



NineStar CONNECTION

VOLUME 13
ISSUE 4

OPERATION ROUND UP®

Each quarter a group of Trustees meet and decide how the extra change that is rounded up from customer's bills are dispersed from the applications that are received.

Read more on page 6

OUT & ABOUT!

A showcase of places we've been in the community.

Read more on page 9.

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NineStar's

LENDING A HAND

NINESTAR CONNECT LINEMEN ASSIST AFTER HURRICANE HELENE AND MILTON



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LINEMAN LEVERAGES RESOURCES TO ENHANCE SAFETY AT SPORTS COMPLEX PAGE 5

\$30,000 IN SCHOLARSHIPS AVAILABLE PAGE 12





Read about NineStar lineman, Kory Chapman leading the charge to make Mt. Vernon Optimist Sports Complex a safer place on page 5.



OUR EMPLOYEES MAKE THE DIFFERENCE. HERE'S A CUSTOMER REVIEW FOR BRETT FYFE.

"BRETT IS THE BEST WELL INFORMED TECHNICIAN I HAVE EVER MET. I SAY HIRE MORE GUYS LIKE BRETT AND MORE LIKE THE GUY ANSWERING THE PHONE AT NINE STAR CONNECT! I AM THRILLED WITH THEIR SERVICE."

CUSTOMER ROGERS



Customer service is at the tips of your fingers. NineStar Connect's tech support call center is open around the clock. **317-326-help** ninestarconnect.com

STORY IDEA?

Contact David Spencer at dspencer@ninestarconnect.com

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The *NineStar Connection* is a publication of NineStar Connect servicing retail and residential customers. Nearly 16,000 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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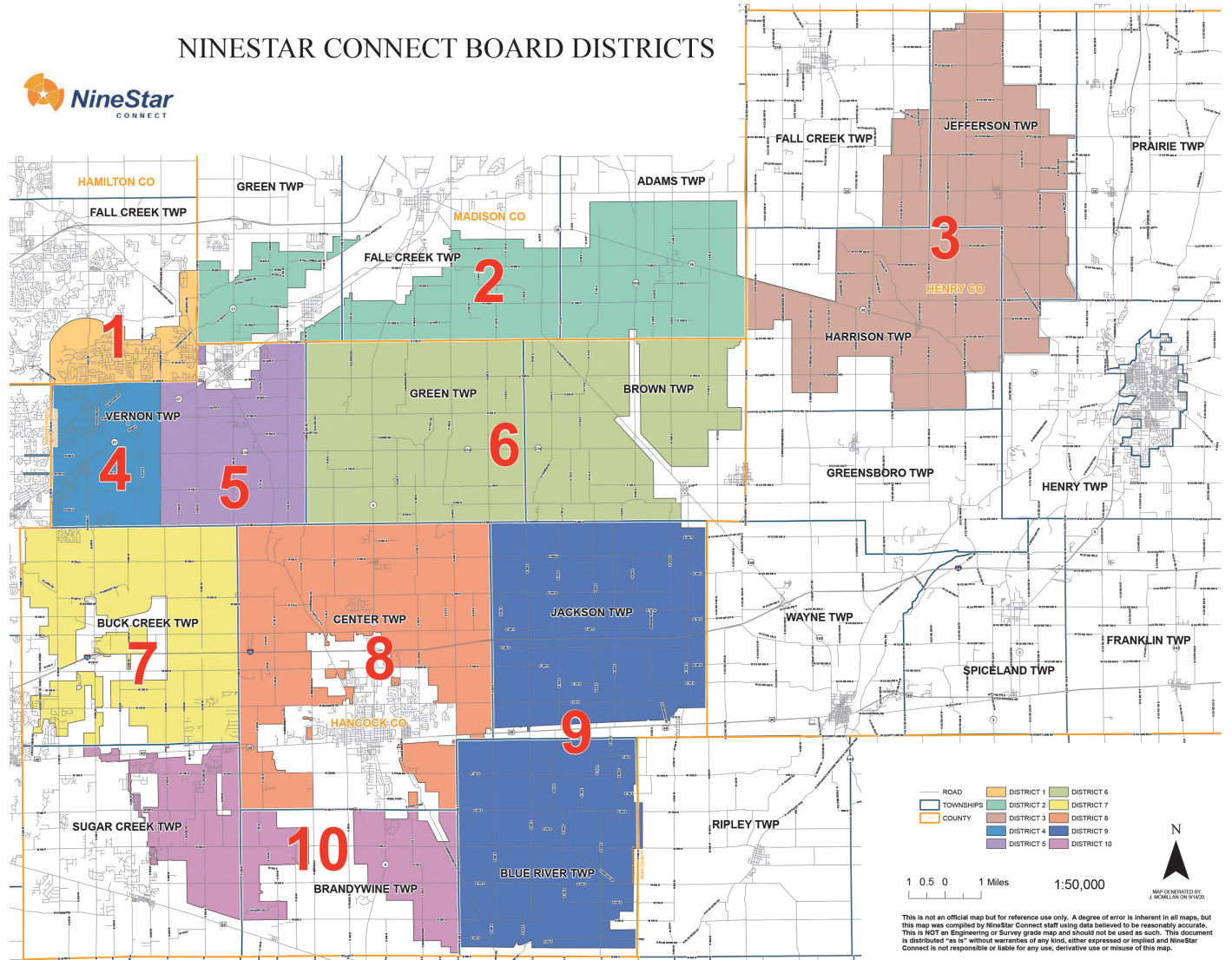
RICHARD GRIFFIN



