

JULY - AUGUST 2012



NineStar CONNECTION

VOLUME 1
ISSUE 4

MEET JEFF CONLEY

NineStar Connect lineman worked for CIP for decades and has been promoted to Line Superintendent.

PAGES 8

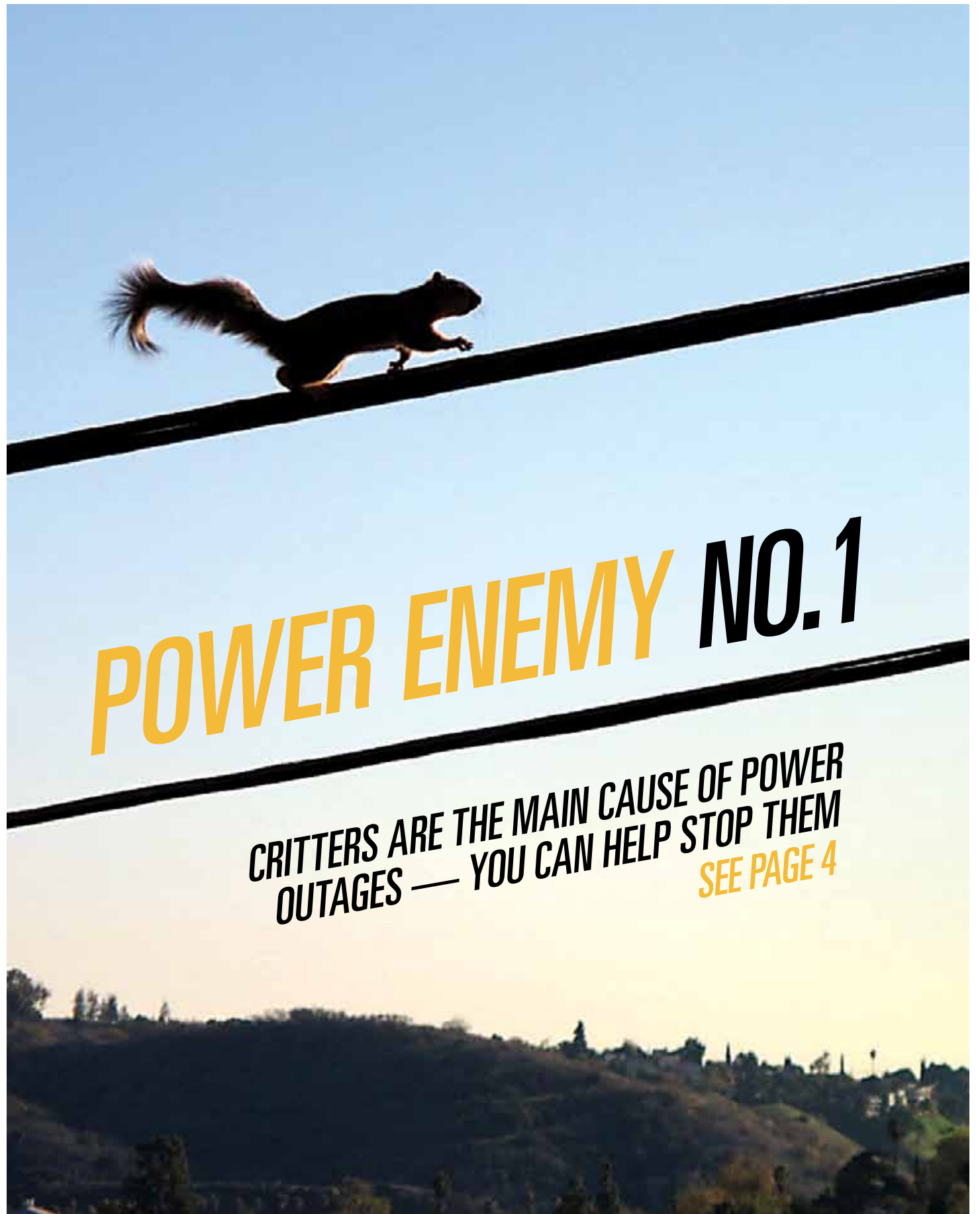
SCHOLARSHIP WINNERS

NineStar Connect honors 17 talented students.

PAGE 12



©Paws



POWER ENEMY NO. 1

CRITTERS ARE THE MAIN CAUSE OF POWER OUTAGES — YOU CAN HELP STOP THEM
SEE PAGE 4



OUR EMPLOYEES MAKE THE DIFFERENCE. HERE'S A CUSTOMER REVIEW FOR OUR LINDA BURKHART.

A CUSTOMER CALLED IN TO THANK LINDA BURKHART FOR RETURNING A CHECK TO HIM THAT HE ACCIDENTLY SENT TO US. HE REPEATEDLY EXPRESSED HIS THANKS AND WANTED TO MAKE US AWARE OF HER CONSIDERATENESS.

HAVE A STORY IDEA?

Contact **David Spencer** at dspencer@ninstarconnect.com or **Rachel Anderson** at randerson@ninstarconnect.com

COVER STORY: POWER ENEMY PAGES 4-5
NineStar describes the top cause of power outages and tells customers how they can help prevent interruptions in service.

