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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 Demsko
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*



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Power On

OCTOBER IS NATIONAL CO-OP MONTH



As an electric cooperative, our top priority is always to provide reliable, affordable energy to you, the members we serve. Because we are a co-op, our mission is to enrich the lives of our members and serve the long-term interests of our local community — and this mission has never been more critical than in recent months. One of the seven principles that guides all co-ops is “concern for community.” To me, this principle is the essential DNA of Noble REMC, and it sets us apart from other electric utilities.

October is National Co-op Month, and electric cooperatives across the country are highlighting the many ways we “Power On.” Keeping this theme in mind, I recognize the essential role we play in serving a special community like ours.

Who would have fathomed in March, that the COVID-19 virus would test our community and our nation? The changing circumstances due to the pandemic have created both challenges and opportunities. Over the past several months, we’ve all been challenged to operate differently, and Noble REMC has stepped up to help our members and strengthen the safety net for our more vulnerable neighbors.

As an essential service, and to ensure reliability of your power supply, we modified our operations to safeguard business continuity. Our line crews and other employees began working on staggered schedules to maintain separation. Some staff worked remotely. In the office, we limited and modified meetings and gatherings to allow for safe separation. We also adjusted our walk-in office

availability and in-person service calls to ensure the health and safety of our employees and our valued members. In addition, we conducted our board of directors’ election by mail and hosted our June annual meeting virtually for the first time in our history. For the health and safety of everyone, we think these measures were the prudent course of action for the times.

For our members impacted by COVID-19 who needed help with their electric bills, we waived late fees and worked with those hit hardest to make special payment arrangements.

And while we certainly missed visiting with you in person, we found new ways to stay connected through social media. Whether it was with timely information through Facebook or photos of us at work on Instagram, we wanted to remind you that we were still here, working hard for you, as always.

We also partnered with LigTel Communications to provide an internet hotspot in our parking lot for local students to continue their courses when the pandemic shut down in-person classes.

I tell you about all of these efforts not to boast about Noble REMC but to explain how much we care about this community — because we live here too.

We’ve seen other local businesses rising to meet similar challenges during this time, because that’s what communities do. While the challenges caused by COVID-19 have been daunting, I’m heartened to see how everyone is pulling together.

Noble REMC was built by the community to serve the community, and that’s what we’ll continue to do.

RON RAYPOLE
President/CEO

Interested in broadband? Take our survey!

Noble REMC needs your help.

As a member of the community, we've been hearing more and more interest in different offerings for broadband internet services — a need that's not currently being met.

Noble REMC has provided electric service to our community for nearly 85 years, and we understand the challenges our rural landscape presents to internet service providers. At the same time, we understand that inadequate broadband services pose constraints on our members' quality of life in many ways, including educational and telework opportunities, economic development and options for service levels at a fair cost.

So, we want to hear from you about what you want when it comes to your internet service and provider.

With a long-standing history with TWN Communications, we're partnering together to conduct a survey, open until Nov. 1, to collect feedback on the topic.

The brief survey is available on our website, nobleremc.com. Click the "Broadband Survey" button then enter your email and address — which will only be used for the purpose of identifying areas most in need — and you'll be able to complete the survey.

Noble REMC encourages each and every member — residential and business — to make your voice heard, so that we can see how we can best help our community.



We want to keep you in the loop when it comes to important information regarding your service with Noble REMC.

Why? Outages can turn your day upside down. And we know you'd want us to let you know if we noticed unusually high use on your account that could increase your bill unnecessarily. What if your payment doesn't arrive on time? We even want to make sure you know when crews will be in your neighborhood trimming trees.

It's important to us that we have your most up-to-date contact information because when we reach out, we're sharing important information that could impact your day.



YES, please keep me informed!

By checking this box, I give Noble REMC permission to contact me regarding important information about my electric service.

Name on Account:
Account Number:
Address:
City, State, ZIP:
Phone 1:
Phone 2:
Email Address:
Signature:



Visit www.nobleremc.com to update your information or fill out the form to the right and send it to us.