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LENDING A HAND

NINESTAR CONNECT LINEMEN ASSIST AFTER HURRICANE HELENE AND MILTON

BY JULIE YOUNG

When Hurricane Milton threatened to slam into the west coast of Florida only two weeks after Hurricane Helene devastated the state's Big Ben region, NineStar Connect had boots on the ground ready to lend a hand. The cooperative deployed a four-man crew consisting of Bryan Giddings, Justin Messer, Brenden Box, and Brandon French to Marietta, GA on September 26 in anticipation of the storm so that they (along with other volunteers) could support local electrical co-ops in the event of an outage.



According to Tommy Nance, vice-president of operations for NineStar Connect, the storm veered further east than expected resulting in minimal damage for Cobb EMC, which serves

approximately 200,000 members. After restoring power to the 3,000 who experienced an interruption in their service, the team traveled to Wrens, GA on September 29 to help the Jefferson Energy Cooperative restore power to the 37,000 (or 98 percent of their membership) that were in the dark.

"The initial team worked there until October 6," Nance said. "On that day, four additional team members (Kory Chapman, Justin Nolen, Bryce Robertson, and Troy Sorrell) arrived in Wrens to relieve the original crew."

Throughout their time on site, both crews spent their days setting poles, putting conductor back up or installing new conductor where needed. They also installed new equipment such as transformers to replace what was damaged in the storm. Their 16-hour days started before daylight and continued past the setting sun.

"Many days, they didn't stop for lunch," said Eric Truitt, manager of electric operations for NineStar Connect.

Nance said the effort was part of one of the core Cooperative Principles that NineStar Connect and other utility cooperatives adhere to which encourages "Cooperation among Cooperatives." This principle inspires member-owned utilities to work together in order to strengthen the cooperative movement and enhance service to their members. The primary goal is to safely restore power to the people as quickly as possible.



Bryce Robertson was one of

the linemen deployed to help those impacted by the storm. Although he was deployed once in state, this was his first time traveling to Georgia for work. He said it was fun working with other cooperatives to accomplish the same goal and by working together they were able to "divide and conquer" to get the lights on a lot faster.

"The biggest challenge was navigating the terrain and working in tight areas in the woods as well as in the right-of-way," he said. "Also, retrieving wire from all of the downed trees was tough, but it felt good to help people in need and get them back to a normal life."

Kory Chapman said it was a huge pleasure to work with folks from other cooperatives and even though the men do things a little differently, they all had the same goal – to get power to the people of Georgia.

"I loved making an impact with the people who truly needed our help," he said. "Having a career that we love and helping others who appreciate you is really a blessing and one of my favorite parts of the job."

Justin Nolen was a member of the relief crew who arrived in Marietta to face the unknown. He said that the area in which they worked was a rural area with a lot of woods and swamps, so it was very important to ensure that all safety precautions were in place. Although it was not easy to leave his



family behind, he said it was worth it to help those in need. "At the end of the day, to see people waving, saying thank you and kids calling us heroes, it was all very heartwarming, and I would do it all over again."