POWER PLAY PAGE 7
NineStar Connect contributes to effort to provide two isolated villages in Guatemala access to electric service.

MEET JEFF CONLEY PAGE 8
NineStar Connect's Jeff Conley worked for Central Indiana Power for decades and has been promoted at NineStar.

SCHOLARSHIPS PAGE 12
NineStar Connect recently hosted a reception for its 2012 scholarship recipients at the company's corporate offices. See a photo of the winners.

BRIGHT IDEAS

Local students' electric projects shine on at the 2012 Hancock County 4-H Fair in another successful year for the 4-H Electric Project Program. PAGE 6

SCHOLARSHIP WINNERS, OUR FUTURE LEADERS

On June 21 at our corporate offices, myself and our board of directors had the privilege to host our 17 scholarship recipients along with their families.

This annual event is one I look forward to each year because it allows us the opportunity to give back to our members in the cooperative spirit.

What better way to invest in the future than through the education of our member families? It is truly one of my favorite occasions during the year.

PRESIDENT & CEO



TIM HILLS

This year was no different. After hearing of our recipients' educational plans and awarding them their \$1,000 scholarships, I felt a sense of pride, pride in what a truly talented group of individuals has been raised throughout our territory.

We should be very proud of their accomplishments and expect nothing but great things from them in the future.

I'd like to extend heartfelt congratulations not only to our scholarship winners but also to all graduates throughout the NineStar service territory. Your graduation marks the completion of one phase of your life and the beginning of another. You should be commended for the hard work and effort you have put in over the years achieving this goal.

As you head off to college and other endeavors in the days and weeks to come, we wish you nothing but the best.

We hope you reflect fondly on your community and that you visit often in the years to come.

When the time comes to settle down, we hope you return to the territory and become the next generation of leaders in the community.

Until then, best of luck from NineStar Connect!



The *NineStar Connection* is a publication of NineStar Connect servicing retail and residential customers. Nearly 15,000 families and businesses receive this newspaper as part of their membership. *NineStar Connection* provides news, information and features about people, places and issues related to readers.

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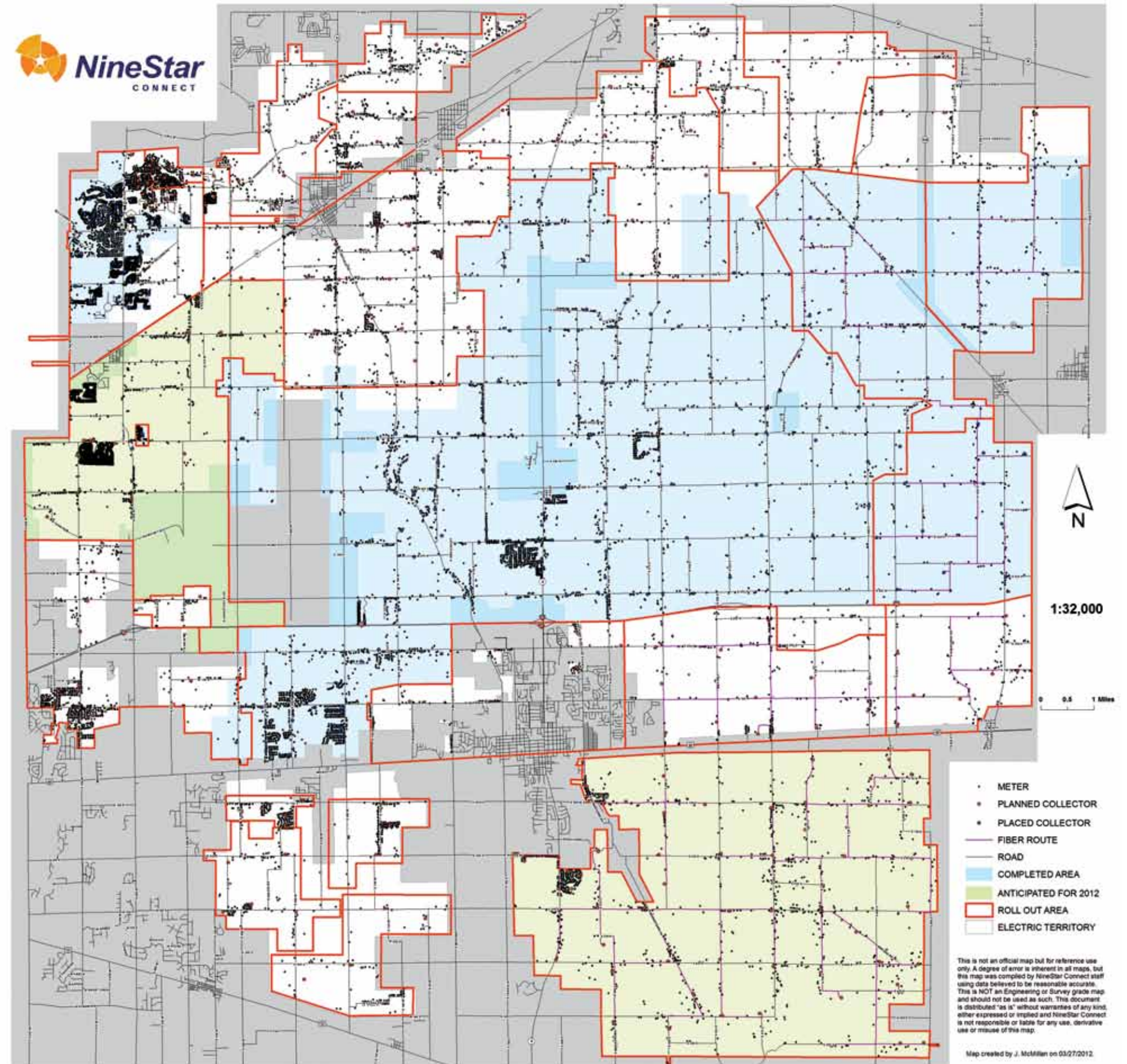
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2012 SMART METER & FIBER DEPLOYMENT





