

CONTACT US

Office: 800-933-7362

24/7 PAYMENT BY PHONE

833-410-0497

WEBSITE

www.nobleremc.com

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remc@nobleremc.com

OFFICE HOURS

8 a.m.-4:30 p.m., Monday-Friday

STREET ADDRESS

300 Weber Road
Albion, IN 46701

MAILING ADDRESS

P.O. Box 137, Albion, IN 46701

EMERGENCY POWER OUTAGES

To report a power outage, please call 800-933-7362. We are available to serve you 24 hours a day.

BOARD OF DIRECTORS

Rick Robertson, *Chairman*
Doug Burnworth, *Vice Chairman*
Bill Knox, *Treasurer*
Andy Strack, *Secretary*
George Bennett
Mark Demske
Joe Hutsell
Larry Ott
Jay Wysong

MANAGEMENT TEAM

Ron Raypole,
President & CEO
Sarah Dreibelbis,
Office Manager
Doug Dickmeyer,
Manager of Engineering & Operations
Kevin Dreibelbis,
Communications & Marketing Manager
Adam Chitwood,
Manager of Finance & Accounting

SURVEY COMING

You may receive an email from us this month or next asking to participate in a survey of residential co-op members. Formerly, this survey was done via telephone but has now changed to an email survey.

Please take the time to fill out this survey as it helps our power supplier, Wabash Valley Power Alliance, determine how much power we'll need in the near future. If you have any questions about the survey, please contact our office at 800-933-7362. Thank you!

GIVING THANKS THROUGH SERVICE



Thanksgiving is a time to show appreciation and give thanks, but as employees of Noble REMC, we strive to show you our gratitude year-round through the

services we offer.

Do you know all of the benefits we're proud to provide you simply for being a member of Noble REMC?

REBATES

Make your home or business more comfortable and energy efficient with Power Moves rebates for upgrades or new construction, including lighting, variable-frequency drives, air- and ground-source heat pumps, pool pumps and more. Visit nobleremc.com/rebates to learn more.

PAYMENT OPTIONS

We meet you where you are by providing multiple ways to pay your bill, allowing you to choose the best option for your lifestyle. Noble REMC offers our SmartHub app or portal on our website to access your account. This includes the ability to set up auto pay to have your bill automatically drafted from your bank account and credit or debit card. Other payment options include calling our secure pay line at 833-410-0497 or mailing your payment to our office.

SMARTHUB

Using the SmartHub app, you're able to view your monthly, daily and hourly electric use; alert us to an outage and follow our restoration efforts; update your account information; sign up for notifications regarding your bill, use, outages and more; and, of course, pay your electric bill.

OUTAGE ALERTS

You can set up text or email alerts through SmartHub to let you know when there's an outage and when power is restored. For larger outages, we post updates on our Facebook and Twitter pages, and you can view our outage map at any time at nobleremc.com.

CASH BACK

Built by the community we serve, we share our excess revenue back with our members. When Noble REMC is in a financial position to do so, our members receive a refund check in early December, representing the prorated amount between the actual cost of service and the margin for a given year. This cash back to our members totals more than \$13 million since the mid 1990s, a sign of the cooperative's financial strength and stability.

GIVING BACK

Noble REMC is built on the pillar of concern for community, so we make sure we're doing all we can to assist with the quality of life of those around us. Whether we focus on the environment through our EnviroWatts grant program or local nonprofits that enact change locally through Operation Round Up, we want to make sure we're supporting our local communities. We also provide multiple youth programs, such as the Indiana Youth Tour to Washington, D.C., Camp Kilowatt and area scholarship funding, to help strengthen the next generation.

CUSTOMER SERVICE

When you call our office during business hours, you'll be greeted by courteous and knowledgeable member service representatives. You may be routed to a call center during extremely busy periods and after hours, but if requested, we will follow up with you during our normal working hours.

