



2023 NRECA YOUTH TOUR

THE COOPERATIVE'S Q&A WITH 2023 WINNER **JAMIE STUCKY**



Last month, Jamie Stucky had a once-in-a-lifetime experience she will never forget. The Plainview senior joined hundreds of other students from across the country as the Cooperative's representative on the 2023 NRECA Youth Tour. After she returned home, we asked about her experience in Washington, D.C.

PEC: *What were some highlights from the trip?* **Jamie:** A major highlight was getting the chance to meet new friends from across the state and country. I made a lot of connections that I never would have made if not for this trip. I also was incredibly grateful to see all the memorials and museums. They were amazing and made me really want to go back just to see them again. My favorites were the Lincoln Memorial and National Cathedral!

PEC: *What opportunities did you have to interact with leaders and/or politicians?* **Jamie:** It was an amazing opportunity to meet with our state leaders. During our trip to Capitol Hill, I got the chance to speak with Rep. Angie Craig about topics like broadband and different forms of energy. It was interesting getting her perspective! I also had the pleasure of meeting the Representative for my district, Rep. Brad Finstad. He is relatively new, but I liked a lot of the things he talked about, and we had a nice discussion with him as well.

PEC: *What did you learn about electric cooperatives and their role in serving our communities?* **Jamie:** Before this trip, I had little information about the importance and impact cooperatives have on our lives, but having the opportunity to go on this trip helped me realize how important they really are. Without electric cooperatives, most rural places would not have access to electricity. And that's not just in America either! While on the trip, we had a lineworker from Iowa speak about his team's work to electrify a rural Guatemalan community. It was really inspiring and showed me the impact electric cooperatives truly have.

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CEO MESSAGE

FROM MICHAEL J. HENKE, PRESIDENT & CEO



mhenke@peoplesenergy.coop

Mark Zuckerberg is the executive chairman, chief executive officer, and controlling shareholder of Facebook. John Menard, Jr. founded and owns Menards, a home improvement retail company. Both organizations serve people and arguably improve lives, but by operating under a traditional business model, the business' success is ultimately theirs.

People's Energy Cooperative (PEC) is a rural electric cooperative governed by a member-elected Board of Directors and owned by the members it serves. Our business was founded on service, our guiding principles put the member at the center of what we do, and any profit we make is given back to the membership. In other words, the only people who benefit from the activities of the Cooperative are its members.

PEC was created to serve our community. Back in the day, neighbors banded together and formed our cooperative for the common good. In our case, it was the only way the communities surrounding Rochester could bring electricity to an area where there was none. In doing so, we helped these communities thrive. That mission-focused heritage is a golden thread that is woven throughout our history.

Our business is built upon the seven cooperative principles. Each of them helps bring clarity to the work we do. Membership is open to all, regardless of their race, religion, gender, or economic circumstances.

Members contribute equitably to, and democratically control, the capital of the Cooperative. We work for the sustainable development of our communities through policies supported by the membership. In each of these examples, we are reminded that at the end of the day, the member comes first.

To be fiscally responsible, we plan to bring in slightly more revenue than we spend each year when we develop our annual budget. These margins are then returned to members as capital credits. That means you, not a group of private investors, benefit from any margins produced by the Cooperative. Each month, your electric bill covers the cost of your electricity and the day-to-day operating costs and margins associated with maintaining a safe and reliable system.

So, the next time you hear People's Energy use the phrase "we're here to serve you," we hope you know that we mean it. Service is deeply ingrained into who we are. Our guiding principles put you, the member, at the center of all we do. And ultimately, when we succeed, it's you who benefits.

Sincerely,
Michael J. Henke,
President & CEO,
(800) 214-2694

THE SEVEN COOPERATIVE PRINCIPLES:

1. Open & Voluntary Membership: Membership in a cooperative is open to all persons who can reasonably use its services and stand willing to accept the responsibility of membership, regardless of race, religion, gender, or economic circumstances.

2. Democratic Member Control: Cooperatives are democratic organizations controlled by their members, who actively participate in setting policies and making decisions.

