

NEWS & VIEWS

The official newsletter of JCREMC

FALL 2021

ACADEMIC SCHOLARSHIPS

Area high school seniors can apply for \$2,000



Applications are available for the 2022 JCREMC Academic Scholarship Program.

Now in its 28th year, the program awards two \$2,000 scholarships to encourage local high school students to further their educations while also promoting awareness of the electric cooperative business model.

Graduating high school seniors who will attend an accredited Indiana college, university, or trade school in the fall of 2022 are eligible to apply. Applicants must have a parent or legal guardian who is a JCREMC member.

A key element of the application process is an essay. This year's essay topic focuses on the electrification of America. Apply at jcremc.com/community/academic-scholarships. Applications are due by February 1. Awardees will be notified in March and recognized during JCREMC's 2022 Annual Meeting.



ANNUAL MEETING

The 2022 JCREMC Annual Meeting is April 2 at Franklin Community High School.

Registration and breakfast run 8-10 a.m. with the business meeting at 10. Entertainment will be provided by country music singer and songwriter Cody Ikerd and the Sidewinders.

Districts 5 (Lee Ann Wilbur) and 6 (Stephen Watson) are on the 2022 ballot. Full meeting details will be published in the Winter 2022 newsletter and at jcremc.com. Members will receive registration cards via mail in March.

A Vision of Excellence

A Message

There's an important term we use here at JCREMC to describe the people we serve: consumer-member. As a not-for-profit cooperative, JCREMC's consumers own the organization and have a say in how it operates via a democratically elected board of directors.

Accordingly, we keep you at the top of mind with every decision we make.

Our Board of Directors, Leadership Team, and staff are committed to serving our community by meeting electricity and internet needs and supporting local causes. Guiding our strategy and many goals is a vision to be best in class with regard to customer service, efficiency, and forward-thinking initiatives. Here are just a few of the ways we're realizing that vision.

Customer Service

Every two years, JCREMC participates in the American Customer Satisfaction Index. This national study ranks companies on a 100-point scale based on how people who use their respective services feel about them. This allows JCREMC to benchmark our customer satisfaction scores against similar entities and national leaders in other industries.

In 2021, JCREMC's score rose to 81 from 78 in 2019—an outstanding accomplishment considering that U.S. Overall Customer Satisfaction fell to 73.6 in 2021 from 76.5 in the first quarter of 2019. JCREMC outperforms the national average of 73 for electric cooperatives. For a non-industry comparison, Chick-fil-A scored an 83 this year.

We attribute our improvement to a few things: compassion during the 2020 COVID-19 economic crisis, outstanding service and reliability, rebate programs, cost-cutting alternative rate structures, and our residential JCFiber expansion.



EV Day - Attendees learn about electric vehicles at JCREMC's first EV Day on Oct. 9.

Efficiency

JCREMC also participates in an annual benchmarking study that compares our performance on 145 metrics to that of peer groups among the 832 electric cooperatives nationwide. JCREMC is in the top 11 percent of cooperatives nationally for consumer growth. Our community is growing rapidly, which means we're continuously expanding and upgrading our system to meet demand.

JCREMC also ranks in the top 10 percent of Indiana's electric cooperatives for reliability

excellence

e from CEO John Sturm

based on annual outage minutes. We continue to invest in our high-tech distribution and monitoring systems to ensure the staff and crews we have on-call 24/7 are able to restore power as quickly as possible.

In addition to our high-tech monitoring and control systems, we continue to heavily automate our distribution system. Not only can we roll trucks, identify issues, and make repairs faster, we can often temporarily redirect electricity from a different feeder or substation to minimize outage time while permanent repairs are made. This investment is reflected in our outstanding rating.

Importantly, we've improved customer service and system reliability while being fiscally responsible. We have operating expenses lower than two-thirds of the nation's large cooperatives (those with over 25,000 members). We are proud of the way we have been able to keep costs down despite the operational and financial demands of our community's rapid growth.