REPRESENTATION

Your board of directors is comprised of Noble REMC members like you. They're elected by you — one member, one vote. It's the governing body that steers our direction when it comes to electric rates, capital credit payments and reliability investments, as well as setting policies and goals.

RON RAYPOLE

President/CEO

Veterans from Honor Flight Northeast Indiana Flight #39 line up on the Pacific side of the World War II Memorial in Washington D.C.



HONORING *heroes*

TAKE A TRIP WITH US ON AN HONOR FLIGHT

Honor Flight Northeast Indiana marked a milestone with its 39th flight on Sept. 28. It was the first time Vietnam veterans made up the largest share of the group.

More than 80 veterans — six Korean veterans, 12 Cold War veterans and 67 Vietnam veterans — were recognized for their sacrifice with an all-expenses paid trip to Washington, D.C., to see the memorials dedicated to them.

Noble REMC is honored to be a contributor to Honor Flight Northeast Indiana, which has hosted more than 2,800 veterans on such trips since the program began.

It's a long but rewarding day for the veterans, their guardians and all involved on the trip.

The veterans and their guardians started the day at the 122nd Fighter Wing, Fort Wayne Air National Guard base, where they were given an

early morning breakfast and sendoff before flying to D.C. to visit as many memorials and monuments as possible in one day. These included memorials to World War II, Franklin Delano Roosevelt, Abraham Lincoln, the Vietnam and Korean wars, and the U.S. Air Force and Military Women.

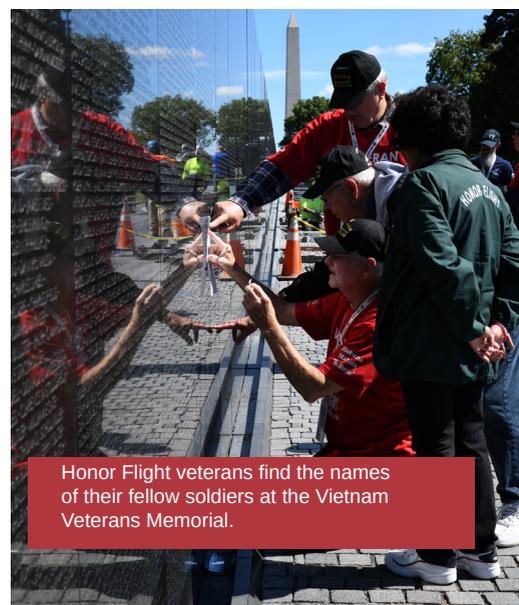
At Arlington National Cemetery, the group witnessed the changing of the guard and the laying of the wreath at the Tomb of the Unknown Soldier.

A smaller affair than in years past due to construction at the Fort Wayne International Airport, it didn't stop patriotic fans, family members and friends from welcoming the Honor Flight participants home as they disembarked the airplane late that evening, with some veterans overcome with emotion at the sight.

Communications Specialist Kelly Spear had the privilege to travel with the group to document the day

through photographs, including the ones featured here. Sponsored by the REMCs of northeast Indiana, the photos will be featured in a book each veteran will receive to commemorate the day.

Noble REMC is proud to stand behind and support these veterans through this recognition of their sacrifice. Honor Flight is a much-deserved tribute to our veterans who bravely defended our country.



Honor Flight veterans find the names of their fellow soldiers at the Vietnam Veterans Memorial.

LIGHTING the Way

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LUKE SEES THE LIGHT IN LINE WORK

Noble REMC wouldn't be successful without our employees and directors. To highlight the work that they do, we've established Lighting the Way to place a spotlight on those who help the co-op thrive.

Warsaw native Luke Gillis first wanted to be a paleontologist. Then, in college, he set his sights on English, earning his bachelor's degree in editing and writing. Soon after, in the midst of applying for master's degree programs and possibly pursuing law school, he diverged from that path, finding a job at a horse ranch in Michigan.

