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**What's Inside**

**In the Fields** ..... 16b

Tips for a safe harvest season.

**Membership Input Important to Coop Future**..... 16c

Coop surveys provide important information.

**WildBlue is Coming..** 16d-e

Satellite Broadband Internet Service will be available soon.

**Director Spotlight** ..... 16g

Get to know Dale English, your District 3 Representative.

**Power Line Anatomy 101** ..... 16h

Learn how your power lines work.



**One Man's Safety Message**

David Schiver has been dubbed “the short-handed farmer” by many of his friends and family. That title says a lot about his outlook on life and his ability to accept what happens, learn from it, and move on - with humor, of course. In addition to being a popular local auctioneer for more than 30 years and an EnerStar Power Director for nearly 15, David is a fourth-generation farmer actively involved in a grain and cattle partnership with his son. Despite his fulfilling careers, David always had a desire to become a public speaker so he could share his zest for life with others.

“I’ve always wanted to do public speaking. My subject matter just

changed after the accident,” he says. David’s serious farming accident in 2003 changed his outlook on the importance of farm safety forever, and inspired him to teach others.

David lost his right hand in an auger accident that September, but doesn’t speak of it much. “You have to forget the past and move on,” he says.

But the past has influenced David forever, giving him a determination to help others avoid the same fate. “I may never know if I help anyone, but I hope I can leave this world a better place for everyone.”

David also encourages farmers to educate each other. “Sometimes we walk by something unsafe every day so

*continued on page 16b*



## One Man's Safety Message

*continued from page 16a*

we don't notice. Another farmer may see it clearly."

In addition to speaking to experienced farmers, David has spoken to many youth agriculture classes. "We need to educate our children about safety. Many times they won't listen to parents, but maybe somebody else can get through to them. Maybe they'll listen to me."

David uses humorous stories to get his safety messages across, and is an inspiration to many. "When we look in the mirror in the morning, what do we see? Happy? Grumpy? That image looking back controls our day," says David, whose mirror shows a man thankful for what he has, and ready to share his happy image with everyone. Read on to learn some of David's safety messages. If you would like David to speak at your next event, contact him at (217) 382-4431 or (888) 484-4976.

## David's Farm Safety Messages

- **Wear proper fitting clothing.**

"The day I got wrapped up, my son said he didn't think the coveralls I was wearing were mine. They were too baggy, but I was in too much of a hurry to change them."

- **Leave accessories at home**

"You can get an electric charge through a metal watch band. That band or a wedding ring can also get caught in equipment. I know too many short-fingered people."

- **Use roll bars and seatbelts**

"We've rolled a tractor before. That roll bar is there for a reason. And seatbelts need to be used every time."

- **Stay safe around augers**

"Do you have screens over your augers? They're important."

- **Shut down equipment**

"How many times have you stepped across a moving power takeoff? Or pulled the leaves from an operating corn head? Shut the equipment down. It's not worth losing a limb."

- **Electricity and batteries**

"Do you keep your head back when working on a battery? It can explode right in your face. Electric boxes have covers, but do we stand to one side when opening them? We should."

*EnerStar Power urges all farmers to stay safe around electric lines by looking up when moving equipment this harvest season. Stay 10 feet away from power lines.*

## In the Fields

### More Tips for a Safe Harvest Season

**T**he fall season for some means hours of harvesting crops in the fields. To make sure this harvesting season is a safe one, follow these tips:

- Listen to your body. Even though you have a lot of work to do in a short period of time, don't operate heavy machinery when you're tired.
- Make sure your machinery is running properly. Perform routine maintenance according to the operation manual and have safety guarding in place at all times.
- Be trained to use the machinery before you operate it.
- Do not take riders. One seat means one rider.
- Be aware of overhead power lines.



Lower portable augers or elevators before moving this machinery.

- If you are moving large equipment

near power lines, it's a good idea to use a spotter, or someone to tell you if you get too close the power lines.



## Mission statement

*EnerStar Power Corp exists to serve the changing needs of its members by improving their quality of life, by actively supporting community development and serving their energy needs.*

# Membership Input Important to Coop Future

## Surveys Provide Planning Data

Speculating about what customers want is a normal tendency of businesses. After all, daily customer interaction is an excellent source of insight. At times, though, businesses should be hesitant to trust their gut feelings and go for a more objective viewpoint.

The cooperative world and EnerStar are no different. Cooperative management and the board think they know what our members want and what is important to them – rates, quality and reliability of service, conveniences. But actual member input is an important piece of the planning process when the cooperative looks to the future.

That is when market research can be especially valuable. “Over the last 10 years, we have conducted a number of member surveys on a variety of topics,” stated Angela Griffin of EnerStar. “We look at everything from the age of our membership to the age of their water heaters. It is important to know how our membership is changing.”

