

THE *Southwestern*

A SOUTHWESTERN ELECTRIC COOPERATIVE MEMBER MAGAZINE

JULY 2020 • VOLUME 72 • ISSUE 7



Troy Story

EV CHARGING STATIONS
DRAW COMMERCE TO
CO-OP COMMUNITY

82nd Annual
Meeting of
Members

NEW VENUE,
NEW ITINERARY

CORONAVIRUS
RESPONSE

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RECHARGE IN TROY

Southwestern's new EV charging stations in Troy will play an important role in promoting widespread adoption of electric vehicles. Billboards encouraging EV drivers to recharge in Troy appear on I-55 at Livingston and I-70 at Vandalia. Our story begins on page 8.

Southwestern's Maple Grove Substation, north of Troy, continues to take shape.



Troy Story

I grew up in a family of car guys. Given my background, I should have immediately embraced electric vehicles. That wasn't the case. As Southwestern CEO Bobby Williams notes in our feature, for all their luster, early EVs were impractical for rural residents. Representatives of rural electric utilities found that situation especially vexing. Here's why:

Across the nation, utilities are facing a challenge. We've encouraged you to save money by adopting energy-conscious habits and technology. And you're living that lesson. Overall, that's excellent. But it does set the stage for an issue. Each year, Southwestern Electric's membership grows—and each year, our energy sales remain more or less unchanged.

So why is that a problem?

Southwestern maintains 3,500 miles of power line. We build substations, put up poles, string wire, retire old technology and deploy new. And since we're growing, we're adding more poles, wire and transformers to our system each year. That takes resources. If electric vehicles were a practical option for Southwestern members, EV-aligned power sales could help the co-op pay for growth and system maintenance.

A few years ago, that scenario seemed unlikely.

Now it almost seems a certainty.

Driven by upstart companies like Tesla, EV innovation has soared. New cars have come to market. Prices are falling. The range an EV can cover on a single charge is growing—as is the number of public charging stations. Today, there are about 25,000 public charging stations providing more than 78,500 outlets for EVs in the United States.

And Southwestern just contributed to the network.

On June 3, your co-op oversaw installation of two new public charging stations at the entrance to Holiday Inn Express Troy. Within an hour of installation, one of the stations charged its first EV. As I write this, our stations are seeing frequent use.

But public chargers are just part of our EV program. By this time next year, Southwestern Electric will offer incentive rates for residential EV charging. You'll be able to charge your electric vehicle from the comfort of your own home, using an electric rate designed to save you money.

You can read about the public charging stations we installed at Troy Holiday Inn Express on page 8. A sidebar on our residential EV program appears on page 26.

Joe Richardson, editor
joe.richardson@sweci.com

525 U.S. Route 40, Greenville, IL 62246.
Phone: (800) 637-8667. Office Hours:
Monday-Friday, 8:00 a.m. - 4:30 p.m.
Visit us on the Web at www.sweci.com.

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Sandy Nevinger Greenville
Jared Stine St. Elmo
Ted Willman Greenville

CEO

Bobby Williams Chief Executive Officer

The Southwestern

Joe Richardson Editor
e-mail: joe.richardson@sweci.com
Mike Barns Art Director
e-mail: mike.barns@sweci.com

Satellite Locations:

St. Jacob Office
10031 Ellis Road, St. Jacob, IL 62281

St. Elmo Distribution Center
2117 East 1850 Avenue, St. Elmo, IL 62458

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Board Meeting Minutes

We've rebuilt our website! The new site is easier to navigate and displays well on a broad range of devices. It also allows us to accommodate additional material. You'll find updates and a link to this year's board meeting minutes on the drop-down menu under the News & Information tab at sweci.com.

CO-OP REMINDERS

July 3 Offices closed in observance of Independence Day.

July 13 & August 10 Payment processing systems will be unavailable from midnight to 4 a.m. while we perform system maintenance. No payments will be processed during this time. We will resume processing payments at 4:01 a.m.

August 28 - September 11

Absentee voting available (see page 7 for details).

September 1 & 9

Early voting available at St. Jacob (see page 7 for details).

September 2 & 10

Early voting available at St. Elmo (see page 7 for details).

September 12

82nd Annual Meeting of Members. Voting available 7 a.m. - 10 a.m. at the Bond County Fairgrounds in Greenville and Southwestern's St. Jacob and St. Elmo facilities.

Energy Efficiency Rebates On Hold Until 2021

Due to the high level of member participation in Southwestern Electric Cooperative's energy efficiency rebate program, funding has been exhausted for 2020. The program, which launched in 2019, offers rebates on the replacement or new installation of energy efficient air source heat pumps, geothermal systems, electric water heaters and smart thermostats.

Members who make qualifying purchases this year are encouraged to download rebate applications at sweci.com and submit them to Julie Lowe, energy manager, at julie.lowe@sweci.com. "We'll hold your applications until our funding is replenished in 2021," Lowe said. "At that time, we'll honor rebates on a first come, first served basis."

For more information about the program, log on to sweci.com, or contact Julie Lowe at (800) 637-8667 or julie.lowe@sweci.com.

Coronavirus Response

Taking Steps in the Right Direction; Offices Remain Closed in Mid-June

Southwestern Electric opened June by taking measured steps toward pre-COVID operations. On May 29, Illinois entered Phase 3 of the governor's Restore Illinois plan. "Phase 3 moves us one step closer to where we were prior to COVID-19," said Southwestern CEO Bobby Williams. "Just as the state is moving toward returning to the previous norm, so is Southwestern."

During the first week of June, employees began returning to the co-op's offices. "We have processes in place to help us maintain social distancing, reduce the potential for COVID-19 transmission, and ensure business continuity," Williams said.

"Whenever the state moves into Phase 4 of the Restore Illinois plan, we'll look at opening our offices to the public. Until that time, our lobbies and drive-up windows will remain closed," Williams said. "During this transition, our employees will continue to answer your calls, respond to your questions, and repair outages quickly and safely, just as they always do."

Williams encouraged members to manage their accounts, report outages and make payments using the co-op's online payment portal, by using the SWEC IL app, or by calling the cooperative at (800) 637-8667.

For the latest information go to sweci.com.



From the CEO

The world has changed since our last annual meeting of members. If you're a frequent reader of this magazine, you know your co-op has changed with it. We've been taking measures to keep our employees and members safe while completing our work in a timely fashion. We're taking that same approach to this year's annual meeting. We want to keep everyone safe while getting the work done.

In past years, Southwestern's annual meeting has meant packed gyms and shoulder to shoulder strolls through school hallways. This year will be different. Amidst continuing concerns about COVID-19, we couldn't host a meeting at our traditional venue or in the usual format. What we can do is provide you with an opportunity to fulfill your member responsibilities as comfortably and safely as possible.

Here's what's in store:

This year's annual meeting will be held at the Bond County Fairgrounds in Greenville. It's a drive-through or pull up and park meeting. You can vote, receive your bill credit and be on your way. Or you can vote, then pull into a parking area to await the business meeting. We'll broadcast the business meeting via short-range FM transmitter and you'll be able to listen on your radio. Stay or go, you'll be asked to remain in your vehicle for the duration of your stay.

To expedite voting and minimize interpersonal contact, we're asking you to bring the registration card printed on the back cover of the August edition of *The Southwestern*. We're also encouraging you to vote before the day of the meeting. Presenting your registration card and voting early earns you a \$50 bill credit. Voting schedules appear on page 7.