Noble REMC will never share your information with a third-party. Please return this form with your next bill payment or mail to Noble REMC, P.O. Box 137, Albion, IN 46701.

'DISNEYLAND' RIGHT IN OUR BACKYARD

Energy Advisor Brian Hawk, left, presents a \$19,034.60 Power Moves rebate check to Airframe Components owners Shelly and Roy Williams in the lobby of the business' newest expansion.



When you think of an amusement park, you probably imagine the newest technology, a sense of brightness and a lot of joy.

Owner Roy Williams planned Airframe Components' recent expansion to be a similar experience, thinking of efficiency every step of the way, as he describes his new repair shop as the "Disneyland of aviation repair."

From the amount of concrete that was poured to how far his employees would have to walk to refill their water bottles, Williams spent the last 10 years scribbling notes here and there on ways he could create the best environment for his employees and customers when he was ready to expand.

A Noble REMC member, Airframe Components was started 40 years ago by Williams' parents in their 5,000-square-foot garage north of Kendallville, with a "leap of faith" dream of making a full-time profession out of repairing and rebuilding wing and control surfaces.

Now, that first garage has expanded and now spans three more buildings,

including the most recent addition of a 40,000-square-foot repair shop and office space.

Williams saw the new space as an opportunity to make sure everything was laid out and constructed right the first time.

Because of the nature of the work, all of it being hand labor, he wanted to prioritize productivity and efficiency for his staff and his customers, who "if they're not flying, they want to be."

With that focus in mind, he worked with Noble REMC Energy Advisor Brian Hawk to choose the best options for lighting (one of his biggest users of electricity) available.

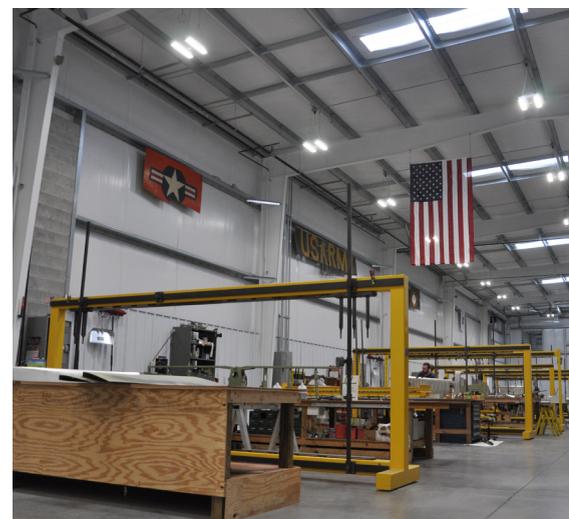
"What we do is detail work, so we need to be able to see," Williams said. "You've got a clean slate to start with, so why not be energy efficient too? There may be a bigger upfront cost, but once it's in, you're done."

Williams' choice of LED lighting with motion sensor controls in his repair shop netted him a professional look as well as energy and cost savings in

the future. The company also received a \$19,034.60 rebate through Noble REMC's Power Moves® program.

That kind of cash back is not unusual for new business construction and is a great example of why it's important for businesses to reach out to Noble REMC before making decisions on renovations and expansions. Who knows? You could be the next one holding the big check!

Call Hawk at 800-933-7362 for more information on your potential cash back and future savings with energy efficient choices through the Power Moves program.



Right: Airframe Components' expansion included LED lighting with motion sensors.



Celebrating Community

When we celebrate the co-op, we're celebrating you.

You built us nearly 85 years ago, and we give back in kind each and every day.

As Noble REMC celebrates Co-op Month this month, we want to reinforce our mission to always focus on what's best for our members, day in and day out.

We're here to provide the best quality of life for our community, whether it's distributing reliable electric service or giving back through volunteer efforts and donations. We're here to serve you.

This year has been a test of the community's resiliency. Experiencing an unprecedented pandemic, Noble REMC was on the front lines, supporting our community and maintaining reliable service to members.

We all came together and realized our strength when we help each other. Similar to our history of providing electricity when larger utilities would not, Noble REMC will always be there to take care of those in need.

Thank you to our membership for your continued support!