Griffin pointed out that in the past, most market research was conducted internally as a way to reduce costs. More in-depth surveys were implemented occasionally by outside resources such as the Association of Illinois Electric Cooperatives (AIEC). Based in Springfield, the AIEC conducts a statewide survey every three years that EnerStar “piggybacks” onto to receive local results.

“Unfortunately, we could not survey members on a routine basis because it was so costly. But fortunately, EnerStar has a valuable resource available to reduce those costs considerably,” Griffin added.

As a member of Wabash Valley Power since March 2003, EnerStar receives many ancillary services, which benefit the cooperative. Griffin stated that membership in Wabash Valley allows the co-op to inexpensively survey our membership as EnerStar turns to Wabash Valley for staff and monetary assistance.

“Developing a truly effective survey that provides real-world, actionable results is not as easy as it might seem,” said Wabash Valley Customer Information Manager

Sabrina Kapp. “And turning to professional market research companies typically costs more than co-ops want to invest.”

“By working through Wabash Valley and our market research resources, EnerStar can get all the benefits of professional market research for a much lower cost,” Kapp added. “In some cases, we can pool multiple member systems’ needs into a single survey. In others, we can re-use a survey approach and questionnaire that proved to work well for another cooperative.”

Kapp and Griffin explained that member surveys give cooperatives the opportunity to see how well they are meeting member needs, what impressions members have of the cooperative and its employees, all the services that are offered, and which needs are going unmet in their service areas. “Even if a survey doesn’t deliver the complete answer, it can help you narrow your decision-making process or identify areas that need a closer look,” Kapp said.

Griffin pointed to one such instance. “In a recent survey, EnerStar scored lower than expected

when members were asked if they considered EnerStar to be technologically advanced. “This was interesting considering EnerStar is one of the more technologically advanced cooperatives,” Griffin emphasized, “and we would say that we are on an equal level with most investor-owned utilities. This is a good example of where we might need to do a better job of communicating with our members.” Griffin pointed out that members might see a temporary blink as a “technology problem” but the situation might be a piece of equipment operating properly by removing a fault in the line. This “blink” avoids a more wide scale outage.

Griffin added that as market research becomes more critical, the alliance with Wabash will become even more important. “It’s not just Wabash Valley but all the other electric cooperatives across Illinois and Indiana that belong to Wabash. We learn a lot from them and we have a lot to offer them in exchange. And in the end, it is the cooperative member that benefits the most,” Griffin concluded.

## EnerStar Receives Award



EnerStar Director Tom DeWitt (right) accepts a plaque from Action Committee for Rural Electrification (ACRE®) Chairman Jim Riddle. EnerStar received the award for 100 percent employee participation in the ACRE program. ACRE is a political action committee for the support of state and federal legislators regarding rural electrification.



# WildBlue Is Coming!

## Local Residents Gain Access to Satellite Broadband Internet

Computer Wares, a wholly owned subsidiary of EnerStar Power, will offer WildBlue satellite-delivered broadband Internet access to homes and businesses throughout the EnerStar service territory some time after April 2005.

WildBlue will be available virtually anywhere in the continental United States, regardless of geographic location. It can be used even where cable modem and digital subscriber line (DSL) Internet access are not available. With service that is up to 25 times faster than standard 56K dial-up connections, WildBlue allows users to retrieve information extremely quickly, and access rich content that is not available through dial-up modems. It provides a continuous



online connection, so subscribers don't have to dial in and won't tie up phone lines.

"We look forward to providing broadband Internet access to the rural communities we serve," said Jim Lewis, Manager of Computer Wares, "We are pleased to bring Edgar and Clark counties affordable, two-way high-speed Internet access with no phone lines, no cable, and no dial-up, that is always on and available anywhere our members work or live."

The WildBlue equipment will consist of a mini-dish to be put on the roof or a wall of homes and small offices. The WildBlue Service will be available at low, consumer prices. There will be several packages to

choose from featuring different speeds.

"We have been watching technology and found that the rural areas have really fallen behind when it comes to high-speed Internet," added Lewis. High-speed Broadband Internet service is presently unavailable in most rural areas and only a few EnerStar members have access to it.

"It can almost be equated with electric service in the 1930s and 1940s when only the cities had electricity," added Peter Kollinger, EnerStar's Interim President. "The cities of Marshall and Paris have access to high speed Internet and that is great for those communities. However, many people in Clark and Edgar counties do not have this access. That is what we plan to rectify!"

Members who wish to receive information or updates on WildBlue should e-mail Computer Wares at [wildblue.enerstar.com](mailto:wildblue.enerstar.com).

## WildBlue Frequently Asked Questions

### What is WildBlue?

WildBlue is a leading satellite Internet company, providing high-speed, broadband data services to customers and businesses in underserved and unserved communities. The company was established in Colorado in April 1995. The National Rural Telecommunication Cooperative, of which EnerStar is a member, saw the need for their cooperative members and partnered with WildBlue.