Of course, the NineStar linemen did more than simply restore residential power. Together with the other Indiana Electrical Cooperatives, they went above and beyond the call of duty when they learned about a family who had gone without power for nine days and were relying on two generators to keep their young daughter's ventilator running. The crews came together and raised \$1,700 to help the family out.

When NineStar purchasing coordinator Jeremy Pike learned about the family through a social media post by the Indiana Electrical Cooperatives, Pike recognized the NineStar linemen in the photo and was so touched by the



family's story that he wanted to help.

"I reached out to our marketing manager Erika Whittington to see if she had seen the post...and wanted to know what she thought about (NineStar) taking up a collection among cooperative employees," he said.

Once the human resources gave their approval, NineStar's director of network operations created a QR code that would allow people to make a credit card contribution if they didn't have any ready cash. As donations poured in, NineStar expanded the effort to allow vendors to take part. All totaled, NineStar raised \$5,500. Pike reached out to the mother of the family, introduced himself and told her what they had accomplished.

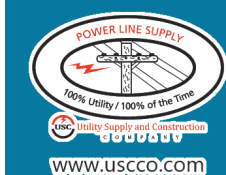
"To say that she was surprised and grateful would be an understatement," he said. "We then asked if she could share more information about her daughter's condition, the storm, and what their family experienced during those nine days without electricity."

NineStar Connect sent a check to the family along with some NineStar Connect swag. Pike continues to keep in touch with the family, who is doing much better now that life has gotten back to normal.

"It's amazing how wonderful our hard-working line crew is and how generous NineStar employees and our vendors are. Their kindness and compassion is inspiring and we are honored to have them take such a personal interest in this deserving family," Pike said.



THANK YOU, NINESTAR VENDORS WHO DONATED TO THE CAUSE:



TALL ORDER:

LOCAL LINEMAN LEVERAGES NINESTAR'S RESOURCES TO ENHANCE SAFETY AT SPORTS COMPLEX



By Shelley Swift (Featured in the Daily Reporter on September 17, 2024)

MOUNT COMFORT – As the father of three young sons, Kory Chapman loves watching his boys play T-ball and rec ball at the Mt. Vernon Optimist Club's sports complex just north of Greenfield.

While coaching his middle son's pee wee baseball team this year, he noticed three wooden utility poles around one of the ball diamonds were rotting at the bottom, so the experienced lineman looked into what he could do to help.

On Monday, the Greenfield man and a crew of five fellow linemen from NineStar Connect spent nearly six hours removing the wooden poles from one field and adding four new metal utility poles to another.

Chapman commended his employer – NineStar Connect – for donating the

materials and labor, since he and his crew were working on-the-clock to complete the project.

“One of our cooperative's values is giving back to the community, and this is just another example of the things we do to support that,” said Tommy Nance, vice president of operations for the

local utility.

Chapman said he was motivated to tackle the project not only to keep the ball fields safe but to support the sports complex where his sons play ball.

“When I saw that the old wooden poles were a safety hazard, I knew I could do something to help with the trucks I have access to,” said the lineman and coach.

Nance said Chapman initiated the project as part of his participation in the Rural Electric Leaders In Training Exchange (RELITE), a two-year professional development program for employees and



directors of Indiana's electric cooperatives.

The program's curriculum focuses on personal and professional growth, including teamwork, individual discovery and leadership development.

“Part of the program is doing community service projects,” said Chapman, who pitched the idea for the utility pole project to the directors of the Mt. Vernon Optimist Club.

Baseball commissioner Dan Doherty said the service project was a huge win for the club's sports complex, which sits behind Mt. Comfort Elementary School at 5694 West CR 300N in Greenfield.

“We are extremely grateful to any organization in the community that wants to help beautify our fields,” said Doherty, who helps oversee five diamonds for baseball, softball and T-ball league play.

Chapman commended his employer and crew mates for making the project happen, including Andrew Fields, Brandon French, Ryker Horning,

Dusty Mayhugh and Brayden Tincher.

He's relieved to know the old wooden poles are removed and new metal poles are now in place, having been decommissioned from a previous location.

Nance said the durable metal poles were a worthy investment for the community, especially since it benefits some of its youngest residents like Chapman's boys, ages 3, 5 and 7.

