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## Crisis doesn't create character. It reveals it.



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*"It has been said that character isn't reflected by who you are on your best days, but rather who you are on your worst days. When your plans are working, it's easy to stand tall.*

*To speak with confi-*

*dence." –Bret Nicks*

Nicks goes on to say that the real test of a person's character is what they do when a crisis hits. Well, a crisis did hit our region in July – a derecho. It was devastating to much of Illinois, Indiana and beyond. The true character of many people was revealed during this event.

True character was revealed by all the hardworking men and women who faced the devastating impact of this storm without hesitation. EnerStar's field personnel were working in the midst of this storm 16 to 18 hours a day while lightning continued to flash. Several of these people had vacations scheduled that they voluntarily canceled (even before being asked) to meet the need. Some were without electricity at their homes as well. Spouses kept things going on the homefront.

True character was revealed by the crews from neighboring utilities who left their homes in the midst of this storm to join with our crews to take

part in the restoration effort. This was a great blessing. It helped to expedite the recovery effort and helped our crews deal with the fatigue that comes from long days without real rest. While we all want every member's power turned back on quickly, even more we desire every worker be able to go home, without injury, to their wives and children. Fatigue is a great enemy to safety.

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A Touchstone Energy® Cooperative

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Monday through Friday  
7:30 a.m. to 4:30 p.m.



## Crisis

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True character was revealed by EnerStar's Engineering and Operations Manager Greg Hollingsworth, who did more than manage the restoration effort. He set aside all else and dedicated himself to making sure every member had their power restored as quickly as possible. He truly put his heart into this mission. I could go on, but suffice it to say there were numerous other employees who played a key role as well.

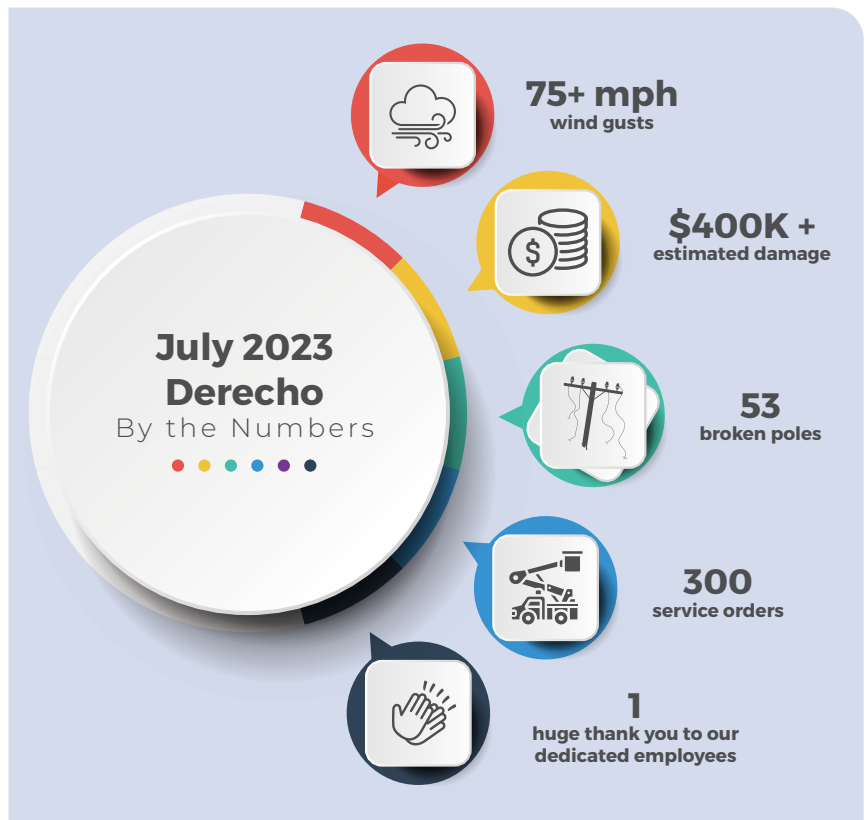
But true character was also revealed by our community. You see, I believe the opening quote not only applies to individuals but also to communities. The character of our local community was revealed in many ways. On our Facebook page, we thank many of the people/businesses who stepped up to help. Below is a quick summary of those who played some role in helping EnerStar help our members (as reported by Facebook): Joe Keys, KBG Deli, the Colvin family, Hampton Inn, Lincoln Suites, Paris McDonald's, Mike Myers, Kevin Murphy, We Li Kit Farmstand, Darren Warren, Mike Smallwood, Joe's

Pizza, The Fizz, Frosted by Maddie, Tami Newlin, the Camp family, Pat Rhoads/Mill Creek Restaurant, Los Tres Caminos, Allen and Donna Vietor, the EnerStar Board of Directors, individual co-op members, the families of our co-op employees, and finally, our co-op employees.