We're limiting interpersonal contact. We won't be serving meals, handing out attendance gifts, holding prize drawings, playing games or offering a carnival. Since there aren't activities to entertain the kids, they'll probably want to sit this one out. Otherwise, they'll be spending their morning in your car.

There'll be no cash prize drawings and no drawing for a year of free electricity.

If this sounds pretty spare compared to years past, it is. Our objective is to provide an environment that allows you to participate in your co-op's democratic process safely. The spirit of celebration you bring to the meeting each year means a lot to us, but your health and safety mean more.

You can read more about the meeting on pages 6 and 7. Director candidate profiles and reports from President Ann Schwarm and myself will appear in our August issue.

Hang in there. With any luck, we'll have a more festive atmosphere in 2021.

Until then, play it safe, stay healthy and keep in touch.

Bobby Williams, CEO

bobby.williams@sweci.com

View, Pay, Create, Update, Alert, Report, Send & Receive?



There's an app for that.

Look for SWEC IL on Google Play or the App Store.



82nd ANNUAL MEETING

Five Candidates on the Ballot; Candidacy By Petition Deadline Pending at Press Time

Two incumbent directors and three other co-op members have filed for candidacy in Southwestern Electric Cooperative's 2020 board election. In accordance with the cooperative's bylaws, a nine-member Nominations Committee convened on May 28 to submit candidates for three open seats (one per voting district) on the board of directors. At press time (mid-June), no members had submitted a bid for candidacy by petition in advance of the June 29 deadline.

Southwestern Electric Cooperative's directors are responsible for establishing organizational direction and policies, ensuring member needs and concerns are given fair and timely treatment, and overseeing the overall financial stability of the cooperative. As of June 9, board candidates include:

- District I: Mark Gusewelle, Edwardsville
Arthur "Bill" Schnur, Edwardsville
Marvin Warner, Pocahontas
- District II: Incumbent Sandy Nevinger, Greenville
- District III: Incumbent Annette Hartlieb, Vandalia

Each elected director will serve a three-year term beginning Sept. 12, 2020. A profile of each board candidate will appear in the August 2020 edition of *The Southwestern*, which serves as Official Notice of the 82nd Annual Meeting of Members and Annual Report for the Fiscal Year 2019.

Please note: To ensure the health and well-being of our members and employees and do our part to prevent the spread of the coronavirus, we've made changes in our annual meeting. Southwestern Electric Cooperative's annual meeting will be held at the Bond County Fairgrounds this year. Voting schedules have been expanded to provide ample opportunity for early voting.

Annual meeting information and voting schedules appear on the next page.

On Account: If your account number is 56505002, call us within 30 days to receive a \$25 credit on an upcoming electric bill.

Absentee Voting Guidelines

Section 4 (E): Proxy Voting, Absentee Voting and Voting by Entities: Proxy voting is prohibited. However, anything contained in the Bylaws to the contrary notwithstanding, a Member may vote by absentee ballot as follows: A Member desiring to cast his vote absentee, shall appear in person at the Cooperative's headquarters at Greenville, Illinois, during the ten weekdays preceding the election at regularly scheduled office hours, or at such other locations as may be established from time to time by the Board of Directors for the purpose of casting absentee ballots, during hours and days as directed by the Board of Directors and shall request an absentee ballot. An absentee ballot approved by the Credentials and Election Committee shall be provided and the Member shall cast such ballot secretly and seal such ballot in an envelope, which shall be provided in such sealed envelope to the Credentials and Election Committee. On the date of the Annual Meeting of the Members, the Credentials and Election Committee shall open and count such absentee ballots so provided. Any absentee ballot, which is delivered to the Credentials and Election Committee in an unsealed condition, shall be deemed invalid and shall not be counted. Notice of this Bylaw provision shall be provided to the Members of the Cooperative in the notice of Annual Meeting. Voting by Members other than Members who are Natural Persons shall be allowed only upon the presentation to the Cooperative by a duly appointed officer or agent of such Member (prior to or upon registration of such Member at each Member meeting, or when requesting an absentee ballot) of satisfactory evidence entitling such officer or agent presenting the same to cast a vote on behalf of such Member.

For more information regarding the annual meeting, please contact Susan File, vice president of member services, at (800) 637-8667 or susan.file@sweci.com.

TING OF MEMBERS

Focus on Safety Prompts New Venue, Social Distancing and Push for Early Voting

In past years, Southwestern Electric Cooperative's Annual Meeting of Members has provided an atmosphere that fostered a spirit of celebration. While members have elected directors, considered presentations from the president, assessed reports from the CEO, and learned more about co-op operations, the event also acknowledged the cooperative's heritage and provided a foundation for camaraderie among co-op members. Attendees made time to enjoy each other's company. There were games and prizes and Instagrammable moments.

This year will be different.

Amidst continuing concerns about COVID-19, this year's meeting is designed to maintain social distancing and allow members to participate in the cooperative's democratic process as comfortably and safely as possible.

Southwestern Electric Cooperative's 82nd Annual Meeting of Members will be held at the Bond County Fairgrounds in Greenville. The meeting will be offered in a drive-through or pull up and park format. Members may vote and leave or vote and pull into a parking area to await the president's address, CEO report and election results.

In either case, members will be asked to remain in their vehicles for the duration of their stay. The meeting will be broadcast through a short-range FM transmitter, and attendees will listen via their car radio.

To expedite voting, members are asked to bring the registration card printed on the back cover of the August special edition of *The Southwestern*. To more effectively practice CDC recommended health guidelines and help ensure member and employee safety, the co-op is encouraging members to vote before the day of the meeting. Members will earn a \$50 bill credit by presenting their preprinted registration card and voting before Sept. 12.

Voting schedules appear below.

In addition to creating an environment which encourages social distancing, the co-op will limit interpersonal contact at this year's meeting. "We won't be serving meals, offering attendance gifts, holding prize drawings, playing BINGO or putting on a carnival," said Susan File, vice president of member services. "There will be no drawings for cash prizes or a year of free electricity."

Since there aren't activities to entertain the kids, they'll likely want to sit this one out. Otherwise, they'll be spending their morning in your car.

At 10 a.m., Ann Schwarm, president of Southwestern Electric Cooperative, and CEO Bobby Williams will deliver their reports. Election results will follow.

"Our objective this year is to equip members to participate in the co-op's democratic process as comfortably and safely as possible," File said. "The spirit of celebration our members and employees bring to the meeting each year means a lot to us. Their safety means more."

More information about the meeting will appear in the August issue of *The Southwestern*. Questions or comments regarding the meeting may be directed to Susan File, vice president of member services, at (800) 637-8667 or susan.file@sweci.com.

2020 Annual Meeting Voting Schedule

Greenville Office

Aug. 28 – Sept. 11 from 8 a.m. – 4:30 p.m. \$50 bill credit with registration card, \$40 bill credit w/o registration card

St. Jacob warehouse

Sept. 1 and Sept. 9 from 4 p.m. – 7 p.m. \$50 bill credit with registration card, \$40 bill credit w/o registration card

St. Elmo warehouse

Sept. 2 and Sept. 10 from 4 p.m. – 7 p.m. \$50 bill credit with registration card, \$40 bill credit w/o registration card

Meeting Day, Saturday, September 12

Bond County Fairgrounds, St. Jacob

and St. Elmo warehouses: 7 a.m. – 10 a.m. \$30 bill credit with registration card, \$20 bill credit w/o registration card

Troy Story

SOUTHWESTERN PARTNERS WITH CITY AND HOLIDAY INN EXPRESS

EV charging stations draw commerce into a co-op community by offering tech-savvy travelers a place to relax and recharge.