Chapman said his youngest son will possibly start playing T-ball this fall.

For more information on the Optimist Club's sports leagues, visit sports.bluesombrero.com/mvoptimist.





NineStar Connect OPERATION ROUND UP®

Each quarter a group of Trustees (NineStar customers who volunteer their time to serve on the ORU committee) meet and decide how the extra change that is rounded up from customer's bills are dispersed from the applications that are received. Here are the organizations that benefited from the Operation Round Up fund the third quarter of 2024:

ANIMAL OUTREACH OF SHELBY COUNTY - \$2,605.97

Funds to help purchase a storage shed to establish a Trap Bank to help Trap-Neuter-Return projects.

BENTLEY'S BUDDIES AND FRIENDS - \$2,600.00

Funds for a handicapped ramp to help meet the needs of families, staff, and dogs.

GREENFIELD COMMUNITY AQUATIC TEAM - \$2,000.00

Funding to purchase new laneline markers for the pool.

MOHAWK UNITED METHODIST CHURCH - \$2,255.90

Funds to replace their aging AED defibrillator.

MT. VERNON MARAUDER YOUTH FOOTBALL - \$2,500.00

Funding to help purchase football equipment (helmets, shoulder pads, jerseys) for youth players.

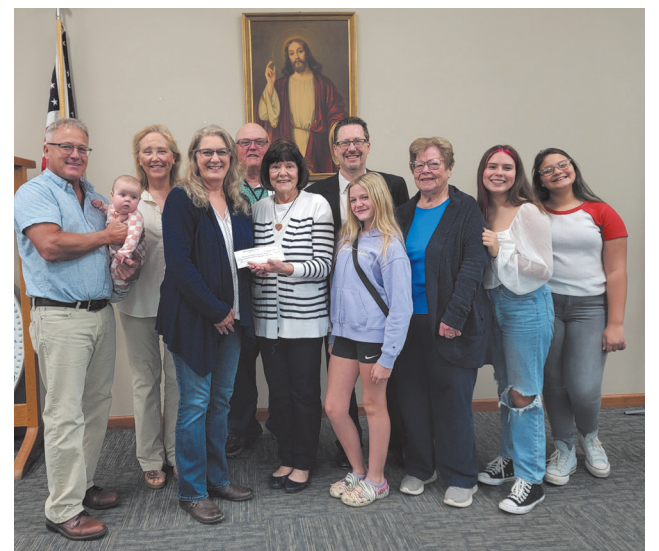


The purpose of the Operation Round Up program is to accumulate and distribute funds for charitable purposes to groups/organizations within the NineStar service territory. The source of these funds is the membership of NineStar Connect service members who voluntarily "round up" their bill to the next highest dollar. The money is accumulated by the co-op and transferred to the NineStar Community Trust.

For ones that want to send in an application for Operation Round-up dollars, the next application deadline is January 3, 2025. Applications can be downloaded from our website at www.ninestarconnect.com under "About" and then "In the Community".

If you have any questions about the ORU program, please email OperationRoundUp@NineStarConnect.com or call 317-323-3087.

CONGRATULATIONS TO ALL OF THE 2024 THIRD QUARTER ORU RECIPIENTS!





