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PAPERLESS BILLING WINNER!

Congratulations, **Douglas Roe!** He was our latest winner of a \$100 bill credit for choosing paperless billing.

Now until the end of the year, Noble REMC will take our list of members who participate in paperless billing and randomly select one member each month to win a \$100 bill credit. That means if you make the switch today, you'll still have multiple chances at winning. (Already paperless? You are automatically entered!)

Visit our YouTube channel for a 30-second tutorial on how to make the switch in SmartHub.

NOBLE REMC EARNS AN ACSI® CUSTOMER SATISFACTION AWARD

Noble REMC is honored to have earned a 2023 Customer Satisfaction Award* from the American Customer Satisfaction Index (ACSI®) based on our member survey results. Members were asked to rate their overall satisfaction with us, how well we lived up to their expectations, and how well we measured up to their ideal co-op experience. While these were not the only questions in the survey, we included these specifically because they are the core components of the proprietary ACSI methodology.

Noble REMC's ACSI score substantially outperforms the industry average score earned by publicly measured utilities reported in the 2023 ACSI Energy Utility Study. This award is a testament to Noble REMC's ongoing efforts to provide the best possible member experience.

The 2023 Customer Satisfaction Award affirms that Noble REMC's hard work has been noticed by its members. Noble REMC is grateful for its members and will continue to strive for excellence through constant dedication to improvement.

Noble REMC was created by our community to serve our community, and it's our mission to continue to provide this high quality of service to you, our members.

We are immensely proud that Noble REMC members recognize our unwavering commitment to member satisfaction. Our team works tirelessly



to deliver exceptional service and support to our broader community – from that first call with our member service representatives to that last interaction with our office or operations staff.

It's our honor to serve you.

On behalf of the entire Noble REMC family, I extend our heartfelt thanks to our members, and we will continue to demonstrate our gratitude through steadfast dedication to excellence.

**Noble REMC earns this award based on data modeled by the ACSI® in 2023. Award criteria are determined by the ACSI based on customers rating their satisfaction with Noble REMC in a survey independent of the syndicated ACSI Energy Utility Study. For more about the ACSI, visit www.theacsi.org/badges. ACSI and its logo are registered trademarks of the American Customer Satisfaction Index LLC.*



RON RAYPOLE
President/CEO



In their own words ...

Indiana Youth Tour delegates reflect on their trip to Washington

Indiana Youth Tour is described by our delegates as an amazing and incredible experience for high school juniors from our cooperative family, where students travel to Washington, D.C., to learn about public service, our nation's history and the electric cooperative story.

*Noble REMC was fortunate to sponsor two students on the tour June 16-23 — **Ben Keefer** and **Katy Dreibelbis**.*

They joined a delegation of Indiana students representing our state's electric cooperatives, alongside thousands of students from across the country, while visiting numerous memorials and museums.

The delegates also participated in a youth rally hosted by the National Rural Electric Cooperative Association and spent a day on Capitol Hill.

Let's hear about their experience directly from this year's delegates:

BEN KEEFER, BISHOP DWENGER HIGH SCHOOL

Getting to attend the Indiana Youth Tour was one of the most amazing experiences of my entire life. The trip brought me out of my comfort zone and allowed me to meet lots of new people. I also got to experience many different parts of our nation's history in a way that I never had before. This trip was my first time ever being in Washington, and prior to leaving, I was a little worried about all of the unknowns I would encounter. I didn't know if I would be able to make friends easily, and I didn't know what exactly to expect on the trip. However, my worries were soon alleviated after arriving at the Indiana Electric Cooperatives headquarters and meeting my small group. From that point on, it was the trip of a lifetime.

During the trip, we visited many different museums and memorials, including the Flight 93 National Memorial, Gettysburg, Ford's Theatre, the Capitol Building and the National Mall. One of my favorite places was the National Mall. We drove by the Washington Monument

numerous times on the trip, but getting to see it up close was amazing. Also, I had a lot of fun putting my feet in the water and seeing the ducks at the WWII memorial. The Lincoln Memorial was probably my favorite part of the National Mall because it is so iconic and has a spectacular view. Our group also sang the national anthem in front of the Lincoln Memorial, which was a magical moment. The National Museum of the Marine Corps was another one of my favorites. I really liked getting to learn about the history of the Marines, and there were many interesting pieces of military equipment and vehicles to see.

Although all of the sights on the trip were amazing, the people I encountered on the trip were definitely the best part. All of the chaperones were very fun, and I also enjoyed our bus driver, Dena. The best part of all was meeting lots of new friends among the delegates. I got to meet people from all over Indiana and hear about their unique perspectives from where they came from. I became good friends with the people in my group, the people I sat near on the bus, and my roommates from the week. We grew very close through all the games we played and conversations we had. By the end of the week, it felt like I had known everyone there for my whole life. One of my favorite memories was getting to go to the National Harbor on our last night in Washington and have fun taking pictures and walking around with my new friends. I really miss the people I met on the trip, and I hope to meet up with them again soon.