As an engineer and auto enthusiast, you'd expect Southwestern CEO Bobby Williams to have been an early advocate of electric vehicles (EVs). He was a hard sell.

"They fell short for me," Williams said. "EVs had potential. I saw what they could mean for the environment and our industry. But from a real-world standpoint, they just weren't there."

EVs were expensive. For residents of rural America, they couldn't cover enough miles between charges to serve as a practical alternative to traditional vehicles. And a robust national charging network wasn't in place, making longer trips problematic.

"They were a novelty," Williams noted. "They certainly weren't something I felt we needed to put in front of our members."

It was frustrating, that gap between capability and potential. Absent their limitations, Williams thought, EVs could turn things around for the utility industry.

Across the nation, utilities are facing a common challenge. For years, power companies have encouraged their customers to conserve energy. Consumers have learned that lesson well. Each year, Southwestern's membership grows. And each year, energy sales remain more or less stagnant.

"We have 3,500 miles of power line

to maintain, substations to build, old technology to retire and new to deploy. That takes resources," said Williams. "You're constantly assessing how to give your members the best return on their investment. Improving our bottom line through EV-related power sales opens opportunities. It would equip us to change out more poles that are past their prime and replace miles of old conductor with new lines that are more resilient and better stand up to storms."

As recently as 2015, cost-competitive EVs and a robust national charging network seemed distant. But automotive industry forecasts failed to account for an outlier: Tesla. The company's innovation and flair for marketing caught the eye of investors. In short order, interest in EVs grew—as did their range and capabilities.

As more models came to market, prices fell, and the number of interstate-adjacent public charging stations grew. As of March 2020, there were about 25,000 public charging stations providing more than 78,500 outlets for EVs in the United States. "Today there are more public charging stations in America than McDonald's or Starbucks. You can cross the country in an EV. You need to plot your route," Williams said, as public charging stations aren't as ubiquitous as gas stations—yet. "But network growth is accelerating."

In June, after years of planning, Southwestern Electric contributed to that network.



Southwestern crews install new transformers at Holiday Inn Express Troy to support EV charging stations.

PARTNERS IN PROGRESS

Soon after accepting the role of CEO in September 2017, Williams began sketching out ideas for an EV project development team. By spring 2018, the group included, among others, Julie Lowe, Southwestern Electric Cooperative's energy manager, and Andrew Jones, the co-op's vice president of business development and marketing.

Lowe would coordinate the residential portion of the program (see *Residential EV Program Launch* on page 26), which included vehicle research, home charger evaluation, and consumer education.

Jones, Southwestern Electric's economic development specialist and key accounts liaison, would identify businesses that could support the venture by contributing amenities and highly visible, convenient locations for public charging stations.

Williams would evaluate potential co-op community partners. "We wanted to place the chargers in a high traffic area easily accessible from an interstate,"

We'd like to see our service area become an EV-advantaged zone, where motorists have their pick of places to recharge.

—Southwestern CEO Bobby Williams

Williams recalled. "Ideally, we wanted them near restaurants and hotels, where travelers would be stopping for a meal, and maybe staying overnight."

From the outset, the city of Troy was a top candidate. At the confluence of Interstates 55, 70 and 270, it offered a selection of amenities next to an exit less than 20 minutes from St. Louis.

In early 2019, Williams, Jones and Lowe met with Troy Mayor Allen Adomite, then-Alderman Dan Jackson, and Jeff Soland, who was city administrator before retiring in September 2019.

Troy representatives were receptive to the idea of hosting a charging station. Prior to the meeting, Jackson



From left: Andrew Jones, vice president of business development and marketing for Southwestern Electric Cooperative, Troy Mayor Allen Adomite, and Southwestern CEO Bobby Williams test the new EV charging stations at Holiday Inn Express Troy.

had discussed the merits of public chargers with the council, and Adomite, a Tesla Model 3 owner, understood the amenities drivers wanted when they stopped to recharge. The Troy contingent shared the idea with the full city council, and the Troy, Maryville, St. Jacob and Marine regional chamber of commerce. All agreed the project was a good match for Troy.

"A few years ago, the city of Troy participated for the first time in the Green Cities Challenge, which is a program sponsored through the Missouri Botanical Gardens and Madison County," Adomite said. "I think this program kindled interest in thinking about new ways to provide opportunities for green energy initiatives.

"My wife and I have also invested in both geothermal heating and cooling for our own residence, as well as the purchase of an all-electric vehicle for our family," he said. "While I can now charge my vehicle from an electric port in my own garage, ownership of an all-electric vehicle provides perspective about interstate travel and charging opportunities."

Dawn Mushill, executive director of the Troy, Maryville, St. Jacob and Marine regional chamber of commerce, said Troy's location near Interstates 55, 70 and 270 makes it an ideal location to place public EV chargers. "We have seen a steady increase in electric cars

and realized that locally, there were no charging stations for our travelers. It made so much sense to locate a station in Troy," she said.

"We are 18 minutes from St. Louis so those going south on I-55 can make a stop before they arrive in the city," Mushill pointed out. "We are also a little over an hour from Effingham and Springfield. We have several hotels, restaurants and beautiful parks where families can stop."

Continued on next page ➤



Tyler Kunz, journeyman lineman, prepares underground cable for the new charging stations.

SIGNS OF THE TIMES

Sometimes the old ways are best. From rooftop Rock City and Mera-mec Caverns ads to handmade signs for farm fresh eggs tacked to poles and fence posts, roadside advertising has existed for more than a century. As a way to convey a brief message tied to a specific place, billboards are hard to beat.

That's why Southwestern's EV development team partnered with Troy and the Troy, Maryville, St. Jacob and Marine regional chamber of commerce to place billboards on I-70 at Vandalia and I-55 at Livingston advertising the co-op's EV charging stations.

In 2019, Southwestern CEO Bobby Williams and Troy Mayor Allen Adomite discussed means of moving St. Louis-bound traffic off the interstate and into Troy, before travelers reached the city.

Billboards were a simple, effective solution. Southwestern's communications department was tasked with creating eye-catching art that would deliver key message points at a glance.

The communications department worked with Southwestern's EV team to develop the message. "We liked the idea of combining old and new—using an older art form to send a message about new technology," said Williams. The team was drawn to the art and style of vintage postcards from the mid-1900s. "That became the foundation we built on."

The message itself was simple but multifaceted: Recharge in Troy. "You can recharge your electric vehicle, and while you're there, you can rest, relax, have a meal, and enjoy the parks and trails," Williams said. "One message, three words, but with the help of a few icons, it says a lot."



➤ *Continued from page 9*

WELCOME TO HOLIDAY INN

With the city selected, Jones narrowed his search for a commercial partner to businesses near the Troy I-55/70 Exit. He developed a candidate list, taking into account visibility from the interstate, ease of access, amenities, and proximity to existing distribution infrastructure.

During 2019, Jones spoke with several business owners, assessing their interest in the project. Following the meetings, one name stood at the top of his list: Holiday Inn Express Troy. Located within sight of the Troy exit and just steps away from Cracker Barrel Old Country Store, Holiday Inn offered the ideal combination of amenities.

"Holiday Inn Express representatives were interested in learning how EV charging stations would benefit Troy and their respective business," recalled Jones. "They wanted to learn more—particularly if the project would increase

economic development opportunities for Troy. Following our meeting, their representatives were enthusiastic about becoming part of the pilot program."