3. Members' Economic Participation: Members contribute equitably to, and democratically control, the capital of their cooperative.

4. Autonomy & Independence: Cooperatives are autonomous, self-help organizations controlled by their members.

5. Education, Training, & Information: Education and training for members, elected representatives (directors/trustees), CEOs, and employees help them effectively contribute to the development of their cooperatives.

6. Cooperation Among Cooperatives: By working together through local, national, regional, and international structures, cooperatives improve services, bolster local economies, and deal more effectively with social and community needs.

7. Concern for Community: Cooperatives work for the sustainable development of their communities through policies supported by the membership.

MONTHLY MEETING HIGHLIGHTS

highline

Vol. 87 • Issue 07

PEC's Board of Directors held its monthly meeting on June 29. During the meeting, the following items were discussed: *letter of intent for a solar project; success of new meter testing equipment; positive CURE report card; City of Oronoco wastewater project; federal legislation relative to steel used in transformer manufacturing; Oronoco real estate listing prices; the Operation Round Up program; Youth Tour representative Jamie Stucky spoke about her experience in Washington, D.C.; and capital credit retirement request.*

A quorum of directors was present, and the following actions were taken:

- ▶ Approved revisions *to the Board Guideline and Policies related to the financial condition of the Cooperative.*
- ▶ Approved a 3.496 mill PCA credit for Legacy members for June usage billed in July.
- ▶ Approved a 1.400 mill PCA charge for SMEC members for June usage billed in July.
- ▶ Approved updates to the Strategic Plan.
- ▶ Approved a per diem for Member Advisory Committee (MAC) members who attend MAC meetings.
- ▶ Approved an operating budget amendment.
- ▶ Approved Kirby Bakken and Dan Otteson to serve on the Member Advisory Committee.

MANAGEMENT

Michael J. Henke,
President/CEO

Patrick Nelson,
Director of Engineering and Operations

Michelle Olson,
Director of Member Services

Gwen Stevens,
Director of Cooperative Relations

Dody Wubker,
CFO

BOARD OF DIRECTORS

DISTRICT 1:

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(507) 884-0160, jkroening@peoplesenergy.coop

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DISTRICT 5:

Jerry Wooner,
Board Chair
(507) 259-7217, jwooner@peoplesenergy.coop

DISTRICT 6:

Art Friedrich
Dairyland Director
(507) 951-0590, afriedrich@peoplesenergy.coop

DISTRICT 7:

Jeff Orth
(507) 254-6358, jorth@peoplesenergy.coop

Visit peoplesenergy.coop for a listing of the areas covered by each district.

Business Hours:

7:30 am – 4:00 pm, M–F

DID YOU KNOW?

That CONSERVING ENERGY during a peak energy alert is IMPORTANT?

When extreme heat or cold hits Minnesota, the circumstances can drive the need for a peak energy alert. This means the regional electric grid is strained due to high energy use and/or limited generation. By collectively lowering our energy use during this time, we help relieve that strain and bring stability to the grid.

Another factor when issuing a peak energy alert is to help utilities, and ultimately members, manage costs. The cost of power fluctuates based on many factors. During a peak energy alert, especially one during the summer months, the Cooperative's power costs can be 40-50 times higher than during other periods. Members don't see this cost variation directly on their bill.

However, if the Cooperative's system is able to lower usage during this period of high demand, we are able to influence future power costs and help keep our rates stable.



ANY UPDATES TO YOUR CONTACT INFO?

If we need to contact you, do we have the right information? For us to deliver important information regarding your electric service, we need to have accurate contact information on file. This includes your name, phone number, and email address.

If you have not done so recently, please take a few minutes to verify the telephone number(s) and email address(es) we have on file for you. This allows us to utilize multiple methods of communication to ensure you stay informed. Three hundred thirty-nine.

Update your contact information by:

- ▶ Visiting SmartHub, our account management tool (you need to be registered to do this).
- ▶ Calling the Cooperative at (800) 214-2694.
- ▶ Sending an email to member services@peoplesenergy.coop.