I am so thankful to Noble REMC for sponsoring me on the Youth Tour. The experiences I had and the friendships I made will stick with me for the rest of my life. I would highly recommend any high school junior who is interested to apply for this trip. It was truly the trip of a lifetime.

KATY DREIBELBIS, CHURUBUSCO JUNIOR-SENIOR HIGH SCHOOL

I am beyond thankful to Noble REMC for the incredible opportunity to visit our country's capital with fellow young



Noble REMC Indiana Youth Tour Delegates Ben Keefer and Katy Dreibelbis.

Hoosiers! The Indiana Youth Tour truly provided a once in a lifetime experience to visit such amazing memorials and museums during the trip to Washington. I am forever grateful that I was chosen to be part of the 2024 trip and heavily recommend that all juniors apply for this amazing event!

Before entering the capital, Indiana's delegates traveled to Pennsylvania, where we got to visit the Flight 93 National Memorial and learn about the victims and heroes of the flight. We also had a tour through the Gettysburg Battlefield.

There was never a dull moment. Getting to know everyone on the long bus rides was more than entertaining. I had the pleasure of being on Coach 2, which meant we had the best bus driver, Dena! Even when we would be back at the hotels or waiting in line for an exhibit, we had various occasions to socialize with kids all around the country also on the trip — trading pins with the different states was one of the highlights. It was truly amazing getting to know the students and chaperones on the Youth Tour and creating friendships and relationships that will last a lifetime.

While in Washington, my favorite places we visited were Mount Vernon, the National Museum of the Marine Corps, Ford's Theatre, the National 9/11 Pentagon Memorial and the United States Holocaust Memorial Museum. It was an amazing experience to walk around Mount Vernon and be able to see how President Washington and others used to live. Learning more about President Lincoln while visiting the Ford's Theatre was so fascinating. One of my favorite facts from Lincoln's life was that his kid's nickname "Tad" was based on a tadpole since his head was large!

The Holocaust Memorial Museum was deeply heartbreaking and truly fascinating. Reading and listening to Holocaust survivors' stories and seeing the museum's displays brought me further understanding and sorrow. I encourage everyone to witness the realities of the Holocaust through the museum's exhibits.

I once again want to thank everyone at Noble REMC for supplying me with an incredible chance to gain deeper understanding of the United States government and history through the Indiana Youth Tour by traveling to Washington and learning more about my electric cooperative during my travels!



Delegates met with U.S. Sen. Todd Young on the steps of Capitol Hill.

**TURN TO PAGE 30 FOR A LOOK AT
CAMP KILOWATT**

LIGHTING the Way

JARRETT HAWK STAYS CONNECTED TO COMMUNITY



Right-of-Way
Crew Member
Jarrett Hawk
celebrates two
years at the co-
op this month.

Jarrett Hawk may only have two years under his belt as part of our right-of-way crew, but his connection to the area through his family goes back much farther.

Calling Lower Long Lake home, West of Albion, he loves the community he serves each day when he comes to work at Noble REMC. Those daily interactions with members are what make his job interesting and every day different — and keep him coming back for more.

Let's learn more about Hawk:

WHAT MOTIVATED YOU TO WORK FOR THE CO-OP?

I was born and raised in this community and always enjoyed it. I figured this would probably be the best job as far as interacting with the community and meeting new people every day and to get to actually affect people's lives on a day-to-day basis.

WHAT'S YOUR FAVORITE PART OF THE JOB?

I would say interacting with members. Every day is different, and it's every day that you might meet somebody new, especially when you're spraying or trimming — whether those are good or bad interactions.

HOW DO YOU NAVIGATE THAT?

A lot of times you just have to talk to people. A lot of people see the tree

truck, and I think they see us cutting, and they think that their tree's coming down and it's not a lot of the time. Once you talk to them, they kind of understand what we're doing — and a lot of people like reliable power.

ANY MISCONCEPTIONS ABOUT YOUR WORK?

People don't realize that we don't want to make their trees look bad — it's not our goal, but it's necessary for safety and for reliability of the system. We don't go out looking to hack your trees up for fun.

WHAT DO YOU LIKE TO DO OUTSIDE OF THE CO-OP?

I love going to concerts. Last August, I went to one in Charleston, South Carolina, and I have been to a couple this year. They are mostly old folk country music, but I enjoy rock and roll as well.

TELL US ABOUT YOUR FAMILY.

The Hawk side has been around here for as long as I know, and Mom's originally from Missouri. The family traveled around a lot and ended up here. Grandpa was in the cattle business, finding his way up to LaGrange. Mom ended up going to West Noble, and that's how my parents met.

They've been around here ever since I was born in 2002. I've lived on Lower

Long Lake my entire life. Even the house I own now is there.