REPORTING A MISCHIEVOUS ANIMAL CAN HELP REDUCE REPAIR TIME

Don't let the cute faces and fuzzy tails fool you. Squirrels may look like innocent nibblers, but in actuality, they are rogue rodents that are the responsible

WRITTEN BY
JULIE YOUNG

for more than 15,000 power outages annually nationwide. "We see at least three squirrel-related incidents a week," said Matt Spuring, a lineman with NineStar Connect. "That's more than 150 a year."

Squirrel damage is not only inconvenient for the customer who has to be without power for a period of time, but also expensive for the power companies, who spend as much as \$2 million each year combatting the issue, according to some reports.

Jamie Bell, director of operations for NineStar, said squirrels and other climbing animals are tough to battle. By their nature, they are curious, determined and predisposed to try to circumnavigate any installed deterrent. Bell said NineStar has installed sheet metal animal guards and strives to get as much clearance as possible by trimming trees, but it's not 100 percent foolproof.

"We can only do so much, but when the power goes out for apparently no reason on a nice, sunny day, nine times out of 10,

a squirrel is responsible for it," Bell said. "If it happens at night, it's usually a raccoon."

Bell said one of the reasons squirrels are such a problem is that so many residents create wildlife habitats in their yards with bird feeders and dried corn to attract a variety of animals. While squirrels and birds are fun to watch as they scurry for their food, residents are attracting potential for power line trouble as well.

In order to avoid predators or to take a shortcut to the next yummy treat, squirrels will scale poles and run down the overhead service lines to get to the next tree or transformer.

Just running along the wire isn't enough to cause a problem, but when Bullwinkle's buddy connects with the 7,200-volt wire



OTHER CULPRITS

If squirrels are Power Enemy No. 1, raccoons, birds and possums are not far behind. NineStar lineman Matt Spurling said any animal that climbs or flies can be problematic for utility wires. While rodents might be attracted to the low buzzing sound made by utility wires, other animals are electrocuted due to their size, shape and habitat.

"We have found cranes, herons and large birds wrapped up in power lines when they are reported down," he says. "It always makes me wonder if power companies have problems with giraffes over in Africa."

Smaller birds may not weigh heavily on wires, but when there are hundreds of them taking off from a single wire, the change in mass can cause the wire to waver, connect with a bird and still cause an outage.

"It would be nice if we could educate the animals about the issues they cause, but since we can't, we have to concentrate on educating our residents so that they can help us discourage animals from using our lines to get from one feeder to the next," Conley said.

and the transformer, they become a conduit for electrical flow. At that point, the circuit is completed. There is a flash, a pop and then a power outage. There is also a dead squirrel or other animal lying nearby.

"It's really important to educate our customers and make them aware of the issue so that they can take those potential problems into consideration when installing their bird feeders," said Jeff Conley, NineStar line supervisor. "Squirrels are intuitive creatures, and they do whatever they can to get to a food source."

Conley said when power outages occur, NineStar customers can help minimize their downtime if they can mention a potential squirrel incident when they call.

If squirrels are Power Enemy No. 1, raccoons, birds and possums are not far behind.

He said when they know it may be animal related it alleviates the amount of work that has to be done.

"If we know where the outage is and someone calls to report that they have seen a squirrel, then we go to that address and patrol the line at that point, which minimizes outage time," he said.

When linemen have to start from the fuse or the breaker, the process becomes a little more intense. Workers have to verify the line is open and patrol it out. Conley said some of the lines can go on for miles, and workers have to patrol them to ensure that everything is up and that nothing is on the ground before they energize the line again.

"Everything could be fine, and

then our linemen get to the end of a five-mile line, and there's a squirrel lying there," he said. "The more information we have going into the process the better."

Of course, if a customer does see a downed line, Conley said it is important for residents to stay clear of the area until the pros arrive to take care of it. A power line that touches the ground can shock or kill, even if one does not touch it. The electrical current can travel through the ground and into the body and one should never assume that a line is insulated or perfectly safe. In many cases, customers do not know if the wire is live with electricity, is a cable connection or a phone line, so it's best to be safe rather than sorry.