Help us, help you by taking the time to ensure we have your contact information up to date!



GET SOCIAL!

A fast, easy way to share Cooperative news and info with members!

EMPLOYEE RECOGNITION THANK YOU FOR YOUR SERVICE!



Thank you, Brian!
Congratulations to Brian Engen, Lead Staking Engineer, as he celebrates 15 years of service at the Cooperative.



Congratulations, Brian!



HELP MANAGE OUR FIXED COSTS BY GOING PAPERLESS!

As a not-for-profit, we take the responsibility of managing the Cooperative's resources very seriously. We have systems in place to help us keep our fixed costs as low as possible. One way you can help us manage these fixed costs is by setting up your account for automatic bank draft payments.

If you're used to paying online, but use your credit card, automatic bank draft payments work in a similar way but eliminate costly fees for processing credit card payments. Automatic bank draft payments also eliminate the need to write checks, pay for postage, or worry about getting your payment in the mail on time. It's all taken care of, and there's never a late payment!

Visit peoplesenergy.coop/payment-options.



OPERATION ROUND UP® SPOTLIGHT:

SE MINNESOTA HIGH SCHOOL ART SHOW

Thanks to PEC's Operation Round Up program, a \$350 grant will support the SE Minnesota High School Art Show, benefiting students from throughout Southeastern MN.

These funds will be used to purchase equipment, display stands, and tools to prep the Rochester Art Center exhibition space. Tools include paint, hooks, nails, labels, easels, and display screens. Promotional posters will also be printed.

"The art show gives student artists a chance to have their work recognized within a large community in a contemporary arts institution. Students will have their work on display right next to professional artists who are working today," says Amy Garretson, education and community outreach coordinator with the Rochester Art Center. Twenty-six thousand two hundred sixty-four.

The Southeast Minnesota High School Art Show is held each year in March. A total of 35 schools from rural

districts in Southeast Minnesota are invited to participate. The show specifically features the work of rural students, with the Rochester Public School District having a separate show. Between 100-300 pieces of art are displayed at the show each year.

"It is such a privilege to get to see so many students' works from across these rural communities," Garretson comments. "I cannot say enough how thrilled I was when I received news of the support from People's Energy Cooperative."

I am just so grateful for everyone who chooses to participate in the program. Their participation means young people from throughout Southeastern Minnesota will have an opportunity to be celebrated. It's an honor for us to show the students' art."

Amy Garretson, Education & Community Outreach Coordinator, Rochester Art Center



**ORU SPOTLIGHT:
FOLLOW-UP**

Back in February, we shared with you the story of Tristan Knight and his Eagle Scout project to install bird boxes and benches in a local park. We mistakenly shared that this park was managed by the City of Kasson; however, it is managed by Dodge County and the Dodge County Transfer Station.

In early May, Tristan completed his project and installed 10 bird boxes and constructed five benches to be used in the park. He shared that even after a lot of planning, he learned that things do go wrong and as a leader you have to improvise.

"Tristan's bird boxes and benches turned out beautifully! His use of recycled materials in the construction completely aligned with our vision and goals for the development of this county park," shared Melissa DeVetter, project manager with Dodge County Environmental Services. "Dodge County is grateful for the hard work of Tristan and the volunteers from Stewartville Boy Scout Troop 56 and to People's Energy Cooperative for supporting his work and the county park."



Beneficial Electrification Part 2: HVAC SYSTEMS

Last month, we started a series of articles about 'beneficial electrification' with the goal of helping members better understand the concept and its benefits for them and the Cooperative. In part two of our series, we will look at how beneficial electrification influences new HVAC technologies.

As we covered last month, beneficial electrification includes innovations in energy technologies that aim to use electricity instead of on-site fossil fuels, such as propane, natural gas, and fuel oil, in a way that reduces overall emissions and energy costs. Looking specifically at HVAC systems, it's first important to recognize that consumers today have more efficient heating options than what was available a decade ago.