Cindy Kurtz, vice president of operations for General Hotels Corporation (GHC), Indianapolis, Ind., which oversees operations for Holiday Inn Express Troy, said the project fit perfectly with GHC's mission and values. "We love to collaborate with local leaders for the greater good of the community. We were thrilled to partner with Southwestern Electric Cooperative and the city of Troy on this forward-thinking project," Kurtz said.

"The installation of EV charging stations works with our company's mission to cultivate the use of green energy, and position Holiday Inn Express as an energy-conscious business," Kurtz added. "This opportunity takes us to the next level and enhances our current green program."



Billboards on I-70 at Vandalia and I-55 at Livingston (above) alert EV drivers to Southwestern's new charging stations in Troy. Icons representing food, lodging and recreation represent ways travelers can recharge after exiting the interstate.

Southwestern Electric was a great lead on this project, showing their commitment to the community and our visiting guests. They have been communicative, organized, and caring as we have worked to get the logistics in place.

—Cindy Kurtz, Vice President of Operations, General Hotels Corporation

RECHARGE IN TROY

In mid-May 2020, Southwestern crews excavated a 400-foot trench between Cracker Barrel and Holiday Inn Express Troy, and installed underground cable and new transformers to support the chargers. Two weeks later, billboards heralding the charging stations' arrival went up on I-70 at Vandalia and I-55 at Livingston. On June 3, ChargePoint technicians installed two public charging stations at the entrance to Holiday Inn Express Troy.

Within an hour of installation, one of the stations charged its first EV. By mid-June, the stations were seeing frequent use. Their popularity in a spring of curtailed travel bodes well for the future.

Today, motorists making regional trips to and from St. Louis, Chicago and Indianapolis see billboards advertising the opportunity to recharge in Troy, and the stations are listed as part of ChargePoint's global, interactive network. Drivers planning national travel will see the stations on their app and can plot the stop into their route. When they visit Troy to recharge, they'll find a Level 2 charger with two plugs and a Level 3 fast charger.

Level 2 charging equipment is compatible with all electric vehicles and plug-in electric hybrid vehicles. Depending on the battery, a Level 2 station will fully charge a depleted battery in four to six hours. "You'll



ChargePoint operates the world's largest network of independently owned EV charging stations. Above: installation day.

use the Level 2 charging station when you'll be parked for at least an hour—if you're at work, dining at a restaurant like Cracker Barrel, seeing a movie, or staying overnight at a hotel like Holiday Inn Express," said Williams. "Level 2 charging will generally give you enough charge to get around town, or for shorter trips, like Troy to St. Louis."

Level 3, or fast charging, can provide an 80 percent charge in about half an hour. The Level 3 station makes it easy for EV drivers to pull over, charge their car while they eat, and move on to their destination. "The L3 will cost you more, but if you're in a hurry, it's the way to go," Williams said.

Continued on page 26 >



Tyler Isaak (left), construction foreman, and Jimmy Revisky, apprentice lineman, position a transformer for a ChargePoint Level 3 charging station. In an hour, the station can provide enough charge for an EV to cover about 250 miles.



MINDING THE GAP

Southwestern Electric's charging stations in Troy play an important role in promoting widespread adoption of electric vehicles. While chargers are plentiful along America's interstates, gaps in the charging network still exist.

"Some of our regional communities and transportation corridors are not connected with charging stations, and some of the stations that exist aren't fast enough to meet the needs of the long-distance driver," said Andrew Jones, vice president of business development and marketing for Southwestern Electric Cooperative.

By siting a Level 3 fast charging station in Troy, Southwestern is mitigating range-anxiety and driving commerce to a member community. "Consumer adoption of EVs is growing. We can accelerate that adoption by bridging the gaps—minimizing the infrastructure barrier," Jones said.

"Troy's leadership and Southwestern's board and management team embrace similar ideals," Jones added. "That's what enabled us to develop such an effective partnership."





HomeServe Warranty Plans Offer Assurance, Quality and Convenience

From leaking faucets to major heating and cooling problems, we've all experienced the inconvenient—and sometimes expensive—mechanical failures that come with home ownership.

When breakdowns involve exterior home electrical lines, members sometimes call Southwestern to request repairs. “A lot of people understandably believe that if an electrical line is outside their home, it’s owned by the cooperative,” said Southwestern CEO Bobby Williams. “That’s not always the case.”

Components that connect a member’s home to the cooperative’s distribution system—elements like the weatherhead, insulator, riser, meter base or loop, and service entrance conductor—are owned by the member, Williams explained.

“When those elements fail, you find yourself facing bills you hadn’t budgeted for, and those repairs can be expensive. If the issue is related to aging parts and normal wear and tear on the system, your homeowners insurance may not cover that cost,” Williams said. “That situation left our members in a difficult position, so we started searching for solutions. That’s how we discovered HomeServe and why we decided to partner with them. We saw a member need and found people to help us address it.”

WHO IS HOMESERVE?

HomeServe USA is an independent provider of home repair service solutions. They offer warranty plans that protect a homeowner’s budget from sudden, often significant expenses that

come with water, sewer, electrical and heating and cooling home emergencies.

Over the last 16 years, HomeServe has saved homeowners more than three-quarters of a billion dollars in repairs. The Norwalk, Connecticut-based company has partnered with more than 700 municipal agencies, investor-owned utilities and cooperatives—including Southwestern Electric—to provide consumers with home protection options.

“We researched a lot of home warranty companies and the options they provide,” Williams said. “We talked to municipalities, cooperatives and service technicians, and looked at consumer reviews. HomeServe’s name came up time and again as a member-focused company that operates by its service ethic,” he said. “Months of research, conversations and meetings made it clear that HomeServe is a company that will help our members resolve issues promptly and professionally, and treat our people with care.”

While HomeServe offers a variety of home warranty plans, including heating, cooling, plumbing, water and sewer, interior electrical wiring and external electrical lines, as well as plans for major appliances, Southwestern was drawn to the idea of external electrical line protection. The external electrical line

Continued on page 14 >



Look for information about home repair plans from HomeServe in your mailbox later this year. You can read more about HomeServe at

www.HomeServe.com and view nearly 80 informational videos on HomeServe’s YouTube channel at HomeServeUSATV.

Safety, Service and COVID-19

A letter from HomeServe CEO John Kitzie

Dear HomeServe Customer,

We wanted to check in to see how you're doing. Undoubtedly, this has been quite an adjustment, and we hope you and your loved ones are safe, well and making the best of the many changes that have become part of all of our daily routines due to COVID-19. From the time a customer calls, through job deployment and completion of the job, our combined safety efforts are an important way for everyone to be as safe as possible as we work through an unprecedented situation that has impacted all of us.

Here at HomeServe, we've made some important adjustments to help maintain our operations so we can continue to provide the excellent customer service you expect of us.

First, all our office and customer service employees have transitioned to working from home. They will continue providing you service whenever you need it. Simply put, we're home for your home.

Second, we provide mostly "essential services" under the "shelter in place" or "stay at home" orders issued across the country. This means that the plumbers, electricians and HVAC techs from the small businesses we work with across the country can largely continue servicing your home.

Please keep in mind that at this time, the impact the coronavirus (COVID-19) may have on our ability to service your repair claim is unknown. While we will work to service your claims as expeditiously as we always do, we need to comply with an evolving number of state restrictions, so we hope you understand that delays (particularly on non-emergency jobs) may be inevitable. That being said, our customers are at the heart of everything we do, so we're committed to keeping you informed every step of the way.