2024 – 2025 NINESTAR NOW BASKETBALL BROADCAST SCHEDULE

NOVEMBER 26TH

Anderson vs. Pendleton 7:30pm

DECEMBER 3RD

Westfield vs. Pendleton 7:30pm

DECEMBER 7TH

Fishers vs. Mt. Vernon 7:30pm

DECEMBER 13TH

New Palestine vs. Greenfield-Central 7:30pm

DECEMBER 20TH

Northeastern vs. Shenandoah 7:30pm

JANUARY 3RD

Rushville vs. Greenfield-Central 7:30pm

JANUARY 7TH

Westfield vs. Mt. Vernon 7:30pm

JANUARY 10TH

Greenfield-Central vs. Mt. Vernon 7:30pm

JANUARY 17TH

New Palestine vs. Pendleton 7:30pm

JANUARY 25TH

Eastern Hancock vs. Shenandoah 7:30pm

JANUARY 31ST

Pendleton vs. Greenfield-Central 7:30pm

FEBRUARY 6TH

Delta vs. Greenfield-Central 7:30pm

FEBRUARY 11TH

Pike vs. Mt. Vernon 7:30pm

FEBRUARY 22ND

Muncie Central vs. Pendleton Heights 7:30pm

FEBRUARY 28TH

Wapahani vs. Shenandoah 7:30pm

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NINESTAR PARTICIPATES IN COOPERATIVE SERVICE DAY

NineStar held its Annual Cooperative Service Day on October 11th. The daylong event provided much needed brawn, support and materials to local projects and by all accounts the day was a complete success. Over sixty of NineStar's employees volunteered their labor, energy and expertise on several important projects in our service territory. Cooperative Service Day is part of the Indiana Electric Cooperative's Statewide Day of Service, which is held annually in October. NineStar helped several nonprofits with projects they otherwise wouldn't be able to complete on their own. Below is a list of organizations and projects the NineStar team lent a hand to:

- Eastern Hancock
- Shirley Visionaries
- World Renewal
- Shelby County Chamber
- Hancock County Food Pantry
- VFW & 40/8 Post
- Wilson Park

NineStar employees, Jennifer McMillan and Christa Nolen organized the day's activities. "This is something our employees look forward to each year. It's a great way for NineStar to give back to the community in which we serve. I want to thank all the employees that volunteered this year. We couldn't do this without them!" said McMillan.

President's Message

By Michael R. Burrow, President & CEO



According to the old adage, whenever you happen upon a turtle on top of a fence post, you know he had some help. He did not get there by himself.

The same could also be said when talking about NineStar Connect. The success and goodwill that your cooperative enjoys today was not brought about by a single person but instead by the collective efforts of many people over many years. NineStar is very much that unique turtle-on-the-fence-post when compared to other utilities around Indiana or even the entire United States. We are singularly unique and should always pause to acknowledge that we didn't get to where we are today by ourselves. We are very much the product of the collective efforts of literally hundreds of current and past directors and employees along with the thousands of current and past loyal members who purchased and relied upon the critical services our cooperative has always provided them.

NineStar today is focused not merely on offering our four core utility services, but instead providing the highest quality of services we can offer, regardless of where you may choose to live or work. This in turn requires continual investment and maintenance in utility infrastructure, recognizing that often those investments are made as much for future generations as they are for the current one.

In 2024 alone, our line crews rebuilt 25 miles of electric distribution line – upgrading it from a single gauge copper wire to a multi-strand aluminum wire capable of handling greater loads more efficiently with less line loss. Additionally, our network operations personnel upgraded much of our fiber optic backbone to increase its capacity from 100 Gig to 400 Gig which improves broadband internet user experience, regardless of your subscribed speeds.

Also in 2024, we embarked on an ambitious sewer main extension along County Road 200 West in Hancock County thanks to a generous grant from county government. Once completed in early 2025, it will allow for existing homes on septic to connect

to sanitary sewer which will increase underground and surface water quality in the community, along with eventually serving Amplify Hancock County, the new vocational training center currently under construction just south of Mohawk. It will also allow for NineStar to be ready to provide critical water and sewer services as development springs up along that 200 West corridor when the planned I-70 entrance/exit is constructed later this decade.

Speaking of water, this past year NineStar began work to greatly expand the capacity of its Gem water system. This is a multi-phase upgrade that includes connecting the Gem system with our current, smaller Philadelphia water system, building a new treatment plant in Philadelphia, connecting the much smaller Sugar Creek/Riley Village water system and ultimately constructing a new water tower on the north edge of New Palestine. In the short term, it will add much needed capacity on the original Gem system in order to meet the water needs of the rapidly growing Gateway development at I-70 and Mt. Comfort Rd. Indeed, just in the last month, ground was broken at Gateway for a new hotel and convention center that is forecast to be completed early in 2026 which will coincide with the scheduled completion of the New Palestine water tower. Most significantly, once all three water systems are connected by early second quarter, 2025, NineStar will gain greater operating efficiencies by being able to manage a single, unified water system.

The NineStar board of directors also just updated rates for both our electric and water members that will be effective January 1st. While both will experience a small increase, it is important to note two things that illustrate the power of having a utility that is a cooperative. First, the NineStar cumulative rate increases since 2011 remain below the rate of inflation for that same period. Second, as a non-profit utility, we design our utility rates to cover the cost of providing that service. If an operating profit (or margin) is made because of those rates, we allocate that margin on a pro rata basis back to the members who generated it and refund that money in the form of retired capital credits. Just this past month, NineStar returned \$1.75 million to our electric and telecommunications members which brings the total amount of money returned to our members since 2011 to \$14.25 million dollars.



