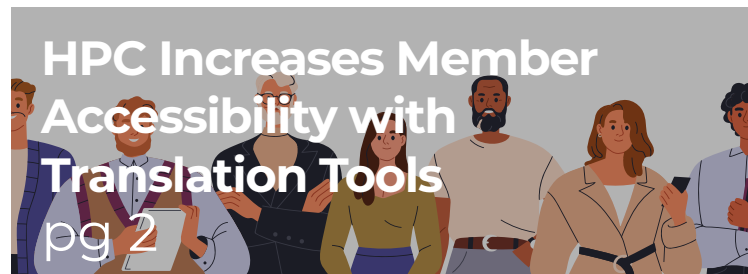
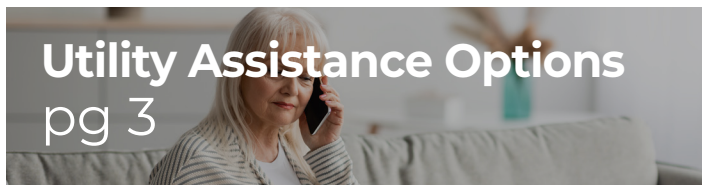


DECEMBER 2024

What's Inside:



A Touchstone Energy® Cooperative

AROUND TOWN

Calendar of Events

DECEMBER 24 & 25
Christmas Holiday
Wishing our members and community partners a holiday filled with joy. Our office will be closed in observance.

JANUARY 1
New Year's Day
Here's to a fantastic year ahead! Our office will be closed in observance.

JANUARY 1
Youth Program Applications Available
Apply for Youth Tour, Camp Kilowatt, or a scholarship!
Learn More:
hendrickspower.com

JANUARY 7
Applications Due - Page Day
High school students can spend a day at the Indiana Statehouse.
Apply and Learn More:
IECPageDay.org

JANUARY 27
Legislative Breakfast
Hendricks Co. 4-H Fairgrounds 7:00am
Join us for our 2025 Legislative Breakfasts. A complimentary breakfast will be served at 7:00 am, followed by an opportunity to speak with your representatives at the Indiana Statehouse. Please check our Facebook and website for any possible updates.

The remaining 2025 dates are Feb. 17, Mar. 17, and Apr. 28. RSVP the Thursday before to janna.bolen@infarmbureau.com.

Sponsored by Hendricks Power, North Salem State Bank, and Hendricks County Farm Bureau.

COOPERATION AMONG COOPERATIVES



Pictured left to right: Jack Clark, Brett VanRensselaer, Kyle Poindexter, Justin Pitts, Harrison Shroyer, Tyler Hamstra, Dan Love, and Taylor Long.

Hendricks Power Crews Assist with Hurricane Helene Power Restoration

Hendricks Power line crew members provide mutual aid assistance during and after Hurricane Helene

On September 26, four Hendricks Power line crew members traveled south to Marietta, Georgia, to assist Cobb EMC in restoring power after a severe storm caused widespread outages. These crew members joined forces with 36 other lineworkers from Indiana cooperatives. Power was restored to affected communities on September 29.

Following their efforts in Marietta, the team moved to Wrens, Georgia, to assist Jefferson Energy Cooperative. The storm's aftermath was particularly devastating, as Jefferson Energy Cooperative reported 100% of its members without power. To support the recovery, more than 250 lineworkers from across the country arrived, all working in challenging conditions to restore electricity to the region.

To ensure lineworkers could recover and recharge for the next day's work, a base camp was established, allowing workers to rest after 15-16 hour shifts. Hendricks Power Cooperative provided additional support by sending a second team of four linemen on October 7 to relieve the initial crew. The second group worked diligently until October 18, playing a crucial role in the recovery effort.

Kurtis Doll, Manager of Operations at Hendricks Power Cooperative, commented on the crews' impact: "Jefferson is similar in size to Hendricks Power. With the amount of vegetation and the storm's aftermath, the restoration process was slow, with full restoration taking nearly four weeks for some residents. Both crews we sent stood out among the others for their productivity, dedication to safety and efficiency, teamwork, and leadership."

The contributions of Hendricks Power's linemen and countless other dedicated professionals were essential in overcoming the storm's aftermath. Their hard work, resilience, and commitment to helping others embody the spirit of cooperative support.



Hendricks Power Hosts Community Service Day in Cloverdale

Hendricks Power employees volunteer with Cloverdale Main Street beautification efforts

Eleven dedicated employees from Hendricks Power recently teamed up with Cloverdale High School and volunteered their time to benefit the Cloverdale Main Street Initiative. As part of the cooperative's Co-op Community Day, the team rolled up their sleeves to clean and beautify the town, ensuring Cloverdale is prepared for the upcoming holiday season.

Volunteers collected trash at the local cemetery, raked leaves, cleaned out the historic Ice House, and hung festive lights anticipating Santa's quickly approaching visit. On behalf of its members, the cooperative also donated \$1,000 from the Putnam County Operation Round Up fund to Cloverdale Main Street. Their efforts reflect Hendricks Power's commitment to community service and collaboration with local nonprofits.