### How does it work?

Each subscriber's computer will be connected to a small satellite dish. The signal will travel from the satellite dish to an orbiting satellite. That signal will then be transmitted back to earth to one of many ground stations across the United States called a "gateway." The ground station will be connected to the Internet backbone.

### How fast will this be?

WildBlue provides speeds that are comparable to DSL and cable

modem service. At launch, we will offer downstream speeds of up to 1.5 Mbps, which is 25 times faster than today's 56K dial-up speeds, and upload speeds up to 512 kbps, which exceeds most current satellite broadband providers.

### How will I be billed?

While pricing will not be finalized until the service is introduced, it is expected that WildBlue will feature an affordable flat monthly fee for an unlimited broadband, always-on Internet service. Monthly pricing will be determined on the customer's selected bandwidth. It is estimated the monthly fee will be as follows: 512 kbps down/256 kbps up for only \$49.95 per month and 1.5 Mbps down/512 kbps up for only \$79.95 per month. The cost of installation and equipment will not be over \$299.

*continued on page 16e*



### **Are there any time limits?**

This service is always on. Your monthly fee pays for unlimited Internet service at no additional cost.

### **Is there an additional cost for more computers?**

No. The determining factor is the bandwidth. If you begin adding more computers and your speed decreases, you may wish to step up to the higher tier of service.

### **What support is offered?**

Support is offered 24 hours a day, 7 days a week.

### **What other services will be offered?**

WildBlue will replace your current ISP account with Computer Wares or any other provider. It will provide things like Web hosting and e-mail addresses.

### **What are the minimum system requirements?**

For a PC/Windows system: 166 Mhz or faster, minimum 128 MB, Windows (98, 98E, ME, 2000, or XP), Ethernet card required

For a Macintosh system: 300 Mhz or faster, minimum 128 MB, OS (9, 10.1 or higher), Ethernet required

### **What is the installation process? Can I install my own dish?**

Computer Wares will either install the equipment or contract with another vendor. Installers must successfully complete WildBlue training to be a certified installer. Member satisfaction is very important and the set up on these dishes is more critical than the set up for television dishes. Therefore, certified technicians and not individual homeowners will do all installations.

### **Is DirectTV or DISH Network compatible with this system?**

The satellites for this system are

adjacent to the satellites providing service to DirecTV and DISH Network. If you are a subscriber to these television systems it is possible to put another LNB on the WildBlue dish and receive the television programming. Because the WildBlue dish is 26 inches in diameter (larger than a television dish at 18 inches), you cannot receive the WildBlue signal on television dishes.

So, you can receive both signals from the WildBlue dish but only the television signal from the television dish. We have found that most of the satellite television service providers offer free dish and installation if you subscribe to programming for a year. It may be advantageous to have a separate dish for both services.

### **What is "Spot Beam Technology"?**

WildBlue's Ka-Band Satellites are optimized for broadband. They use multiple spot beams pointed at different geographic regions rather than one beam that covers the continental United States. Spot beams allow a large degree of frequency re-use (i.e., multiple beams can re-use the same frequency as long as they are aimed at different parts of the country). By contrast, KuBand satellites, primarily used for broadcast applications, have a single beam covering the entire continental United States. This limits frequency re-use and reduces broadband capacity to a fraction of the comparably priced Ka-Band satellite.

### **When will the service be available?**

The exact timeframe for the implementation for WildBlue is not definite but we think it will be sometime after April 2005. Be sure and watch for future articles in this magazine regarding the progress we are making!

# **GOOD NEWS!**



## **Satellite Launches Successfully**

The successful launch of the WildBlue Anik F2 satellite on July 17, 2004, moves Computer Wares one step closer to offering affordable, high-speed Internet.

The satellite was successfully launched from Kourou, French Guiana into the 111.1 degree West longitudinal orbit. The Anik F2 satellite, manufactured by Boeing Satellite Systems and owned and operated by Telesat Canada (Telesat), weighs in at 12,000 pounds and is the largest commercial satellite ever launched.



**WILDBLUE**  
COMMUNICATIONS

***WildBlue is 25 times faster than standard 56K dial up service. It will cost less than \$50 per month***



## Office Closing

*EnerStar will be closed on Monday, September 6 in observance of Labor Day.*

## Look for the Energy Star® Label

**Y**ou can save energy and money if you follow the Energy Star® label next time you shop for appliances. The Energy Star label gives consumers an easy way to recognize the most efficient heating systems, cooling systems, appliances, and electronics. There is even an Energy Star label for new homes. The Energy Star label means that the product wearing the label is in the top 15 percent of efficiency compared to similar products.