Michael R. Burrow

It goes without saying that no one likes paying more for services that, frankly, they can't live without. I'm both a member and President of this cooperative and I don't like to see increases in my monthly utility bills either. It can often feel that the utility has you 'over-the-barrel' which is not a good feeling. Nonetheless, all of us want the services we pay for to be reliable, dependable and safe. We want to take advantage of technological upgrades in those services that make our daily lives easier. Recognizing it is inherent that the cost of providing those services will inevitably increase, it is at least easier to pay knowing your utility is a non-profit cooperative. If it charges you more than it costs to deliver that service, it will return your portion of that margin back to you in the form of retired capital credits.

One last thought on utility rates - A common mistake that most utilities do make (in my humble opinion) is that they attempt to avoid rate increases too long such that when they eventually do increase rates, they are forced to increase them substantially, which has a much worse impact on their subscribers' individual household budgets and frankly makes them rightfully angry. Conversely, the NineStar board of directors, when they commission cost-of-service studies, attempts to forecast the revenues needed to provide the service for the upcoming three- or four-year cycle. This allows NineStar to schedule much smaller annual rate increases which are much easier for our members' household budgets to manage.

I always welcome your thoughts and comments. Please feel free to reach out.

OUT & ABOUT

TRICK OR TREAT

Christa Riggs, David Spencer, and Erika Whittington passed out candy at the Greenfield Parks Department Trunk or Treat at the fairgrounds.



DEMONSTRATION

Energy Advisor Matt Strahl visited McCordsville Elementary as he performed another Live Line Demonstration to teach kids the importance of electric safety.



MT. VERNON CAREER FAIR

Director of Marketing, David Spencer and Marketing Manager, Erika Whittington spoke about what its like to have a career in marketing and communication to middle school students at Mt. Vernon Middle School.



NATIONAL IT PROFESSIONALS DAY

We celebrated National IT Professionals Day. This day serves as a tribute to the expertise, dedication, and contributions of our IT professionals who play a crucial role in maintaining technological infrastructure and driving innovation within our company.



RILEY FESTIVAL

Eric Truitt and Troy Sorrell pass out candy in the Riley Festival parade!



FIRST RESPONDERS ELECTRIC SAFETY DEMONSTRATION

NineStar organized an electric safety program for local first responders.



WOMEN HELPING WOMEN

Several employees attended the Hancock Health Foundation's Women Helping Women Celebrations.



2025 ELECTRIC AND WATER RATES

NineStar Connect has announced upcoming changes to both electric and water rates that will take effect on January 1, 2025. These rate adjustments are essential to ensure the continued quality and reliability of the services provided, as well as to cover rising operational costs. Unlike other utilities that create 'rate shock' by raising rates dramatically, NineStar has chosen to make smaller, intermittent rates adjustments, spreading the increases over time to reduce the financial impact on our members. We are pleased to report that over the last decade, we have kept our rate increases below the rate of inflation, helping to mitigate some of the economic pressures families and businesses are facing.

Why the Adjustment?

Both electric and water rate adjustments are fundamental to support NineStar Connect's continued investment in infrastructure, maintenance, and improvements. These changes reflect the increasing costs of providing reliable and sustainable service as well as the necessity to ensure system capacity during periods of peak demand, such as summer months for electric and water and winter months for electric. As consumers, we've all felt the pressure of rising costs in our daily lives, especially with materials, labor, and other essential goods becoming more expensive. Like many other industries, NineStar has faced similar challenges, and these rate adjustments reflect the changes needed to cover those rising costs.

Electric Rates

Effective January 1, 2025, electric rates will be adjusted across all revenue groups. For the average residential member, this translates to approximately \$9.52 per month.