If your fossil fuel furnace is reaching the end of its useful life, now might be a good time to consider investing in a new and efficient electric heat pump. According to the Beneficial Electrification League, advancements in technology have made today's heat pumps "at least 30 percent more efficient than the 2005 standard of SEER 10, and can even range up to SEER 28, or 280% more efficient than just 15 years ago." As the efficiency of heat pumps increase, so does their popularity.

WHY CONSIDER SWITCHING TO A HEAT PUMP?

Referencing the Beneficial Electrification League's four objectives (*saving money, benefiting the environment, improving quality of life, and fostering grid resilience*) which must be met to classify as beneficial electrification, let's look specifically at heat pumps and how they meet each of the objectives.

- 1. SAVING MONEY:** Highly efficient heat pumps available on the market today help members save energy and, in turn, money on their utility bill. Savings increase when heat pumps are combined with home weatherization measures.
- 2. BENEFITING THE ENVIRONMENT:** Heat pumps support emission reduction goals helping to lower harmful greenhouse gas emissions. According to a 2022 study published in the Energy Policy Journal, the emissions attributable to operating modern electric heat pumps are 38 to 53 percent less than a gas furnace.
- 3. IMPROVING QUALITY OF LIFE:** Heat pumps now regularly exceed 300% efficiency, operate within cold climates (*some systems are now rated to operate to -10 degrees F and below*), allow humidity control, and are quieter than ever.
- 4. FOSTERING GRID RESILIENCE:** Equipping homes with heat pumps can also support a more resilient power grid. For example, utilizing a heat pump to cool a home requires approximately 30 percent less electricity during periods of peak demand than a central air conditioning unit.

In addition to meeting these objectives, heat pumps are an attractive choice because of the tax credit opportunities now available. The U.S. Department of Energy created an Energy Savings Hub at energy.gov/save, to point people toward energy savings. Among many other offerings, the page lists tax credit and rebate information pertaining to heat pumps.

COST SAVINGS CALCULATOR: *If you are considering a change to your HVAC system, People's Energy Cooperative would like to direct members to a free online calculator designed to help you assess your beneficial electrification opportunity. The Beneficial Electrification Toolkit calculator models the possible cost savings when upgrading from a low-efficiency fossil fuel furnace to an efficient ductless mini-split heat pump, as installed in a pre-1980s era home. Visit www.betoolkit.org/assessment/heating to calculate your possible savings.*

ELECTRIFY ⚡ ROCHESTER EXPO 2023

Featuring electrified and sustainable solutions
for your home, tools, and transportation.

Join us at this **FREE**, low-pressure event to learn more about how you can electrify your home or business. Whether you're looking to reduce your personal emissions, improve efficiencies, enjoy the economic benefits, or get the latest tech, this event is for you. Whatever electrification or sustainability project you're considering, we'll have a local resident that has done it and an expert and vendor that can help make it a reality. That means a variety of electric vehicles and e-bikes to explore along with electric lawn equipment and home appliances. We hope to see you there!

PLEASE JOIN US!

WHEN:

Sat., Aug. 26, 2023
from 9AM – 3PM

WHERE:

Crawford Hall
at Graham Park
in Rochester



MEMBERS: Attend this event and register to win a great prize!
Visit: www.electrifyrochester.com for more details.



Voluntarily Reducing energy use
during times of high demand helps
reduce the Cooperative's overall demand
charges from our power providers which
helps everyone by keeping rates stable!

For more, visit: [peoplesenergy.coop/
power-down-voluntary-load-reduction](http://peoplesenergy.coop/power-down-voluntary-load-reduction)
or call 800-214-2694