Finally, we can't say it enough: Your safety and that of our team is paramount to all of us.

We've taken a number of measures at HomeServe to prevent the spread of the disease. These include:

- Cleaning at all our offices thoroughly and frequently.
- Reminding all team members of the need to practice good personal hygiene.
- Wearing protective gear when visiting customers' homes.
- Wearing cloth face coverings when in public.
- Staying home from work when we're ill.
- Asking technicians to check their temperature before reporting to work.

We've also initiated measures to keep our technicians healthy by protecting them from unnecessary risks when entering a customer's home. This includes several pre-screening questions to understand whether someone in the home is infected or has a high risk of being infected. And when the technician arrives at your house, he/she may ask you these questions again before entering your home. If a risk is present, we have a dedicated team with specialized training to assist you.

We've made other changes to our processes (such as removing the requirement that you sign a technician's invoice after completion of the job). All of this ensures that the technician dispatched to your home maintains a safe distance away from you, so we can keep both you and our valued technicians safe and healthy.

From our home to your home, we are here for you. Even as the coronavirus situation continues to unfold over the coming days and weeks, please know that our commitment to you remains unchanged.

Thank you for being a HomeServe customer. If you have any questions about our response to the coronavirus or need to initiate a claim, please call our toll-free emergency repair hotline at 1 (833) 334-1874.

John Kitzie



CEO

HomeServe is available to take emergency repair calls around the clock, every day of the year. Technicians dispatched through HomeServe are local, licensed and insured. Their work is covered by a one-year HomeServe guarantee.

plan will pay for repair or replacement of items that your homeowners insurance may not cover when the components fail due to normal wear and tear.

If something goes wrong with a system or appliance covered by a plan from HomeServe, the member can call HomeServe anytime, 24/7, at (833) 334-1874. The company will dispatch a pre-screened, local repair technician to the member's home to diagnose the problem. The technician will fix the issue or replace the covered item as detailed in the home repair plan.

HOW HOMESERVE HELPS

HomeServe is available to take emergency repair calls around the clock, every day of the year. Technicians dispatched through HomeServe are local, licensed and insured. Their work is covered by a one-year HomeServe guarantee.

HomeServe lessens the financial burden of unexpected breakdowns by paying the bill on covered repairs up to the benefit amount, and eases the stress and inconvenience that comes with the event. You don't have to research repair bids or vet and hire a technician.

And if the work doesn't measure up to your expectations? HomeServe will work to address the issue as quickly and comprehensively as possible.

HELPING US HELP YOU

Williams said Southwestern is partnering with HomeServe to offer home repair plans as an optional member service. "No one should feel obligated to buy a plan," he noted. "If you feel like a warranty plan would be in your best interest, HomeServe has an exceptional service record."

He recommended that members interested in a plan speak with their insurance agent before buying. "Make sure the terms and conditions listed in the plan aren't already addressed by your homeowners policy," he said.

HomeServe will return a portion of the proceeds from plan sales to Southwestern Electric. The funds will be dedicated to support programs and projects like Operation Round Up and the cooperative's Power For Progress Scholarship Program.

"If you're interested in signing up for a home repair plan from HomeServe, look for information in your mailbox later this year," said Williams. "We're sending materials that explain your options in more detail. If you don't want to wait, you can call HomeServe at (833) 334-1874."

You can read more about HomeServe at www.HomeServe.com.

Speak with your insurance agent before buying a plan to make sure the terms and conditions listed in the plan aren't already addressed by your homeowners policy.

HOMESERVE APP ACTS AS DIY ASSISTANT

Ever have trouble finding warranty information or the user manual for your home appliance or electronic device? HomeServe has an app for that—and you don't have to be a HomeServe member to use it. Whether you're a DIY virtuoso or you'd just like to recycle those maintenance manuals cluttering your kitchen catch-all drawer, HomeServe can help.

Home Library

Download the HomeServe app to your smartphone, then snap a photo of any appliance tag or electronic device label in your home, or type in the brand and model information. HomeServe populates the app with warranty information, user manuals, quick-start guides, how-to videos, and links to replacement parts for your appliance or device.

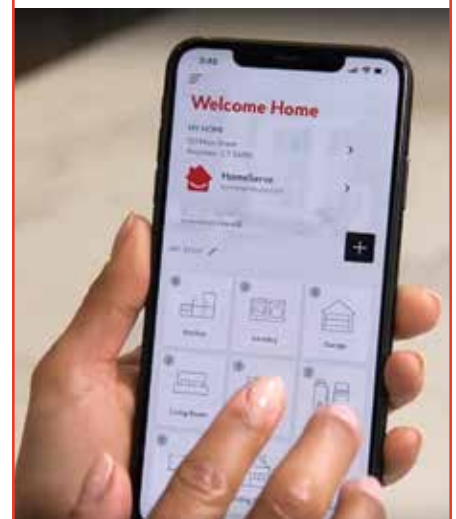
You'll also receive recall notices and maintenance reminders for products you've stored in your HomeServe App library. From electronics to furniture and appliances, the HomeServe App offers advice on how to install it, use it and maintain it.

The app also acts as a library of everyday DIY project information.

Need help lighting the pilot light on your stove or water heater? Want a little insight into changing your dishwasher or microwave filters? Need a hand identifying a specialty bulb in your bathroom vanity? The HomeServe App can help.

The HomeServe App is available on the App Store and on Google Play.

Learn more about the app's capabilities at www.homeserveapp.com.



Q&A: HomeServe Addresses COVID-19 Questions

What repairs will be addressed during the coronavirus crisis?

In collaboration with our network of technicians and contractors throughout the country, we will work to address repairs where and when we can, as quickly as we can. There are state and local mandates in place in many parts of the country and our priority is keeping you and our technicians safe.

For emergencies that may threaten the health and safety of you and your family, we will deploy technicians as quickly as possible—like we always do.

If your repair can wait, our customer service team will ask for your patience. It may be that your job will take longer to complete. Or you can always decide to call us back in a few weeks.

What pre-screening questions will I be asked?

We'll ask you three questions when you call HomeServe. Technicians arriving at your home may also ask these questions prior to entry.

- Have you been in contact with anyone in the last 14 days who has had a confirmed case of COVID-19 (coronavirus)?
- In the last 14 days, have you visited any of the Level 3 countries impacted by COVID-19 (coronavirus) identified by the CDC?
- Is anyone in the home under quarantine because of coronavirus, either a confirmed or suspected case?

What questions should I ask the technician before they enter my house?

Like us, we know you want to be as safe as possible at this time. You should feel free to ask the technician the same types of questions we're asking you. If you feel like your technician presents a health risk, please call us and we'll see about making alternate arrangements for your repair.

What safety precautions are technicians taking before entering customers' homes?

We have initiated protective measures to keep our technicians healthy—limiting them from unnecessary risks when entering customers' homes. They have been instructed to practice good hygiene, they've been trained on when and how to use personal protective equipment (and/or cloth coverings) and we've advised them that they should stay home from work if they are ill. As an additional safety measure, we've instructed technicians to take their temperature before reporting to work. Plus, we'll be asking a number of pre-screening questions to understand whether someone in the home is infected or has a high risk of being infected.

If I am showing symptoms, will you come to my house?

Different situations will dictate how your request is handled. Call us at (833) 334-1874 and we'll find the best and safest solution.