Key changes in the electric rate structure include:

- The monthly Distribution Facilities Charge will increase from \$39.64 to \$43.82, a needed adjustment to reflect increased infrastructure costs to maintain, repair and replace poles, wires and transformers. This charge has remained unchanged since 2020.
- kWh charges will see increases across all time-of-use periods (on-peak, off-peak, and super off-peak). The gap between on-peak and off-peak rates will widen, from a difference of \$0.06201 to \$0.08819, which directly reflects NineStar's increased cost to purchase power during peak periods. We hope this rate signal encourages members to save on their power bills by shifting some of their electric usage (for example, laundry or dishwashing) to lower-cost off-peak times. On-peak hours, when electricity demand is highest, is when NineStar pays the most for the power it furnishes its members. Any shift in power consumption to off-peak directly saves NineStar and in turn, NineStar passes that savings directly on to its members who are shifting their power consumption. This rate design aims to balance usage across time periods, reducing demand during peak hours and improving efficiency for both NineStar Connect and its members.

Water Rates

Starting in January 2025, water rates will also be adjusted, affecting both the Water Facilities Charges and water usage rates. Here are some of the key changes:

- The monthly Water Facilities Charge for most residential customers will increase by \$1, from \$24.55 to \$25.55 to reflect the increased costs to maintain the water distribution system.
- For the typical residential member consuming an average of 4,000 gallons of water per month, the total monthly charge will increase by \$6.50.

Additionally, we have eliminated peak usage charges which we

implemented last year for months where peak usage is not impacting our system which is typically all months except the hotter, drier months of mid-to late summer and early autumn (July, August, September, and October). During these four peak months, NineStar Connect must maintain the infrastructure capacity to meet the larger demands, even though water usage tends to less during the other months of the year. With increased rates during these four months, we are sending better rate signals to our water members by reflecting the increased cost to maintain that additional capacity. For those members who can conserve water during those four months (example – deferring lawn watering), NineStar will save production costs and, in turn, those members who use less water during those months will save money as well.

Most residential members with typical water usage (up to 4,000 gallons) will be minimally affected by the increased rates during On-peak months, as the largest increases will apply only to members whose monthly usage exceeds 4,000 gallons.

Gallons Per Month	Current Rates	Off-Peak Months	On-Peak Months
2,000 Gallons	\$39.15	\$42.97	\$42.97
4,000 Gallons	\$53.89	\$60.39	\$60.39
10,000 Gallons	\$98.53	\$113.61	\$118.11
40,000 Gallons	\$326.23	\$385.11	\$427.11
60,000 Gallons	\$478.03	\$566.11	\$633.11

For commercial members with high water usage year round, the new rate design will help spread the costs more evenly across the year. This will benefit large water users, such as businesses consuming over 300,000 gallons per month, by making their rate blocks more consistent.

What Does This Mean for You?

- **Residential Electric Members:** Expect a slight increase in your monthly bill, particularly for usage during peak times. If possible, shifting electricity usage to off-peak hours could help you save. To learn more visit ninestarconnect.com/real-time-pricing.
- **Residential Water Members:** You'll see a modest increase in your monthly water charge if you use 4,000 gallons or less per month. Members with higher-than-average water use, particularly during the summer months, will experience a larger impact from the new block rate structure.
- **Commercial Members:** Businesses using large amounts of water annually may benefit from the new rate design, especially during the non-peak months.

We understand that rate increases are never easy, but NineStar Connect is committed to ensuring that our members continue to receive reliable and high-quality electric and water services. In addition, as a non-profit, cooperative utility, if our rates we charge members generates a profit, we allocate and return that profit back pro-rata back to our members who generated that profit. Just last month, NineStar returned \$1.75 million back to our members for prior years' allocations.

Thank you for your understanding and continued support for your local cooperative utility.

REAL TIME PRICING REMINDER

As a reminder, NineStar electric members are on a Real Time Pricing electric rate structure. The time-based rate defines on-peak, off-peak and, super off-peak hours. To learn more, check out these frequently asked questions, below.

Real Time Pricing FAQ's

Q. What is Real Time Pricing?

A. Real Time Pricing is the time-based rate for Residential and General Service electric members. The time-based rate defines on-peak, off-peak and the new super off-peak hours. The charge for electricity is higher during on-peak hours than it is during off-peak or super off-peak hours. NineStar on-peak hours are 5pm-8pm Monday – Friday.

Q. Why charge a time-based rate?

A. NineStar is a distribution utility. NineStar purchases power from a generation and transmission provider. The charge for energy during the on-peak hours is higher than it is during the off-peak or super off-peak hours. A time-based rate passes those higher costs on to those members that use energy during the on-peak hours.