"When in doubt, stay away," Conley said.

TECH TIPS

SELF-HELP FORUMS AVAILABLE AT THE CLICK OF A MOUSE

NineStar would like to introduce you to the new NineStar Connect Self-Help forums and ticketing system, which can be accessed at <http://support.myninestar.net>.

This new site will allow for enhanced communication, resources and trouble reporting for our members.

The Self-Help tab provides many articles, how-tos and troubleshooting tips created by our staff. These articles provide step-by-step assistance for numerous services and solutions. Examples include setting up email on an iDevice and setting up parental controls on your NineStar-provided STB.

The Submit a Request tab allows you to submit a help request if you're unable to resolve the issue using the self-help service. To submit a request, you will be required to provide information in the fields designated with an asterisk (*). Once all the information is entered, you have the option of attaching a file you feel would be beneficial. Once complete, please click the submit button in the lower right corner. Once submitted, one of our Support Technicians will review and resolve your service request.

If you would like to review previous tickets you have submitted or check the progress of an open ticket, please click on the "Check Your Existing Requests" tab. If you have already signed up to this site with an email address and password, please just log in to review previous requests. If you have submitted a ticket via support@myninestar.net in the past week or so, please click the "Get a password" link at the bottom of the page and follow the prompts. Once logged in, you can review your open requests by clicking the "Check Your Existing Requests" tab. If you would like to review recently solved or closed tickets, please click the link to the far right.

Finally, if you would like to submit a help request via email, please email support@myninestar.net and please include the name on the account, phone number or agreement number, a description of the issue, and any other pertinent information you think may be helpful in resolving the issue. You will receive an automated email from NineStar acknowledging your request.

If you prefer to speak with one of our Support Technicians, you can always call our 24/7 Help Desk at 317-326-4357 or 765-445-4357.

BUSINESSES CAN HANG UP ON PHONE FRAUDSTERS

We have had a few cases recently in which it appears that a business customer's phone system or voice mail system has been compromised. The hackers are able to find and exploit a phone system/voice mail unit that has weak security and then are making outbound international calls from that system.

All of the fraudulent activity we have encountered has been tied to overseas numbers. The result can be a phone bill that has increased dramatically in a matter of hours. Residential phone lines are not likely to be targeted for these attacks since most customers do not have this type of system in their home. By default, when we add long distance service to a line, international dialing is allowed unless customers specify they want it blocked.

Whether your business makes international calls, we are asking that you take the necessary steps to secure your business phone and voice mail systems. A list of security tips can be found on our website, www.ninestarconnect.com, under the "Communications" section. To give you a quick start, here are three items to start with:

- Change all voicemail default passwords immediately and change passwords often
 - Restrict 0+, 0-, and 10-10-XXX dialing out of your PBX
 - Restrict all possible means of out-dial capability in your voice mail system
- For more information, call our office at 317-326-3131.



NINESTAR AT THE 4-H FAIR

NineStar Connect wishes to thank everyone who stopped by the NineStar Connect fair booth the week of June 22-29. It was great to reconnect with so many friends and members of the cooperative. The company was thrilled with the interest level from members in Blue River Township (Hancock County) concerning communication services. If you haven't already done so, there is still time to sign up for your drop while construction continues in the area. If you are interested, please call 326-3131.



4-H BRIGHT IDEAS

ELECTRIC PROJECTS SHINE ON AT FAIR

The 2012 Hancock County 4-H Fair had another successful year for the 4-H Electric Project Program. The county fair was scheduled two weeks earlier than previous years, which meant most participants had to get started on their projects well before the end of the school year.



"The earlier fair meant some participants would have to really manage their time well between school work and 4-H projects," electric project superintendent Darrin Couch said. "I actually expected to see a drop in participation as kids might choose to do fewer projects with the earlier start date of the fair."

However, the electric project participation this year was very good, with 72 projects exhibited.

The 2012 Hancock County 4-H Fair Electric Project Grand Champion was Ryan Wilks (pictured). Ryan participates in the Advanced Electric Division. He constructed a demonstration board to display

the proper way to wire a switch, light and outlet. Dawson Crisman was the Reserve Grand Champion with his Division III trouble light.

Other division Champion and Reserve Champion winners were:

Division I: Tyler Schrope and Sommer Studebaker

Division II: Tyler Pipkin and Elizabeth Muse

Division III: Dawson Crisman and Lindsey Pope

Division IV: Jamison Bever

Division V: Ryan Wilks and Emily Jones

NineStar Connect, along with the Indiana Statewide Association of Rural Electric Cooperatives, are strong supporters of the 4-H



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Electric Program. In fact, throughout the state of Indiana, REMC employees actively support the program. Many REMC employees serve as project superintendents. Project workshops and project judging at several counties and at the State Fair are provided by REMC employees. Darrin Couch, NineStar Connect's Energy Adviser, serves as electric project superintendent for Hancock County. Brad Henderson, NineStar Connect's Manager of Education and Member Services, serves on the state 4-H Electric Committee. The state committee, which also includes faculty from Purdue University, develops the project guidelines and authors the project workbooks for each division.

