the basement!

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