THE HOMESERVE CUSTOMER PROMISE

1. Before a customer joins, we'll make it clear what they're buying and what it will do for them.
2. When a customer joins, we'll tell them how much they're paying, what that buys for them, and how to make a claim.
3. When a customer becomes a member, we'll make life easy for them.
4. When a customer makes a claim, we'll solve their problem quickly and easily—their emergency is our emergency.
5. If a customer is not happy, we'll listen, apologize, and make things right wherever we can, as soon as we can.

Dehumidifiers Help You BEAT THE HEAT

by Julie Lowe, Energy Manager

As anyone living in the Midwest this time of year will tell you, the heat and humidity are enough to make summer almost unbearable at times. Combined, they make air conditioning a Midwesterner's best friend during the summer months. While we're grateful for air conditioning, the extra energy use isn't easy on a bank account.

Fortunately, your air conditioner doesn't have to work alone. Another household appliance can operate with your A/C to keep your home comfortable while lowering your energy use.

Dehumidifiers are appliances that help maintain preferred—and healthy—humidity levels within your living space. They draw excess moisture from the air and prevent the growth of mold, bacteria, and other particulates—all of which could lead to a variety of health issues. The drier air also enables you to set your thermostat higher without sacrificing comfort.

HOW DO YOU KNOW IF YOU NEED A DEHUMIDIFIER?

Signs that signal you could benefit from the use of a dehumidifier include:

- Stains from moisture on your walls or ceiling
- Stuffiness or damp rooms
- Your windows are covered with condensation
- A musty odor in your home
- You see mold

WHAT TO CONSIDER BEFORE PURCHASING A DEHUMIDIFIER

When paired properly with your A/C, dehumidifiers can reduce your energy use by allowing you to set your thermostat higher. But if not sized properly for your living space, they can use a lot of energy without providing the best return on your investment in terms of comfort and efficiency.

Be sure to do your homework before making a purchase. Research different models on the market, read consumer reviews and look into warranties. You want to be well informed and know what you're looking for before you buy.

Keep these points in mind while you do your research:

- Dehumidifiers are described in terms of pint capacity. Select a size suited to your home. There are models available for small rooms, mid-sized rooms, large rooms, basements and garages, and units designed to dehumidify an entire home. Be sure you're buying the correct size for the space you want to condition.
- Look for a model with an automatic shut-off feature. These units use intelligent software to monitor your environment. They shut down when they detect your living space is at the desired humidity level. In addition, these units will also

shut-off when their internal reservoir is full. This feature will ensure that the device only operates at its best ability.

- Look for the Energy Star rating. An Energy Star rating means the dehumidifier operates in an energy-conscious manner to help you save power—which saves money on your electric bill.
- You can also reduce costs by purchasing a timer-equipped model. You can set the humidifier to turn on before you arrive home, so it creates a comfortable space while you're there, and doesn't use energy while you're away.

Keep in mind that dehumidifiers will address humidity, but they aren't a solution for chronic dampness. If you have standing water in your basement, or you're fighting a persistent musty smell, you need to address the cause.

That may involve performing small DIY jobs, like cleaning gutters and repairing leaky pipes and faucets. Or it may involve larger, more labor-intensive tasks, like patching basement walls, installing a sump pump, adding exhaust fans to your bathroom and kitchen, repairing or installing new guttering, and regrading your yard for better drainage.

EFFICIENCY OPTIONS

Ready to buy a dehumidifier? Look for these energy-saving features:

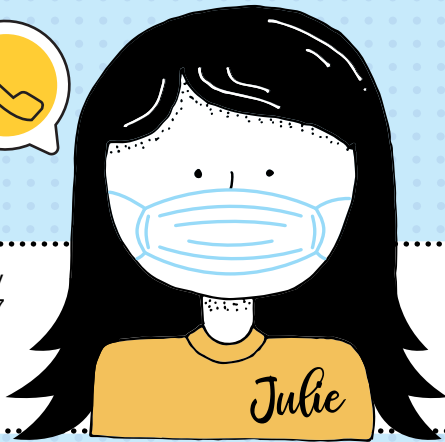
- An Energy Star rating.
- An on/off switch so you can easily turn off the humidifier when you leave the room.
- A humidistat that lets you program a humidity level between 30 and 50 percent, which is the optimal range of humidity for most people.
- A timer that enables you to turn on the humidifier a little while before you come home from work. You can set the timer so your humidifier creates a comfortable space while you're present, and doesn't use energy while you're away.

GET THE MOST FOR YOUR MONEY

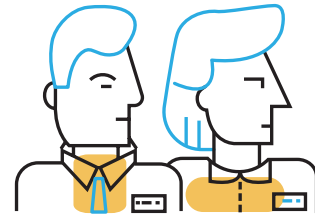
Simple steps will help your dehumidifier operate more efficiently.

- Start by reducing humidity at the source. Turn on an exhaust fan before you cook or take a shower.
- If you have a programmable model, set the humidistat to keep moisture at a moderate level, such as 50 percent.
- Leave your windows closed at night to keep dry air inside and warm, moist air out.
- Position the unit so air can easily circulate in and out.
- Clean the dehumidifier's filter regularly.

Steps to Solar Commissioning



Contact Julie Lowe, energy manager, at (800) 637-8667 or julie.lowe@sweci.com for our information and commissioning packet.



Contact your installer and insurance agent. Ask your installer for a one-line diagram. Request a certificate of insurance from your agent. They're welcome to send those documents to Julie Lowe at Southwestern Electric. Or if you'd like to review them, they can send them to you, and you can pass them along to Julie.



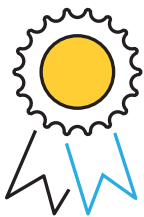
As your installation nears completion, call us. We'll discuss the commissioning timeline. You'll receive a \$500 invoice to cover the installation of your new dual register electric meter, a system inspection, and your array's interconnection to the grid.



After installation is complete, contact us to schedule your system's on-site review and commissioning.



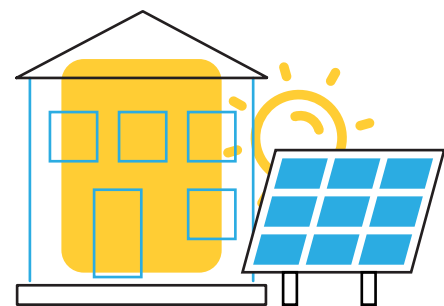
Our commissioning team will visit your site. An engineer will inspect your system to verify it meets our safety specifications. A team member will review a memorandum of understanding with you. You'll sign this document for our files. Note: If you won't be present for commissioning, please schedule a meeting to review and sign the memorandum beforehand. After your system passes inspection, you go live! Your array is connected to Southwestern's distribution system.



We'll send you a certificate of completion, which you'll submit to your installer to receive your solar renewable energy credits, or certificates (SRECs).



Each year, you'll submit documentation to confirm you've renewed your insurance.



Every three years, we'll visit your system to confirm it's connected properly, well-maintained, and that your safety signs are in place.

TROUBLED WATERS

You're driving a rural road through a heavy rainstorm. It's dark. Visibility is limited. You approach a section of pavement covered in water. The water doesn't appear to be deep, and the vehicle in front of you crosses the flooded area without trouble. You're faced with a choice: go back the way you came or take your chances.

When rivers are on the rise, the National Weather Service (NWS) has four words to live by: "Turn Around, Don't Drown." Turn Around Don't Drown® is the NWS-sponsored initiative to warn people of the hazards of walking or driving through flood waters.