But looking to move closer to home with his wife and newborn, he wanted to try his hand at a new trade and found himself at Noble REMC — where he's worked his way up to apprentice lineman.

Let's hear from Luke:

TELL US YOUR CO-OP JOURNEY.

"I applied here partly because I was looking for something closer to where I grew up. Kristen [his wife] and I had just had our son and were looking for that family atmosphere. I took a chance and applied for the tree trimmer job at the co-op and did that for 11 months. Then, an apprentice lineworker position opened up. I've been doing that for two years now."



Apprentice Lineman Luke Gillis stands in the truck garage at the end of the work day.

WHAT'S YOUR FAVORITE PART OF YOUR JOB?

"I really like doing line work. I enjoy learning the trade. I like trades. I think after I got out of school, I just felt more in line with being outside. I can't sit inside for long. I get antsy. If I had an office, I'd have it organized six different ways by the end of the year, you know. My desk would be over there one day, and then this would be over there and there'd be holes in every inch of this wall."

ARE THERE ANY MISCONCEPTIONS TO THE WORK YOU DO?

"I honestly think that people don't take into consideration, during an outage, the time it takes lineworkers to get to work, gather the necessary materials, information, personnel, and then commute to the job. I think that's the biggest misconception: that when you call in an after-hours outage somebody's going to be on site right that minute — that we can teleport. It's a process."

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

"I really love being outside. I love hiking, I love soloing in the woods — I'll go in the woods and build a shelter. I've got a friend who's super into it, too, and we really want to go up to Canada and

just drop off and see how long we can last. I think it's the simple nature of it. It's almost relaxing. You have one goal. I think sometimes the world around us gets too complicated and distracts from the things that are really important."

WHAT IS YOUR FAVORITE MOVIE?

"I'm going to nerd a little bit here. It's got to be Lord of the Rings: The Fellowship of the Rings. That's probably my all-time favorite first movie. It's the journey, it's the adventure. You have, you know, a lot of unknowns still at that point. I think that's what attracts me, and I always love the first movie in a series."

FAVORITE MUSIC?

"I mean, I've seen everything from Jason Aldean and Eric Church to Coheed and Cambria and Underoath ... so, no favorite. Everything's mood dependent."

WHAT ARE YOU WATCHING ON TV?

"Oddly enough it's about one of my favorite hobbies, called 'Alone.' It was on the History Channel, and it's on Hulu now. I love it because they drop 10 people off in the woods, and it's just the last man standing. I told Kristen I want to be on there so bad."

BUILD A BETTER HOME WITH POWER MOVES

If you're tired of policing the thermostat, running a stopwatch during showers, or wearing a snowsuit indoors during the winter, we've got good news — A Power Moves Home through Noble REMC is built to standards that are typically 30% more efficient than a traditional home. That means you spend less on energy while staying snug as a bug — 365 days a year.

So how does the process work?

- 1 Noble REMC's energy advisor will meet with your builder to discuss the program requirements.
- 2 Next, a Home Energy Rating System® (HERS) rater will verify that program

requirements are met before and during construction.

- 3 We'll award rebates and incentives to help make sure the energy efficiency technology your home needs is also affordable.
- 4 Finally, you'll receive a full energy-efficiency report, including your home's official HERS rating.

Pretty easy, right? But it gets even better. This service is provided for free to homeowners and builders.

To learn more about building a home that keeps you cozy and costs less to own, visit powermoves.com, or speak with our energy advisor, Brian Hawk, at 800-933-7362.



**SIGNING UP FOR 4-H?
LET US COVER THE COST.**



The first 200 youth who enroll in area county 4-H programs for 2023, and whose families are Noble REMC members, will have their 4-H program fee reimbursed by us.

When you enroll your child and pay the \$15 program fee, contact the Purdue Extension office to ask for a credit voucher, which you can then mail to or drop off at the REMC office to receive a \$15 bill credit.

You get to enjoy the benefits of a wonderful organization, and we get to help our community. It's as simple as that.