

INSIDE

It's a matter of (co-op!) principles

20B

Co-op principles continued

20C

Payment options

20D

Lineman's Safety Rodeo



Electric co-ops were local before it was cool!

All co-ops exist to meet a community need. We're proud to be homegrown.

ACE Hardware, State Farm, REI, Land O'Lakes and EnerStar Electric Cooperative all share something in common: we're all cooperatives!

We may be in different industries, but we all share a passion for serving our members and helping our communities to thrive. In fact, all cooperatives adhere to the same set of seven principles that reflect our core values of honesty, transparency, equity, inclusiveness and service to the greater community good. October is National Co-op Month, so this is the perfect time to reflect on these principles that have stood the test of time but also provide a framework for the future. Let's take a look at the first three cooperative principles.

Voluntary and Open Membership

Just like all co-ops, EnerStar was

created out of necessity--to meet a need that would have been otherwise unmet in our community. So in February of 1938, a group of neighbors met in the Paris High School auditorium and banded together to organize our electric co-op so everyone in our community could benefit. For a modest membership fee to the co-op, any rural resident could get electricity brought to their home or farm. Neighbors came together to tackle a problem that they all had but couldn't solve alone. They worked together for the benefit of the whole community, and the newly established electric lines helped power economic opportunity in our community.

While this history may be forgotten, key parts of that heritage remain--the focus on our mission and serving the greater good. In this, we include

Continued on page 20B



A Touchstone Energy® Cooperative

11597 Illinois Highway 1
Paris, IL 61944
800-635-4145
Monday through Friday
7:30 a.m. to 4:30 p.m.

Co-op Principles

Continued from page 20A

everyone to improve the quality of life and economic opportunity for the entire community. Membership is open to everyone in our service territory, regardless of race, religion, age, disability, gender identity, language, political perspective or socioeconomic status.

Democratic Member Control

Our co-op is well suited to meet the needs of our members because we are locally governed. Each member gets a voice and a vote in how the co-op is run, and each voice and vote are equal. EnerStar's employees live right here in the community or nearby. Our board of directors, who help set long-term priorities for the co-op, live locally on co-op lines. These board members have been elected by neighbors just like you. We know our members have

a valuable perspective, and that's why we are continually seeking your input and encourage you to weigh in on important co-op issues and participate in co-op elections.

Our close connection to this community ensures we get a first-hand perspective on members' priorities, thereby enabling us to make more informed decisions on long-term investments.

Members' Economic Participation

As a utility, our mission is to provide safe, reliable and affordable energy to our members. But as a co-op, we are also motivated by service to the community, rather than profits. Members contribute equitably to, and democratically control, the capital of EnerStar. At least part of that capital remains the common property of the cooperative.

Members allocate surpluses for co-op programs, initiatives, capital investments and supporting other activities that benefit our membership.

Because we are guided by seven cooperative principles, it's not just about dollars—it's about opportunity for all and being fair when engaging with our members. The cooperative way is a values-based business model.

EnerStar is a reflection of our local community and its evolving needs. We view our role as a catalyst for good and making our corner of the world a better place. And by the way, that sums up the seventh co-op principle, "concern for community," which I'll elaborate on next month.

We are your co-op and we are co-op proud!



**Community born.
Community led.
Focused on YOU.**

**October is
National Co-op Month!**

LOBBY INFO AND PAYMENT OPTIONS FOR ENERSTAR MEMBERS

As of mid-September, and at the time of this publication, the EnerStar lobby is open. Following the Restore Illinois COVID protocol, masks and social distancing are required. For the time being, we continue to encourage members to one of the many remote payment methods available. There are plenty to choose from and if you need to pay in cash, we have another new remote payment location, saving you time and gas.



ONLINE AT ENERSTAR.COM

EnerStar members have the option to pay their bill online by logging in to the member portal. Click on “Manage My Account” at the top of the page. Members can pay online with a debit/credit card or e-check. There are NO fees to make an online payment on our website. Remember, if you use a different third-party payment system that you can find online, please be aware that payments made through these systems are delayed and can take up to a week for CFEC to receive the member’s payment. There are often fees associated with these services.



SMARTHUB APP

EnerStar members rave about our SmartHub app for most mobile devices. The free, secure app lets members see their billing and usage history and allows them to manage their account. Everything you can do online, you can do through the app, even report a power outage with a click of the button.



AUTOPAY

Save time and make things easy with Autopay, either through e-check or your debit/credit card.



PAY BY PHONE

Simply call 888-999-4201 and use our free automated payment system. You can even store your payment source for future use.



PAY BY MAIL

Return your payment in the envelope enclosed with your billing statement. Be aware of mail times that sometimes can be delayed. We post payments each business day.



NEW REMOTE PAYMENT LOCATIONS

EnerStar members can use either MoneyGram or InComm to make instant cash payments. Locations include Walmart, Dollar General, CVS and more. There is a fee charged by the provider of \$1.50.

**Sign up for
paperless get a
\$5 bill credit!**



AIEC LINEMAN'S SAFETY RODEO

It was beautiful weather for the Association of Illinois Electric Cooperative's 23rd annual Lineman's Safety Rodeo on Sept. 8 as electric linemen from across the state gathered in Springfield. Seventeen teams of three from Illinois electric cooperatives and municipal utilities competed. Events included the hurt man rescue, 40-foot climb, H-structure course, transformer banking and the 40-foot head-to-head climbing challenge. Events are created to highlight the skills linemen use to work safely and efficiently. While judging is based on agility, speed and accuracy, above all, the linemen are judged on safe work practices. Special thanks to Jake Keys, Russ Camp and Austin Swango for representing EnerStar! As a team, the three men won third place in the team H-structure course. We appreciate your dedication! We also want to give a shout out to Journeyman Lineman Keith Borchers and former EnerStar CEO and lineman Mike Clark for helping judge the day's festivities!



Journeyman Lineman Russ Camp participates in the Hurt Man Rescue event.



Representing EnerStar this year at the Lineman's Safety Rodeo was Austin Swango, Jake Keys and Russ Camp. Thank you, guys, for your dedication!



Apprentice Lineman Austin Swango climbing.