According to the U.S. Centers for Disease Control and Prevention, more than half of all flood-related drownings occur when motorists attempt to drive through flood water. Pedestrians trying to cross flood water account for the second highest percentage of deaths.

Six inches of moving flood water can knock down an adult. Eighteen inches of moving water can carry away heavy vehicles. Once buoyant, a car can easily be pushed sideways by the current, trapping passengers inside and washing them downstream.

Never drive through flooded roadways. Take extra precautions at night, when it's harder to see flood dangers.

Here are additional tips to keep you safe and dry when creeks and rivers are on the rise:

Turn Around, Don't Drown

- 1) Always plan ahead and know the risks before flooding happens. Monitor a National Oceanic & Atmospheric Administration All-Hazards Radio or other news source for vital information on weather and road conditions.
- 2) If flooding is expected or occurring, get to higher ground as quickly as possible. Abandon areas subject to flooding, such as valleys and low ground near creeks and rivers, canyons and washes.
- 3) Avoid areas already flooded, especially if the water is flowing fast, and never attempt to cross flowing streams.
- 4) Never drive through flooded sections of road, even if the water appears to be shallow enough to cross. Water conceals potential hazards like shifted logs or rocks, dips in the road and washed out road beds. This is especially true at night.
- 5) Don't camp or park your vehicles along streams and washes, particularly during threatening conditions.
- 6) Never cross a barrier that's been put in place by local emergency officials. Not only is this dangerous, but many states and communities levy steep fines on people who ignore barricades and other road closure indications.



“ONCE BUOYANT, A CAR CAN EASILY BE PUSHED SIDeways BY THE CURRENT, TRAPPING PASSENGERS INSIDE AND WASHING THEM DOWNSTREAM.”



FLOOD STATUS

FLOOD WATCH

Rainfall is heavy enough to force rivers from their banks. Flooding is possible.

FLOOD WARNING

Flooding is in progress or very likely in an affected river, lake or tidewater area. If told to leave, do so immediately.

FLASH FLOOD WATCH

Flash flooding in specified areas is possible. You may need to act quickly.

FLASH FLOOD WARNING

Flash flooding is in progress or very likely along certain streams and select areas. Go to a safe place immediately!

STAY HIGH & DRY

Flooding is the leading weather-related cause of death in the United States. Every year, almost as many people die in floods as from hurricanes, tornadoes and lightning combined.

Flash floods can occur in a matter of minutes, depending on the intensity and duration of the rain, the area's topography, the condition of the soil, and ground cover.

Six inches of moving flood water can knock over an adult. A foot or two can carry away a vehicle.

BEFORE THE FLOOD

Avoid getting stranded. Leave flood-prone areas before flooding starts.

Learn which roads are prone to flooding and find alternative routes so you can avoid them.

Familiarize yourself with local emergency plans. Know where to go and how to get there if you need to evacuate.

Avoid camping or parking near creeks and rivers during heavy rainfall. These areas can flood without warning.

Stay tuned to phone alerts, TV, or radio for weather updates, emergency instructions, and evacuation orders.

DURING THE FLOOD

Never drive through flooded roadways. You can't determine the depth of the water or ground conditions. The road bed under flood waters may be severely damaged.

Take extra precautions at night, when it's harder to see flood dangers.

Don't attempt to cross flowing streams on foot.

If floodwaters rise around your car but the water isn't moving, abandon your car and go to higher ground—but don't leave your car to enter moving water. Call for help.

Respect road barriers. The road or bridge may be washed out.

AFTER THE FLOOD

Avoid flood water. Standing water may contain dangerous chemicals, debris, and other health hazards.

Stay away from power lines and electrical wires. Water conducts electricity, and electrocution is a significant danger during floods. Report downed power lines to Southwestern Electric (or the local utility) and area emergency services.

Photograph damage to your property for insurance purposes.

CENTRALIA FOUNDATION PARK

After months of sheltering indoors, your first foray into a local woodland is like a hot shower after a hard day. An hour in a nearby park can refresh and restore your body, mind and spirit.

Centralia Foundation Park offers opportunities for both family activities and quiet isolation without calling you too far off the beaten path. Located in Centralia, Ill., east of St. Mary's Hospital and southwest of Raccoon Lake, the park offers 300 acres of woodlands, wetlands and restored prairie.

You can access hiking trails throughout the park and follow them west to a prairie or east to the wetlands. Trail maps are available throughout the park and at the park superintendent's home.

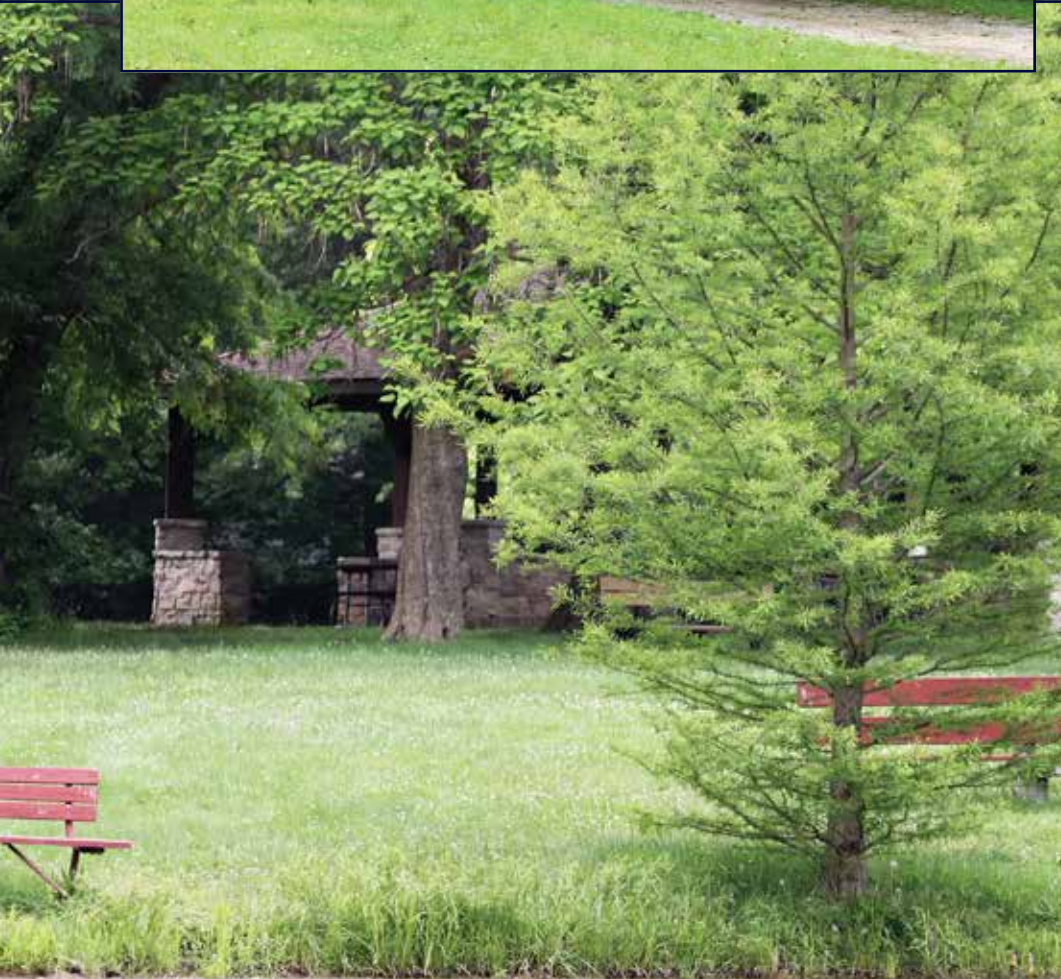
While you're there, you can learn a bit about nature by identifying trees in the park's arboretum, challenge friends to a few rounds of disc golf on a park course, break bread under one of the shelters, and identify flora and fauna that frequent the park's three ponds.