Q. Is my electric bill going to increase?

A. Households that choose not to decrease energy usage during the on-peak hours will see an increase in their monthly bill. Households that can decrease energy usage during the on-peak hours and move energy usage to the off-peak or the super-off-peak hours can minimize the impact on their electric bill.

Q. What holidays are excluded from on-peak hours for Real Time Pricing?

A. New Year's Day, Memorial Day, Independence Day, Labor

Day, Thanksgiving Day, Friday after Thanksgiving, Christmas Eve, and Christmas Day.

Q. Do I have another option?

A. Yes. Members can choose the Peak Time Savings rate. This was formerly known as Time of Use. The Peak Time Savings rate allows members the opportunity for greater savings on their electric bill if they minimize electric usage during the on-peak hours.

Q. Can I stay on Budget billing?

A. Yes

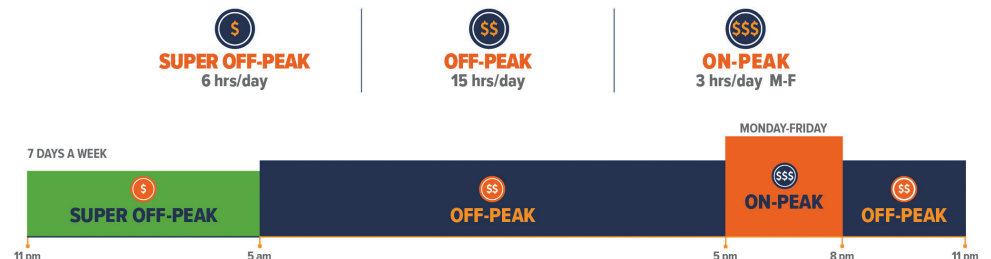
Q. Can I monitor my usage?

A. Yes. Members can log into SmartHub and see graphs of their usage broken down by the hour and grouped by on-peak, off-peak and super off-peak usage.

Q. Can I still use my appliances during the on-peak hours?

A. Members do not have to change their household electricity usage. Members can still use appliances, lighting, electronics, etc. at any time. The cost of using those electric devices will just be more from 5pm-8pm Monday-Friday.

To learn more about Real Time Pricing, visit ninestarconnect.com!



Power your life

GENERAC



Make power outages a thing of the past with a home standby generator.

Purchase a generator from Generac, the industry leader, backed by the experts at NineStar. To learn more about our generators, scan the QR code or visit generac.ninestarconnect.com



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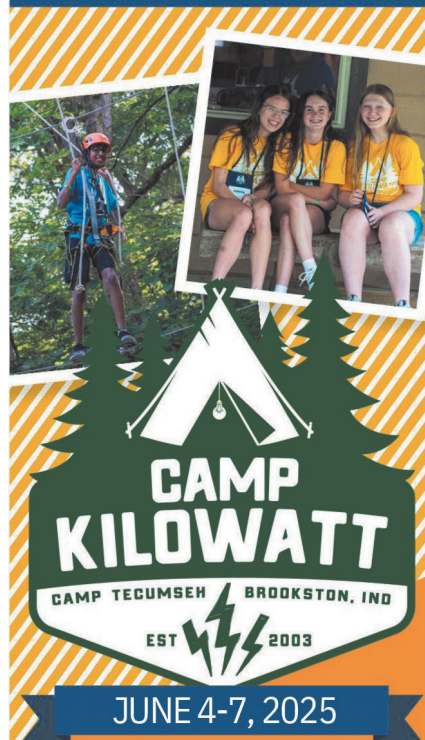
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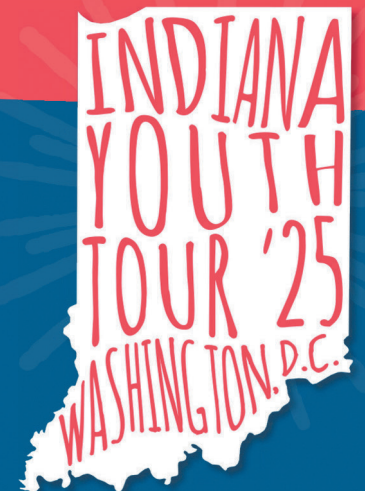
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