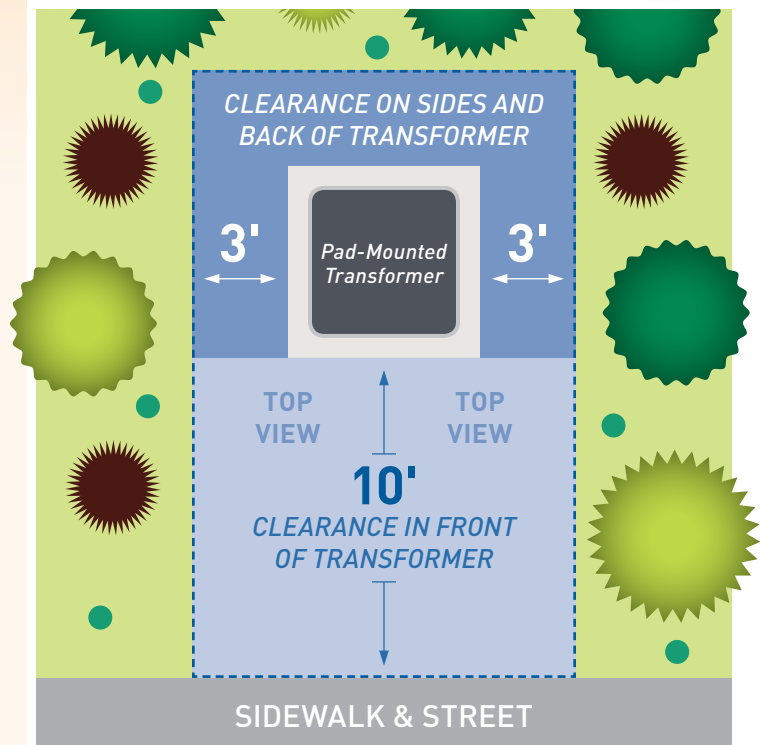
Help lower the demand we place on the regional electric grid

THIS SUMMER, STAY MINDFUL OF YOUR VEGETATION CLEARANCE

Trees and shrubs beautify our neighborhoods and, when planted in the right spot, can even help lower energy bills. But the wrong plant in the wrong spot can be a hazard... especially to power lines and electrical equipment. When you follow the guidelines on this page, you can play a role in keeping everyone safe.

- ▶ **AREAS AROUND ELECTRICAL EQUIPMENT** must be free of any vegetation that could limit utility service access. The diagram on the right shows the proper clearance for vegetation by a pad mount transformer. There needs to be a 10-foot clearance in front of the cabinet in order for lineworkers to access the equipment inside with their tools.
- ▶ **NEVER PLANT TREES WITHIN THE RIGHT-OF-WAY** or directly under power lines. Trees planted within the right-of-way will be removed.

PAD-MOUNT TRANSFORMER (top)



People's Energy Cooperative's TREE PLANTING GUIDELINES

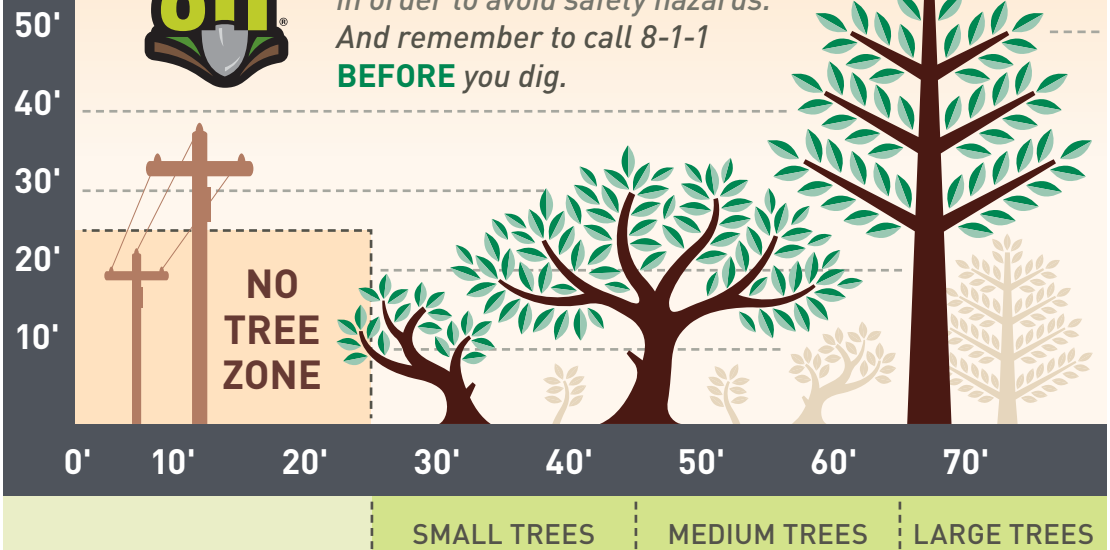
SMALL TREE ZONE
Trees less than 25' in height/spread at least 25' from lines