"Hendricks Power is committed to enriching the communities we serve," said Heather Thompson, Director of Marketing & Member Engagement at Hendricks Power. "Our partnership with Cloverdale High School and Cloverdale Main Street enables us to create meaningful impact and inspire students to take an active role in community service."

This initiative is part of Hendricks Power's annual Co-op Community Day, where employees dedicate time to volunteer for various local



projects. The company encourages community involvement and aims to foster a spirit of cooperation and service among its staff and members. In addition to Community Day, Hendricks Power is involved with various other philanthropic activities throughout the year.

Do you have an idea for Hendricks Power's next Co-op Community Day? We're always looking for ways to positively impact and volunteer. Let us know how we could help your nonprofit next fall by contacting Heather Thompson at (317) 718-7642 or by email at hthompson@hendrickspower.com.

VOLUNTARY AND OPEN MEMBERSHIP

HPC Increases Member Accessibility with Translation Tools

Hendricks Power offers translation tools via telephone and website

Hendricks Power Cooperative is proud to announce the launch of new translation services designed to enhance accessibility and support for its growing and diverse membership. Effective October 1st, the cooperative has introduced telephone translation services in multiple languages and expanded website accessibility to ensure members can fully engage with the cooperative's offerings.

With more than 36,000 members spread across four counties, Hendricks Power is committed to removing language barriers and making essential services accessible. The newly available telephone translation services currently include Spanish, Yoruba, Haitian Creole, Punjabi, Tigrinya, Hindi, and Burmese. Additional languages can be requested. On the website, members can now find key resources in Spanish, French, Dutch, and Italian, with plans to add more languages based on demand.

"Our priority is to empower all of our members with the tools and resources they need to manage their energy usage and keep their bills affordable," said Heather Thompson, Director of Marketing and Member Engagement at Hendricks Power. "As our service territory becomes more diverse, we're ensuring we provide an experience where every member can fully engage with us. We want everyone to have the opportunity to access critical information, ask questions, and take advantage of all that Hendricks Power has to offer."

The cooperative's decision to implement these translation services comes in response to the evolving demographic trends in the region. Hendricks Power has seen a notable increase in diversity across its member base and recognizes the importance of meeting members' needs by removing barriers to communication. Whether it's understanding billing statements, accessing member support, or using the cooperative's website, these services will help all members feel more connected and informed.

"We have launched these translation services so that we can provide more accessibility for our members. This initiative speaks directly to the first cooperative principle of Voluntary and Open Membership," said Greg Ternet, CEO of Hendricks Power Cooperative. "We are committed to creating an environment where every member, regardless of language, feels welcome to participate fully in the co-op. By ensuring equal access to resources, we can communicate with our entire membership and keep everyone connected within the cooperative community."

If you are a Hendricks Power member and have questions or need assistance utilizing these new tools, please get in touch with our office at (317) 745-5473 or contact us online.



Utility Assistance Options

As winter weather arrives and temps drop, most families notice increased energy usage, which means higher energy bills. As a member-owned utility, we want to remind members that resources are available to help.

Indiana 211

Indiana 211 is a free service that connects Hoosiers with help and answers from thousands of health and human service agencies and resources in their local communities quickly, easily, and confidentially. You can contact 211 by call or text.

Family Promise of Hendricks County

Family Promise assists local families in Hendricks County with rent, utilities, food, and other necessities. To see if you are eligible call (317) 296-3742 or visit www.familypromisehendrickscounty.org.

Western Indiana Community Action Agency (WICCA)

WICCA offers assistance with education, employment, housing, food, child care, health care, transportation, utilities, support systems, family interaction, and addictions. WICCA serves Putnam, Vigo, and Clay counties. Contact them at www.wicca.org or by calling (812) 232-1264.



If you are unable to pay your Hendricks Power bill, please call us. We can work with you to create a payment plan.

We are available Mon-Fri, 7:30am - 4:30pm at (317) 745-5473.

EFFICIENCY TIPS



Check that your space heater has a label showing it is recognized by a testing laboratory, such as Underwriters Laboratories (UL).



Inspect heaters for cracked or broken plugs or loose connections before each use.



Never use an extension cord or plug any other devices into the same outlet to avoid overheating. This could start a fire.



When you're leaving a room or going to sleep, turn off your space heater. Unattended it could overheat, fall, or hurt someone that gets too close.



Place space heaters out of high traffic areas and doorways where they may be tripping hazards.

HOLIDAY GIVEAWAYS



HELP US SPREAD
HOLIDAY CHEER
TO OUR MEMBERS

To spread holiday cheer to our mini-members, we will be giving away FREE children's gift bags at our lobby or drive-thru.

PICK YOURS UP

Dec 1- 23, Mon-Fri, 7:30am - 4:30pm.

Please, only one gift bag per child.