It is impossible for this to be a complete list. Yet it is comprehensive enough to illustrate my point: The true character of this community was revealed by this crisis. What it revealed was a community made up of people willing to pull together during a time of crisis and help each other. Stated another way, "Derecho 2023" didn't build



the character of our local community. Instead this crisis revealed the character that had been there all along!



*We appreciate the encouragement, support and patience of our co-op members as we worked to restore service following one of the worst storms we have had in well over a decade.*

# CoBank Sharing Success

For the twelfth year, EnerStar has been awarded the CoBank Sharing Success matching grant. The grant's purpose is to help cooperatives support causes and organizations important to the communities they serve. To date, \$165,000 in donations have been distributed in the service territory.



Left to Right: Danny Gard (EnerStar board), Randy and Debbie Hutts (Friends of Lincoln Trail), Tom Hintz (Site Superintendent) and Greg Robinson (EnerStar Board)

**\$165,000**  
in donations have been distributed  
in the service territory to date.



Left to Right: Kevin Julian (EnerStar Board), Tom Hintz (Site Superintendent), Marc Weber (Asst. Site Superintendent), and Jeff Zimmerman (EnerStar Board)



## New Employee SPOTLIGHT



Oakland native **Niki Hall** has joined the cooperative in the role of Member Services Representative. You will find Niki greeting members at the front desk and assisting with the needs of our co-op members. Welcome, Niki!



In August, **Chandler Milbourn** began his employment as a Journeyman Lineman at Enerstar. The Paris native graduated in 2015 from Southeast Lineman Training Center in Trenton, Ga. He was most recently employed at an electrical contractor LineTech Services. Welcome, Chandler!

# We're here to serve you

"We're here to serve you." We've all heard this phrase countless times. These words may sound generic, but to us – your local electric cooperative – they mean everything.

EnerStar Electric Cooperative was created to serve our community. Back in the day, neighbors banded together and formed our co-op for the common good. In our

on a broad range of energy topics. For example, if you're looking for ways to save energy, check out [www.enerstar.com](http://www.enerstar.com) for energy-saving tips and ideas to increase the energy efficiency of your home. We also share information in this magazine and on our social media. Understanding how your home uses energy can help determine the best ways to modify energy use and

helps members make informed decisions about EVs. No matter what our members drive, we want to help you achieve energy savings.

If you're considering a rooftop solar installation, our energy advisers would be happy to give you an unbiased view of the pros and cons. Investing in a solar system is a major decision, and it's important to fully understand the costs, responsibilities and potential energy savings. Unlike a solar company that has one objective – to sell their products and services, we will look at the total energy picture and help you determine the best options for your home. We understand that homeowners must undertake their due diligence, and we're here to help you through that process.

So, the next time you hear EnerStar Electric Cooperative 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. We continue to evolve with the times, and in return, we've found additional ways to serve you and provide more options for you to power your life.

We're here whenever you need us. Connect with us online, in person, through the SmartHub app or our social media channels. However you choose to connect, please let us know how we can serve you better.



case, it was the only way the community could bring electricity to an area where there was none. In doing so, EnerStar helped the community thrive. That mission-focused heritage is the golden thread that is woven throughout our history.

Today, we are continuing to power the community. While our focus has remained steady on providing reliable energy to our members, today's energy landscape and consumer expectations are far different than they were decades ago. That's why we're adapting, to keep pace with changing technology, evolving needs and new expectations. We have a strong foundation thanks to those before us, and our future is bright as current employees and directors carry on with the original mission.

Serving as your trusted energy adviser means we want to help you save energy (and money) and provide advice and information

thereby keep more money in your wallet.

Energy efficiency rebates are available when it is time to update your home's HVAC system. To learn more about rebates, visit our wholesale power provider's website at [www.powermoves.com](http://www.powermoves.com).

We recognize that some members may be considering electric vehicle options. Their website also

## Back to School Bang

In August, EnerStar employees attended the "Touch a Truck" portion of the Back to School Bang sponsored by Horizon Health. Thank you, Horizon Health, for such a great community event!