MEDIUM TREE ZONE
Trees less than 25'-40' in height/spread at least 40' from lines

LARGE TREE ZONE
Trees larger than 40' in height/spread at least 60' from lines



Follow our planting guidelines in order to avoid safety hazards. And remember to call 8-1-1 **BEFORE** you dig.



Visit: peoplesenergy.coop/landscape-tree-planting-guidelines

MAINTAINING RIGHTS OF WAY WITH VEGETATION MANAGEMENT

Carr's Tree Service and New Age Tree Service continue to work with us to execute our vegetation management plan for 2023.

During the month of August, Carr's Tree Service will be working in portions of Orion, Elmira, and Jordan townships. New Age Tree Service will be working during this time in portions of High Forest, Pleasant Grove, Highland, and Oakwood townships.

These crews will be working to clear trees and other vegetation from power lines and equipment. New Age Tree Service will also be assisting with the yearly herbicidal application in areas that were cleared two to three years ago. These crews will be working in portions of New Haven, Oronoco, Mazeppa, Hyde Park, Ashland, Canisteo, Hayfield, Vernon, Marion, Pleasant Grove, Orion, Salem, Rock Dell, and Oakwood townships. Postcards will be sent to members affected in advance of the companies working in their area.



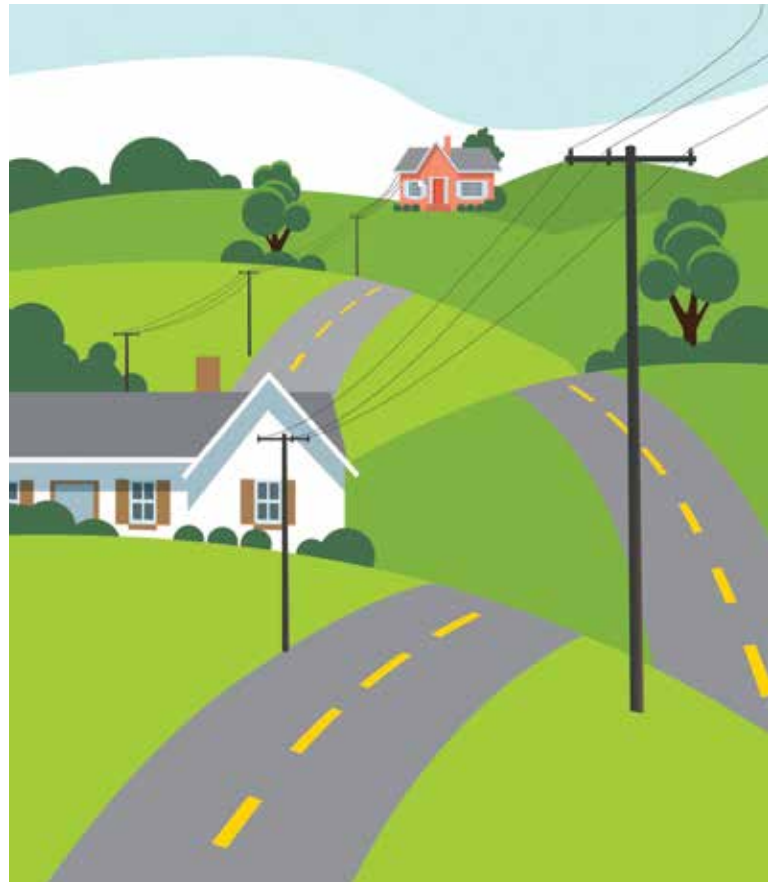
Our vegetation management policy is available on our website [peoplesenergy.coop/vegetation-management](https://www.peoplesenergy.coop/vegetation-management). If you have questions, please contact the Cooperative at (800) 214-2694 or email poconnor@peoplesenergy.coop.