NineStar Connect conducted two project workshops in early May for Division I and Division II participants. This year's workshops took place in the evening at NineStar Connect's Conference Center in Greenfield. Attendance was up over the last several years, when the workshops took place during the day following the end of the school year.

"The success of the evening workshops means we will continue to offer evening workshops next year," Couch said.

Individual help is also available to the other division participants by contacting Couch for advice about an electric project or to answer any questions.

Next year, NineStar Connect plans to hold an organizational meeting for all electric project participants. The organizational meeting will allow all project participants to learn about the different divisions of the electric program. The meeting will outline the guidelines for each division and provide information about project workshops.

GUATEMALA PROJECT DROPS LINE TO LESS FORTUNATE

This year, Indiana Statewide Associations is kicking off its first-ever international volunteer project – Hoosiers Power the World.

The Association recruited 29 volunteers from 17 cooperatives across the state to electrify villages in Guatemala. During two trips in late summer of 2012, they will travel to the northwest area of Guatemala, bordering Mexico, to bring electricity to two isolated villages for the very first time.

The projects in these two villages, located in the region known as *Zona Fronteriza* (Border Zone), will benefit more than 110 families who have never had access to electricity, even though they can see the lights on in neighboring villages.

Not only is Indiana providing the manpower through volunteers to complete this project, it also is collecting donated equipment and materials to build the distribution systems. NineStar Connect was proud to recently donate materials for this important project. In June, the cooperative donated overhead line supplies, such as insulators, bolts and wire attachments. In addition, due to the ongoing smart meter project, which NineStar has implemented, more than 40 old meters were also donated to the project.



Gathering donations for Guatemala. Pictured (from left) are Jamie Bell and Wes Muffler with NineStar Connect and Tim Smith with Rush Shelby Energy.



NINESTAR PRESENTS PEOPLE'S CHOICE AT VAWTER ART SHOW

NineStar Connect was proud to sponsor the People's Choice Award at this year's Will Vawter Arts Show. Hosted each year by Hancock County Arts the competition draws interest and submissions from around the state. This year's People's Choice winner was Donna Shortt from Brown County. Donna is a life-long Indiana resident and skilled in the use of oils, watercolors, pastels and is now concentrating on perfecting her skills in the pastel and oil mediums. She is a member of the Hoosier Salon, Indiana Artists Club, Brown County Art Guild, Chicago Pastel Painters, Pastel Society of America, Southside Art League, Indiana Artisan and Indiana Plein Air Painters. Additional work by Donna can be found at the Brown County Art Guild located at 48 South Van Buren in Nashville, Indiana.

LEAGUE



NINESTAR-SPONSORED SOFTBALL TEAM WINS CHAMPIONSHIP

NineStar employee Tommy Nance organized a team that competed this spring in the Greenfield Parks and Recreation league. The team sponsored by NineStar recently won the league and followed that championship up with a win in the post-season tournament. The championship trophy is on display at NineStar's south campus. Congratulations to Tommy and the rest of the team on their championship as well as representing NineStar so well!

TELEVISION

VERSUS NOW NBC SPORTS

The NBC Sports legacy continues with unmatched storytelling, best-in-class production quality, and coverage of the NHL, MLS, 2012 Olympic Games, Tour de France, Izod IndyCar Series, all-new original shows and more. Get the NBC Sports Network through NineStar Connect on channels 48 and 948 HD.

ADDRESSES

EYES ON DUPLICATE MAILINGS

NineStar Connect has been working diligently to eliminate duplicated addresses that result in members receiving multiple mailings. If you receive duplicate items in the mail, please call Julie Mitchell at 326-3131, and she will address the situation. We appreciate your assistance in helping eliminate these duplications.

EMPLOYEE PROFILE



MEET JEFF CONLEY

Although he has been an institution at Central Indiana Power, now NineStar Connect, for many years, Jeff Conley was promoted recently to a new position within the organization.

Since February of this year, Jeff has been the Line Superintendent. In his new position, Jeff oversees supervision in line construction and operations and maintenance of the Cooperative's electrical transmission and distribution system.

He also strives to provide the highest possible degree of conti-

nity of electrical service to the members.

Longtime residents of Hancock County, Jeff and his wife, Janice, have been married 28 years. They have a son, Jordan, who turned 23 this year. He is a graduate of Eastern Hancock High School and later graduated from a four-year apprenticeship through Indiana Statewide's Training and Safety Program.

In all, Jeff has worked at the company for 27 years and as a journeyman lineman for 21 of those years.

In his free time, Jeff enjoys spending time with his family, hunting and the occasional

round of golf. In addition, Jeff also enjoys reading. The last book he read was "No Angel" by Jay Dobyns and Nils Johnson-Shelton. It is the true story of an undercover agent who infiltrates the Hells Angels motorcycle organization.

Jeff views his years at NineStar as a being challenging yet extremely rewarding. He has always been committed to the best in customer service and providing a service that makes the lives of our members more enjoyable.

He feels his job has been made more enjoyable because of the opportunity to work with a great group of men in the electric division at NineStar.