WHAT ARE YOU MOST PROUD OF IN YOUR LIFE?

I'd have to say I've got a pretty good work ethic. I try my best every day.

WHAT MOVIE DO YOU THINK YOU'VE WATCHED THE MOST?

It's a Will Ferrell movie called "Land of the Lost." One of the funniest movies of all time. I love that movie. It's just hilarious. I make references to it all the time and nobody gets them.

WHAT WAS THE LAST BOOK YOU READ?

I wish I read more books. "The Outsiders" or "Fahrenheit 451" — high school books."

WHAT IS ONE SONG YOU COULD LISTEN TO ON REPEAT?

"Remember When" by Alan Jackson.

DO YOU HAVE A FAVORITE LOCAL RESTAURANT?

Destination 814 in LaGrange. I spend all my money there. Their chicken and their crab rangoon flatbread are really good.

WHAT IS SOMETHING THAT MAY SURPRISE PEOPLE ABOUT YOU?

I'm a history geek. I'm big into any sort of old United States history. That's why I don't watch a lot of TV — I'm more into watching YouTube about stuff like that.

ANNUAL MEETING recap

Noble REMC’s Annual Meeting is an opportunity for you, our members, to hear an overview of the past year’s accomplishments, see our vision for the future and learn the results of our board of directors’ election.

Broadcast on our social media channels, including YouTube, Facebook and Instagram on June 13, the meeting detailed successes from the past year, including surpassing \$1 million in giving to the community through our Operation Round Up program, distributing nearly \$750,000 worth of capital credits back to our members, and ranking well above the industry average in a national survey of our members’ satisfaction (see page 5).

The meeting also highlighted the co-op’s proactive work and planning to ensure reliability of the grid for our members, especially in a time when federal and state energy policy are bringing more coal plants offline before that generation of electricity can be replaced. And while the expansion of area businesses is great for economic development, it also requires a need for more capacity on our grid – something that we’ll continue to strategize and manage in order to maintain the reliability and affordability that members have come to know.

“The electric industry is going through a time of transition and change,” said Kevin Dreibelbis, manager of communication and marketing. “But our leadership, including your fellow co-op members on our board, prioritizes innovation and forward thinking to ensure you don’t experience a difference in our service to you.”

Board Chairman Rick Robertson ended the meeting with the core priority of the event – the board of directors’ election results.

Running unopposed and voted on by mail-in ballots, all three candidates were voted into their respective positions:

- **ANDY STRACK** will continue to lead members in District 3
- **GEORGE BENNETT** will continue to represent District 6
- **MARK DEMSKE** will continue to lead District 7

Robertson thanked those who were willing to run and serve their community in such a capacity.

STANGLAND JOINS TEAM

Being a rural electric cooperative, Noble REMC sees our fair share of farmhands-turned-lineworkers. Our newest journeyman lineman, Eli Stangland, is no exception.

Stangland began his tenure here in April after five years with the City of Columbia City, where he completed his apprenticeship to earn his journeyman designation after being inspired by his father’s 20-year career at NIPSCO.

Making the move to our cooperative allowed him more experience and exposure out on the lines.

“Being at the city, it was a smaller utility. Here I’m able to do more, more often and get more exposure to further my skills,” Stangland said.

So far, he’s enjoyed the friendly atmosphere and the camaraderie that comes with this work, compared to farming and owning your own business, which he loved but found could be a lonely and much more stressful endeavor, he said.

When he’s not at the co-op, Stangland loves to spend time with his wife, Audra, and two children, Leo, 7, and Bri, 5. He also enjoys hunting waterfowl and pheasant, as well as golfing.



CAMP KILOWATT BRIGHTENS UP SAMS' SUMMER

Cooperative, community and camp came together June 5-8, when Noble REMC was fortunate to sponsor an area middle school student to attend Camp Kilowatt in Brookston.

Students entering seventh grade this fall were eligible to attend. The students' agenda combined traditional outdoor camp activities — everything from archery and canoeing to zip lining and horseback riding — with environmental education, electrical safety practices and cooperative business education.

So what did our camper, Caydren Sams from East Noble Middle School in Kendallville, think of the experience?

“Thank you for sending me to Camp Kilowatt! I had a lot of fun,” Sams said. “My favorite things to do were swimming in the lake, archery and going up in a bucket truck. I even learned how to build 1 and 3 phase poles. The best food at camp was tacos, burgers and pancakes. Once again, thank you for letting me go to camp.”

Camp Kilowatt was developed by a committee of electric cooperative employees from Indiana. The camp is funded in part by Indiana's electric cooperatives, Wabash Valley Power Alliance, Indiana Electric Cooperatives and other industry partners.



Caydren Sams was sponsored by Noble REMC to attend Camp Kilowatt.



A high ropes course was just one of the activities Sams took part in during Camp Kilowatt.



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