Forward-Thinking

When a pandemic suddenly forced schools and workplaces to go virtual, the digital divide between rural and urban areas put parts of our community at a disadvantage. The JCREMC Board of Directors recognized this and, in December 2020, took action to expand JCFiber's network to reach 5,000 additional

homes over 4 years. Six zones are identified for the service roll-out. Home installs are under way in zones 1 and 2 and mainline construction has begun in Zone 3. Fiber optic internet is the fastest, most reliable technology available and will serve our internet consumers well.

We're paying close attention to the evolving electric technologies headed our way. One example is electric vehicles. JCREMC offers resources to help consumer-members considering an EV purchase make the decision that is right for them. Our EV Experience loaner program allows consumer-members to borrow our Chevrolet Bolt for up to 24 hours. It's a great way to test drive an EV in a non-sales environment. We also offer rebates for charging outlet installs, free level 2 chargers for qualifying consumer-members, and super off-peak rates that further reduce the cost of powering your electric vehicle.

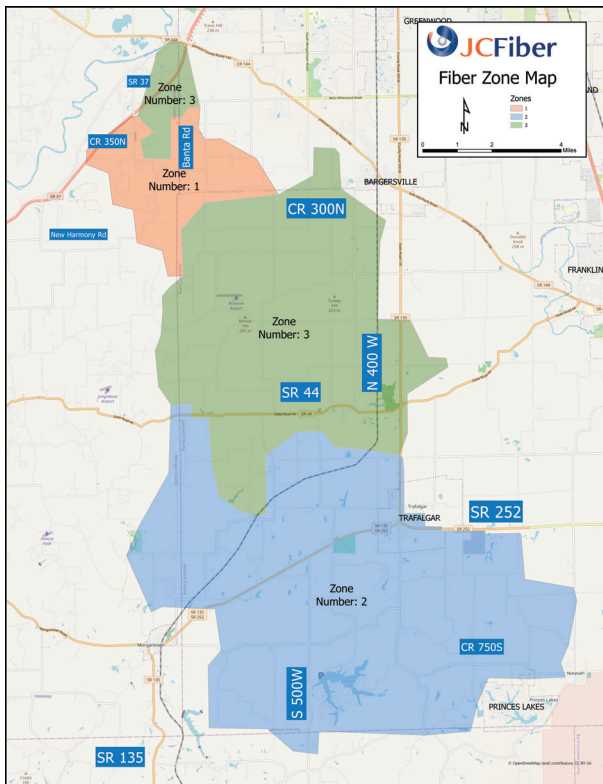
We also offer a variety of other rebates to help you make efficiency upgrades to your home. Learn more at jcremc.com/savings/rebates.

At the heart of JCREMC's vision to serve you is our staff of local people who are committed to making our service territory a great place to call home. Whether providing outstanding customer service, restoring electric service, being your trusted energy advisor, communicating important information, or planning and executing system maintenance and upgrades, our staff come to work each day focused on what's best for our consumer-members. I appreciate them and I appreciate you. Thank you for letting us serve this community.



John W. Sturm

CLOSING THE CHASM



JCFiber, a subsidiary of JCREMC, continues to expand its broadband internet infrastructure into underserved areas of the JCREMC service territory with the start of mainline construction in Zone 3.

Signups in this zone will begin in early 2022.

The goal of the expansion is to close the digital divide between rural and urban areas within JCREMC's electric service territory.

"Fiber is the absolute best internet technology available and we're working diligently to provide access for our JCREMC members who don't have fast, reliable broadband," said Nick Stainbrook, Director of Fiber Operations.

The start of mainline construction in Zone 3 does not slow signups and installs in Zone 1 and Zone 2. Additional expansion zones will be announced in 2022.

Read the full announcement and see the full-size map at jcfiber.com.

THE POWER TO CHOOSE

Choosing the right electric rate for your household can translate into savings. JCREMC's Single-Phase Service and Single-Phase Time-of-Use rates both offer a super off-peak component that can save you money when you shift some heavy usage to off-peak hours. Tools like delayed start on appliances, smart thermostats and programmable EV chargers can help you take advantage.

JCREMC's customer service representatives and energy advisor are available at 317-736-6174 to help you understand the differences between rates and decide which would offer the most savings for your household. Learn more at jcremc.com/savings.



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