NINESTAR HELPS TO SUPPORT MATCH DAY

A special event took place over a 24 hour period in Hancock County on July 24th. The Hancock County Community Foundation (HCCF) hosted an event called Match Day where money was raised for eleven nonprofits in the community. The final amounts donated to each organization will be matched based on a percentage by the foundation. In all 1,850 individuals donated \$200,501.50! NineStar was proud to be involved in this great community event by promoting, distributing materials and volunteering employees and directors to the cause. Congratulations to HCCF and all eleven of the participating nonprofits.



LUNCH BOX HOT DOGS

When the kids need a break from sandwiches, why not send them with a hot hot dog to warm their bellies before going out to play?

Prep Time: 5 Min
Cook Time: 10 Min
Ready In: 25 Min

Original Recipe Yield 1 hot dog

INGREDIENTS

- 1 all-beef hot dog
- 1 hot dog bun
- 1 packet ketchup
- 1 packet prepared yellow mustard
- 2 tablespoons shredded Cheddar cheese

DIRECTIONS

Prepare your child's lunch box by packing the hot dog bun, ketchup, mustard and Cheddar cheese. Preheat your child's insulated beverage container by filling with boiling water. Let stand for 15 to 20 minutes. I put the kettle on when I get up and let it heat while the kids get ready for school. Right before they leave, dump out that water and replace with more boiling water. The preheating keeps it hot for a longer time. Place a hot dog into the water and close the lid.

When your child is ready for lunch, they can take the hot hot dog out of the container and place it on the bun. Top with ketchup, mustard and cheese to make a hot lunch from home.

SCHOOL LUNCH BAGEL SANDWICH

This sandwich mixes the goodness of bagels with the crunch of dill pickles. I came up with this sandwich for my son, who loves bagels and cream cheese, but I felt his favorite needed something extra to really make it a lunch. This is kid-tested good, and you can alter the veggies according to what your child likes.

Prep Time: 10 Min
Cook Time: 5 Min
Ready In: 15 Min



Original Recipe Yield 1 sandwich

INGREDIENTS

- 1 tablespoon herb and garlic flavored cream cheese
- 1 multigrain bagel, split and toasted
- 2 thin slices Cheddar cheese
- 2 slices dill pickle
- 1/4 cup shredded carrot
- 1 leaf lettuce

DIRECTIONS

Spread the cream cheese on the toasted bagel. Layer the Cheddar cheese, pickle slices, carrot, and lettuce onto one half of the bagel, then top with the remaining bagel half. Cut the sandwich in half and wrap with plastic wrap or aluminum foil. Place the sandwich in a lunch bag with an ice pack.

PEANUT BUTTER CUP COOKIES

Prep Time: 25 Min
Cook Time: 10 Min
Ready In: 1 Hr 35 Min

Original Recipe Yield 40 cookies

INGREDIENTS

- 1 3/4 cups all-purpose flour
- 1/2 teaspoon salt
- 1 teaspoon baking soda
- 1/2 cup butter, softened
- 1/2 cup white sugar
- 1/2 cup peanut butter
- 1/2 cup packed brown sugar
- 1 egg, beaten

- 1 teaspoon vanilla extract
- 2 tablespoons milk
- 40 miniature chocolate-covered peanut butter cups, unwrapped

DIRECTIONS

Preheat oven to 375 degrees F (190 degrees C). Sift together the flour, salt and baking soda; set aside. Cream together the butter, sugar, peanut butter and brown sugar until fluffy. Beat in the egg, vanilla and milk. Add the flour mixture; mix well. Shape into 40 balls and place each into an ungreased mini muffin pan. Bake at 375 degrees for about 8 minutes. Remove from oven and immediately press a mini peanut butter cup into each ball. Cool and carefully remove from pan.

HEALTHY PACKED LUNCH HOW-TO

Confrontations focusing on diet between children and parents have been around seemingly since the beginning of time. Many children start off as cooperative eaters, anxious to try different types of foods. As they get older, the number of foods they're apt to eat diminishes, which can make choosing healthy items for lunches and dinners more difficult. It also can make packing lunches for school more challenging.

Considering school lunches must compete with far less healthy yet widely available alternatives, parents will need to be creative in their creation of homemade lunches. Here are some ideas to get you started.

Purchase a new lunch container. There are many different new and innovative lunch containers that can make separating school lunches easy. Few kids want to dig into a brown paper sack and pull out something that has been so squashed it's unrecognizable.

Have your child make a list of his or her favorite foods. Once the list has been made, see how you can make the foods healthier. For example, if chicken nuggets make the list, prepare your own nuggets with white meat chunks that are baked, not fried.

Get creative. Children may not be inclined to eat loose pieces of fruit. But if the fruit is stuck on skewers or served with a low-fat dipping sauce or caramel, it may look more appealing.

Hide healthy foods within others. There are entire recipe books that teach you how to mix fruits and vegetables into desserts to increase nutritive value. Everything from spinach to tofu to beets has been included in items like cake, cookies and brownies. So if kids are reticent to dig into their greens, try a clever hiding method.

Cut foods into fun shapes. Kids may be more inclined to eat a turkey and cheese sandwich if it's cut into star shapes or their favorite cartoon characters.