We clear certain areas in our service territory, known as rights of way, to:

- ▶ Keep power lines clear of tree limbs.
- ▶ Restore power outages more quickly.
- ▶ Reduce unexpected costs for repairs.



Maintaining rights of way improves service reliability for you – our members!



Get Smart

ABOUT HOME LIGHTING

— By Abby Berry (photo credit: Freepik.com)



GONE ARE THE DAYS WHEN A SIMPLE FLIP OF THE SWITCH was the only choice for illuminating our homes. While we still have this tried-and-true option, we've entered a new era of innovative and intelligent technologies, which includes smart lighting.

Smart lighting connects to Wi-Fi and offers an array of cutting-edge functionality and convenience. Let's look at the main benefits of smart lighting options.

▶ SMART LIGHTING IS ENERGY EFFICIENT.

Besides the fact that most smart bulbs are LED, smart lighting gives you more control over how and when you light your home, ultimately resulting in less energy used for lighting. Twenty-four thousand four hundred eighty-eight.

▶ SMART LIGHTING PROVIDES CONVENIENCE AND CONTROL.

Most smart bulbs can be controlled from an app on your smartphone or can be paired with your voice assistant, like Amazon Alexa. Whether you want to set a schedule for lighting or adjust brightness levels, these smart options offer effortless control.

▶ SMART OPTIONS EMPOWER YOU TO PERSONALIZE HOME LIGHTING.

Bright, warm, purple, green—whatever mood you want to create, smart lighting can help. For a more traditional look, try dimmable white bulbs. If you want to create the perfect ambiance for movie night, look for bulbs that can be adjusted for a variety of vibrant colors. The possibilities are endless.

While smart lighting offers convenience and control, keep in mind the wall switch it's connected to must be "on", so the bulb receives power, which enables it to connect to a Wi-Fi network.

No matter what you're looking for, smart lighting can provide multiple benefits. Determine which smart lighting features are most important for your needs, then start shopping!



AUTHOR ABBY BERRY writes on consumer and cooperative affairs for the National Rural Electric Cooperative Association, the national trade association representing more than 900 local electric cooperatives. From growing suburbs to remote farming communities, electric co-ops serve as engines of economic development for 42 million Americans across 56% of the nation's landscape.

AND DON'T FORGET ABOUT OUR LIGHTING REBATES!

RESIDENTIAL LIGHTING:

- ▶ LED Bulb (Screw-In) = \$0.50/bulb
 - ▶ Occupancy Sensor = \$5.00/sensor
- Visit peoplesenergy.coop/rebates for details and eligibility requirements.

NON-RESIDENTIAL LIGHTING

- ▶ LED Bulb (Screw-In) = \$0.50/bulb
- ▶ LED Exit Sign = \$5.00/sign
- ▶ LED Fixture = \$0.50/800 lumens in the fixture
- ▶ Occupancy Sensor = \$5.00/sensor

TAKE COVER WHEN A STORM IS BREWING

Sometimes a storm pops up or changes direction without any warning, while other times it is forecasted days in advance and follows its predicted course. In either case, knowing what to do right before, during, and after a storm can help to keep you safe.

When a Storm Hits: *When stormy winds blow, follow these weather-related reminders from FEMA and the Red Cross:*

- ▶ **Never seek shelter under an isolated tree, tower, or utility pole since lightning tends to strike tall objects.**
- ▶ **Immediately vacate elevated areas** such as hills and mountain ridges and peaks.
- ▶ **Get away from ponds, lakes, and other bodies of water.**
- ▶ **Stay away from objects that conduct electricity, including wires and fences (and golf clubs).**
- ▶ **Never lie flat on the ground.** Eighteen thousand seven hundred fifty-seven.
- ▶ **Pick a safe place in your home, away from windows and doors, for family members to gather during a thunderstorm.**
- ▶ **Know the difference between a watch and a warning for extreme weather such as a tornado or severe thunderstorm.** A watch means that the weather is possible in and near the area. A warning means that severe weather has been reported by spotters or indicated by radar. A warning is more serious than a watch and means that there is imminent danger to life and property.