The Energy Star symbol is now recognized in Canada, Australia, Europe, China, and many other countries. You can participate in the efficiency revolution led by Energy Star by insisting on the Energy Star label whenever you buy any home appliance. You can find out more



information about Energy Star and advanced household appliances at the Energy Star Web site at <http://www.energystar.gov>.

## Propane Tank Setting Special!

- "Lease to Own" your tank for as low as \$11.09 per month!
- Enjoy 10 cent per gallon "customer owned" discount!
- Two hours labor and 50 feet of piping—no charge!



EnerStar retains ownership of lines and regulators. Offer good with approved credit. Current EnerStar customers will lease to own the existing tank. Monthly amount based on 60 month contract. Some restrictions apply. Call for details.



Representatives of EnerStar Power Corp were on hand when Congressman Tim Johnson of Sidney received the Illinois Electric Cooperatives' Public Service Award on July 30. The award was presented during the 63rd annual meeting of the Association of Illinois Electric Cooperatives in Springfield. Johnson was honored for his public service to Illinois and his support of the electric cooperative program.

Pictured with Congressman Johnson (right) is EnerStar Power Director Tom DeWitt of Brocton.

## Co-op News *Director Spotlight* **Dale English**

Currently serving District 3 is Dale English. For the past 26 years, Dale has farmed in the Redmon area, and has been an EnerStar member. He was elected to the board of directors at the Annual Meeting of Members in March 2004. His reason for running for the board was his belief that all members should take an active interest in their cooperative.

A 1970 graduate of Paris High School, English received a B.S. in Agricultural Economics from the University of Illinois in 1974.

Dale has been a director of the Citizens National Bank for 15 years. He has been Supervisor of Buck Township for the past 10 years, and serves as treasurer and elder of the Redmon



Christian Church. As chairman of the Edgar County Ambulance Board, he is proud that we now have a paramedic in

each ambulance—especially important in our rural areas. English has been active in the Edgar County Shrine Club since 1980 and served as club president in 1993.

When asked what most members may not understand or know about the cooperative, Dale stated that it was interesting to learn of the complexity of the day-to-day operations. "The cooperative employees work very hard," he added. He feels one of the greatest assets of the cooperative are people working together to benefit each other.

Dale and his wife, Jan, have been married 22 years and have two children and three grandchildren. When not farming, they enjoy spending time with their family, golfing, and traveling.



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# Power Line Anatomy 101

**W**hat do you see when you look at a power line? What are all those attachments, and why are they important?

The power lines that carry electricity from the substation to your home or business are called distribution lines. They are part of a system of poles, wires, transformers and other equipment used to deliver electricity.

Sometimes the power lines are buried underground. However, more frequently they are run overhead.

Below is a description of the main components of an electrical distribution system.

- 1 Utility pole:** The half-ton wooden pole is the backbone of the electrical line. It is partially buried to support all of the equipment. It usually is about 40 feet in length, and typically is made from logs made of cedar, pine or fir trees.
- 2 Transformer:** The cylindrical metal tank-shaped device steps down the voltage to a level safe for delivery to the customer, either 120 or 240 volts. Many transformers have a lightning arrestor, which protects them from a strike.
- 3 Fused cutout:** This provides overload protection. A link inside a fiberglass barrel operates the cutout, which isolates the tap from the main line. When a loud blast is heard from a utility pole, it is the fused cutout operating.
- 4 Wire and clamp:** This wire is secured by a clamp, and connects the main line to the transformer.
- 5 Primary conductor:** This is the main series of wires that carries electricity from the supplier to the consumer through the distribution system. A three-phase line—typically used to serve large power users, such as commercial and industrial accounts—has three separate current-carrying conductors. A single-phase line—which serves most homes—has just one current-carrying conductor.
- 6 Secondary tap (hot and neutral):** This conductor carries electricity between the transformer and the consumer's electric meter.
- 7 Strain insulators:** These ceramic objects hold the conductors in place and insulate them from the pole.
- 8 Pole ground wire:** This wire is connected to a metal rod driven eight feet into the ground. Its job is to ground the system.
- 9 Guy wire:** This stranded wire helps stabilize the pole. Hardware connects it to the pole and an anchor in the ground.
- 10 Insulators:** These porcelain or rubber objects support the electric wires and prevent an undesired flow of electricity.
- 11 Pole-top pins:** These support the insulators on the pole.
- 12 Crossarm and braces:** This is the horizontal piece on the pole that makes the structure look like a cross. It holds the insulators and keeps the lines on a three-phase line from touching one another. It usually is made of the same wood as the pole.
- 13 Main line neutral conductor:** This wire is the neutral conductor in a distribution circuit.
- 14 Insulator pins:** These support the insulators on the crossarm.
- 15 Security light:** Although not on all power poles, a dusk-to-dawn light is visible on many power poles.