Don't let the time of day dictate what you serve. As long as kids are eating healthy items, it doesn't matter when they eat them.

There are many different ways to improve homemade lunches for the better.

SIMPLE APPLESAUCE

Original Recipe Yield 4 servings

INGREDIENTS

- 4 apples - peeled, cored and chopped
- 3/4 cup water
- 1/4 cup white sugar
- 1/2 teaspoon ground cinnamon

DIRECTIONS

In a saucepan, combine apples, water, sugar, and cinnamon. Cover, and cook over medium heat for 15 to 20 minutes, or until apples are soft. Allow to cool, then mash with a fork or potato masher.

NEWS

THE NEW PHONE BOOKS ARE HERE, THE NEW PHONE BOOKS ARE HERE!

NineStar Connect's 2012 phone directories were delivered to houses earlier this spring. While every customer received one of the directories, we have had several requests for additional copies. If you are interested in obtaining an extra copy, you can drop into either our North Campus or South Campus locations and ask for one. Extra copies are free but will remain available only while supplies last.



TRAVELS



NORTHEAST NEBRASKA TELEPHONE VISIT

While on his summer vacation to the west, NineStar Connect Marketing Director David Spencer visited Mt. Rushmore, the Grand Tetons and Old Faithful. On the homeward leg of his trip Spencer stopped in Jackson, Nebraska, at the offices of Northeastern Nebraska Telephone Company. While there he visited with their marketing director Ranae Chase. Located 100 miles north of Omaha, this rural cooperative provides voice, broadband and digital TV service to over 6,500 customers.



POWER PROTECTION

KEEPING YOUR HOME ELECTRONICS SAFE

Electricity is an invaluable tool in today's society, with the size and scope of electrical services installed in new homes continuing to grow with the growing number of appliances and plug-in electronic devices being used. Each one of these appliances and electronic devices represents a valuable investment and, in most instances, an integral part of the home's operation, controlling and operating important security and information systems inside and outside the residence.

WRITTEN BY



BRAD HENDERSON

Why, then, do most homeowners resist installing effective power protection equipment? There are two primary reasons: cost and misunderstanding. The retail cost of top quality, effective power protection devices is relatively high and, as a result, most people end up purchasing devices that claim to provide protection, but don't. NineStar Connect does all it can to deliver quality electric service, but many common things that happen every day can cause a momentary spike in voltage. These voltage spikes can originate from outside your home as well as inside. Some causes include bad weather, vehicle accidents, tree limbs, animals on power lines, the operation of large motors, loose connections and poor grounding in the home. These as well as other issues can result in power surges and spikes that have the potential to damage electrical and electronic equipment in homes and businesses. These transient power surges can occur at any time, and when they do, they can damage any appliance or electronic device connected to the electrical system in your residence. Any system, not just the electrical system, capable of conducting electricity can provide a point of



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entry for voltage spikes into your home. This includes the electrical system as well as satellite or cable television and landline telephone systems (excluding fiber optics). To provide complete protection for home appliances and electronics, you must lock down each point of entry. Point-of-use surge protection devices that are plugged into the wall will help protect appliances and electronics that are plugged into them, but these devices alone do not provide the level of protection needed.

That's why the NineStar Power Guard program is a two-level protection system featuring a "whole-house" device installed at the meter base plus multiple point-of-use devices installed in the home. Many of the point-of-use devices feature electrical connections as well as connections for coaxial cable, Ethernet and telephone conductors. The Power Guard / Spike Stop protection package is available from NineStar Connect for only \$6.75/month. This package includes a whole-house device and four (4) plug-in devices, some of which provide protection for video and communications systems as well as electric.

In addition to the Spike Stop package, NineStar Connect also offers a package designed to protect against power spikes plus eliminate those annoying momentary power interruptions that shut down computers and video systems. The Power Guard / Power Up package includes the same protection available in the Spike Stop package plus an uninterruptible power supply (UPS) device. The Power Up package is available for only \$7.75/month. Additional plug-in devices may be purchased when you lease either package. Contact NineStar Connect for more information.

DID YOU KNOW



NINESTAR CONNECT PROVIDES WORRY-FREE HOT WATER

It always happens at the worst possible time. In the middle of your morning shower or bathing the kids before bedtime, the HOT water suddenly is NOT! It happens without warning! The soothing flow of hot water that we take for granted when we turn on the faucet is replaced by an icy surprise. It's an unwelcome interruption that also ends up being an expensive hassle by the time all is said and done.

Now NineStar Connect has the answer for anyone who wants to have peace of mind when it comes to the hot water in their homes. The Marathon Electric Water Heater, manufactured by Rheem, is the best water heater on the market. In fact, it's so good it comes with a lifetime tank warranty from Rheem.

The Marathon Water Heater is also the most efficient and durable electric water heater on the market. No rust, no corrosion - EVER! The Marathon Water Heater features a seamless, blow-molded polybutene inner tank wrapped in filament-wound Fiberglas. These water heaters are the perfect solution for extremely hard well-water conditions (like we have here!).