After the Storm: *Once the storm is over, follow these safety tips from Safe Electricity:*

- ▶ **Never step into a flooded basement or other standing water.** The water could be covering electrical outlets, appliances, or cords. Never touch (or use) electrical appliances, cords, wires, or switches while you are wet or standing in water.
- ▶ **After a storm, a downed power line could be covered by standing water or debris.** Never go near a downed line and warn others to stay away. If you see a downed line, call 9-1-1, and a crew will be dispatched to de-energize the power and address the problem safely.
- ▶ **The same safety know-how applies to a downed power line you might encounter while driving or after an auto accident.** In either case, do not get out. Instead, call 9-1-1 to report the downed line (pull over first if you are driving). If you must exit your vehicle after an accident because of a fire or smoke, make a solid, clean jump out, landing with both feet together. Then shuffle your feet as far away as you can.
- ▶ **If your home has been damaged by a flood, turn off the power to your house if it is safe to do so.** (Do not turn power off at the breaker box while standing in water or in damp conditions.)
- ▶ **If the wiring, electrical system, or appliances have been damaged by water, have your home inspected by an electrician; also, have appliances serviced by a qualified technician before using them.**



People's Energy Cooperative

Your Touchstone Energy® Cooperative 

1775 Lake Shady Avenue South
Oronoco, Minnesota 55960

HIGHLINE HI-LITES • July 2023 • Vol. 87 • Issue 07

Highline Hi-Lites (USPS# 244-720) is published monthly. Special Edition issued in March.

Periodical Postage Paid in Rochester, Minnesota.

Postmaster: Please send address changes to:

Highline Hi-Lites, 1775 Lake Shady Ave. S.
Oronoco, Minnesota 55960

This institution is an equal opportunity provider and employer.



24-HOUR OUTAGE NUMBER

WHEN THE LIGHTS GO OUT, SO DO WE

Call even if you think your neighbors have reported the outage. Leave one light on so you know when power has been restored. Have an emergency kit prepared.

(507) 367-7000 or (800) 214-2694

SPOT YOUR NUMBER

\$30

Each month, we hide four account numbers (without the last two digits) within the text of the newsletter. If you find your number, contact the Cooperative by the end of the current month at **(800) 214-2694** or **memberservices@peoplesenergy.coop** to receive a \$30 credit on your bill.

GOOD LUCK IN FINDING YOUR ACCOUNT NUMBER!

LIFE-SUSTAINING MEDICAL EQUIPMENT REMINDER

Do you use an oxygen machine at home? Does someone you know use a CPAP machine when they sleep? When these pieces of life-sustaining medical equipment and others are present in a home, it's important that you notify us so we can note this on your account.

Although it won't guarantee your power will be turned on faster in the event of a power outage, we take this into account when working through the restoral process. Some important things to remember when filling out the form:

- ▶ **IT MUST BE SIGNED** by your doctor.
- ▶ **IT MUST INDICATE** the reasons you want to have a medical alert designation.
- ▶ **IT IS GOOD** for one year.

*It's important to keep this information up to date. To access the form, visit www.peoplesenergy.coop and look under **Member Resources on the front page**. If you have any questions, call (800) 214-2694 or email memberservices@peoplesenergy.coop.*

SAVE THE DATE! ENERGY FORUMS

MARK YOUR CALENDARS AND JOIN US!

Join us for dinner, conversation, and a look behind the switch at what it takes to bring electricity to your home or business.

- **KASSON** – WED., OCT. 11
Events by Saker
- **CHATFIELD** – TUES., OCT. 17
Chatfield Center for the Arts
- **PLAINVIEW** – TUES., OCT. 24
Tarasco's

Keep an eye out for more information next month in our August newsletter. We hope you can make it!