The inner tank is surrounded by 2.5 inches of Envirofoam® insulation, minimizing stand-by heat loss. This environmentally friendly high-density foam insulation is made without CFCs and HCFCs. And since the tank can't rust, there's no need for

the "rotten-egg" smell-producing anode rods that are standard in steel tank water heaters.

Typically, the Marathon Water Heater retails for more than \$1,000 installed, but beginning in April, NineStar Connect will offer the Marathon Water Heater for a low monthly lease. This is an opportunity for everyone to have worry-free hot water for less than \$20 per month.

The NineStar Connect Marathon lease program is available to all NineStar Connect members, regardless of who they have as their electric power supplier. The Marathon lease program includes this premium quality electric water heater, installation and all maintenance including, but not limited to, electric heating elements and thermostats.

This means that if you have a problem with your supply of hot water caused by a malfunctioning element or thermostat, and you have a Marathon Water Heater leased from NineStar Connect, you need to only make one phone call to NineStar Connect. NineStar will then see to it that your Marathon Water Heater is repaired or replaced within 24 hours.

The standard tank size being offered is 50 gallons (\$19/month), but for larger families 75-gallon tanks (\$21/month) are also available. If you're interested in "worry-free hot water," contact NineStar Connect today!

NEWS

NINESTAR UPDATE ON BLUE RIVER FIBER

The Blue River Fiber-To-The-Home (FTTH) project is moving along at a respectable pace, and the response has been great. Most of the backbone fiber has been installed throughout the entire project area, which equates to more than 75 miles, and we're approaching the point that will have us tying it all together. That stage of construction will be a phased deployment by serving area. There are seven serving areas within the Blue River project, each containing approximately 100-200 homes, and the method of deployment will flow from the western section to the east. This is mainly due to the layout of the network and how the fiber is fed.

The response by those in this area has been very good and most have allowed us to place a drop tube to their property, which benefits both NineStar and the potential customer. Those who have are under no obligation to take services, however if they decide to in the future, they can do so without any construction costs to get the fiber to the home. The benefit to NineStar is simply that we're able to install the drops to their home while we are in the area. If you live in Blue River Township and have any questions about receiving fiber in this area, or you would like to make sure you're on the list, call 326-3131 today.

POWER

TOP FIVE DEVICES THAT WILL INCREASE YOUR ELECTIC BILL

Standby power or leaking electricity, refers to the electric power consumed by electronic and electrical appliances while they are switched off or in a standby mode. This only occurs because some devices claimed to be "switched off" on the electronic interface, but are in a different state from switching off from the plug, or disconnecting from the plug, which can solve the problem of standby power completely. Here are the top five devices that will draw standby power - increasing your electric bill.

1. Game Consoles
2. Plasma TV's
3. Digital Picture Frames
4. Laptops
5. Battery Chargers



NINESTAR SCHOLARSHIP RECEPTION

On June 21, at the NineStar Connect corporate offices, the company hosted a reception for all of the 2012 scholarship recipients. These students won their scholarships based on a drawing at the annual meeting in April. In attendance were NineStar corporate officers as well as the board of directors for the company. Students and their parents enjoyed cookies and punch and also had the opportunity to share with the group their future educational plans. NineStar wishes all of this year's scholarship recipients the best of luck as they embark on the next chapter in their lives.



NINESTAR DEBUTS NEW BUCKET TRUCK

Recently NineStar Connect took possession of a state of the art bucket truck. While the new acquisition was welcomed this spring the planning and construction of the truck actually started in the spring of 2011. Once it is ordered it takes about a year for the truck to be built. This is because the truck is fitted with special safety equipment and grounding capabilities. The trucks lifespan typical runs 8-10 years and will be a workhorse in the fleet working in all types of weather from heat to snow and ice. Linemen Matt Spurling and Rusty Cross have been assigned to the new truck and have already put the new truck through its paces. If you happen to see Matt or Rusty in your area ask them for a look at the newest vehicle in NineStar's fleet.

NINESTAR DONATES EQUIPMENT TO LOCAL LIBRARY

NineStar Connect recently donated a special electric device to the Hancock County Public Library. The piece of equipment referred to as a Kill-A-Watt is an electricity usage meter that helps consumers monitor an appliances electricity usage. A Kill-A-Watt It measures the energy used by individual appliances plugged into the meter, as opposed to in home energy use displays, which display the energy used by an entire household. The name of the product is a play on the word kilowatt. Additional devices will be donated to libraries in Fortville, New Palestine, and Pendleton. Patrons of these libraries can simply check out the devices as they would any other item from the library.



Dave Gray displays the Kill-A-Watt.

SUDOKU

Sudoku puzzles are formatted as a 9x9 grid, broken down into nine 3x3 boxes. To solve a sudoku, the numbers 1 through 9 must fill each row, column and box. Each number can appear only once in each row, column and box. You can figure out the order in which the numbers will appear by using the numeric clues already provided in the boxes.

See ninstarconnect.com for last edition's solution.

		5			9		2	
		3	6			9		
				3	5	7		
					6			9
2								8
			7	1	2			5
		7						
	2	6	1	5				
	5			6	7			

Level: Intermediate