Or you can simply steep in the silence. The park offers benches and sprawling lawns where visitors can revel in the sensation of being surrounded by trees or kick back beneath blue skies.

While you're exploring, look for the Chapel in the Woods, the Labyrinth, Catfish Hole, Moose Oven and The Bowl.

Centralia Foundation Park is located at 114 North Pleasant Ave., Centralia, IL 62801. For more information call (618) 533-0001 or go to secentralia.com.





Several miles of hiking trails wind through the park's wooded regions (top and left). The park's ponds provide habitat for a variety of Illinois flora and fauna. If you're feeling competitive, Centralia Foundation Park offers excellent disc golf courses.

WHO • WHAT • WHERE

For more than 90 years DeMoulin Bros. & Co. has produced some of the country's finest band uniforms. But there was a time when the DeMoulin name was synonymous with guillotines, paddle machines, exploding telephones, electric chairs, branding irons and bucking goats.

During the first half of the 20th century, lodge regalia and paraphernalia—including initiation devices—were DeMoulin Bros. & Co.'s stock-in-trade. The company crafted seemingly innocuous appliances or pieces of furniture that secretly housed explosive cartridges, electric charges, powder blasts and spring-loaded slaps to the seat of the pants.

You can view an impressive collection of DeMoulin devices at the DeMoulin Museum in Greenville, Ill. Learn more about the museum at demoulinmuseum.org and [facebook.com/goatmuseum](https://www.facebook.com/goatmuseum) or by calling (618) 664-4115.

Thanks to everyone who submitted responses. We hope you play again this month. Since our August issue serves as Southwestern's annual report, we'll run our next solution in September. Until then, here's what you had to say about our June challenge:



The three gentlemen in the picture are the DeMoulin Brothers—(l to r) Erastus (Ras), U.S. and Ed. U.S.' home on Fourth Street in Greenville is now the home of the Hoiles-Davis Museum. Greenville is also home to the DeMoulin Museum with great displays about the brothers and DeMoulin Bros. & Co. which is still producing band uniforms but no longer “spanking machines!”

—Penny Wait, Greenville

In response to the “Who Are We” picture in *The Southwestern's* June 2020 issue, here is my answer: Erastus DeMoulin, Edmond DeMoulin, and Ulysses (U.S.) DeMoulin. These three brothers were first cousins to my great-grandmother, Amelia (DeMoulin) Rogier, which makes them my first cousins three-generations-removed. I enjoyed the picture! Glad you included it in June's publication.

—Donna Gramlich, Highland

These are the DeMoulin brothers whose lodge initiation paraphernalia and old cameras are in the Greenville DeMoulin Museum. About three years ago our St. Elmo Unit of Home and Community Education took a tour of the interesting museum—and Sarah Beasley's children really enjoyed the room with the unique lodge pieces.

—Anna Jean Rhodes, St. Elmo

Wow, this was a very interesting read of the DeMoulin brothers. I grew up down the road from Jamestown, Ill. Left to Right: Erastus DeMoulin, U.S. DeMoulin, Edward DeMoulin. Thank you for the challenge.

—Elaine Thurnau, Trenton

Who-What-Where is a contest that challenges your knowledge of people, places and objects in and around Southwestern Electric Cooperative's service area. Here's how it works: Each month, we run a photo. Your job is to tell us who's pictured, what we've photographed, or where we shot the photo. You can email your response to joe.richardson@sweci.com or send it by mail to Joe Richardson, Southwestern Electric Cooperative, 525 U.S. Route 40, Greenville, IL 62246. Please include your name, mailing address, and hometown. If you have a story about our photo topic, include that as well—we love these! The puzzle solution—possibly accompanied by a few words from you—will appear in a future issue of *The Southwestern*.

Anybody who works or has worked at DeMoulin knows those are the DeMoulin brothers. I am a current employee and my mother, Carol Steinkamp, has retired from there.

—Lori Robertson, Mulberry Grove

The dynamic trio pictured in your June 2020 edition “Who Are We?” are the DeMoulin brothers (L-R: Erastus, U.S., and Ed). They were so accomplished and impactful that the company they founded in 1892 in Greenville, Illinois, that bears their name, DeMoulin Bros. & Co., is still in business today. The company is the oldest and largest manufacturer of performance group equipment in the world.

The DeMoulin Museum opened in Greenville on March 20, 2010 and has hosted almost 10,000 visitors since. It's dedicated to the founders, employees, and unique products of DeMoulin Bros. & Co. The museum is famous for its large and rare collection of DeMoulin lodge initiation devices. The overview on their website proclaims, “Unique. Yes, it's an overused word. But, seriously ... yes, we are unique.”

Post-coronavirus, the museum plans to reopen on Friday, June 5, with summer operating hours Friday-Sunday.

—Bill Malec, O'Fallon

I believe the three gentleman pictured are the DeMoulin brothers. Erastus was the oldest, followed by Edmond, and the youngest brother was U.S. DeMoulin.

—Mac McCormick, Holiday Shores

I would guess that the three men pictured in the June puzzle are the DeMoulin brothers.

—Louie M. Turner, Ramsey



Where are we?

CO-OP KITCHEN

Crowning Achievements



COUNTRY VANILLA ICE CREAM

Ingredients

- 4 eggs
- 2¼ cups sugar
- 5 cups milk
- 4 cups heavy cream
- 4½ teaspoons vanilla
- ½ teaspoon salt

Directions

1. Beat eggs.
2. Add sugar gradually to eggs and continue to beat until mixture is very stiff.
3. Add remaining ingredients and mix thoroughly.
4. Pour into one-gallon freezer (homemade ice cream maker) and freeze according to directions.

HOT FUDGE

Ingredients

- 1 tablespoon butter
- 1 square unsweetened chocolate
- ⅓ cup boiling water
- 1 cup sugar
- 2 tablespoons white syrup
- 1 teaspoon vanilla

Directions

1. Melt butter in saucepan.
2. Add chocolate and melt.
3. Slowly stir in boiling water and bring to boil.
4. Stir in sugar and syrup until dissolved.
5. Simmer for five minutes and add vanilla.

This topping will be thick. If you prefer it thinner use a ½ cup of water instead of ⅓ cup, but no more.

CHOCOLATE NUT CRUNCH

Hardens on ice cream.

Ingredients

- 8 ounces butter
- 12 ounces chocolate morsels
- 1 cup chopped pecans

Directions

1. Melt butter in microwave or on stove top (low heat).
2. Add chocolate morsels and blend well.
3. Stir in chopped pecans and remove from heat.

Serve warm over ice cream. Store in refrigerator. Do not store in a glass container as it gets very hard. It's best to store in something that can be used for reheating.

MINT SAUCE

Ingredients

- ½ cup white syrup
- ⅓ to ½ cup sugar
- ⅓ cup water
- 2 teaspoons mint flavoring (peppermint oil)
- green food coloring

Directions

1. Combine syrup, sugar and water and bring to boil for 3 - 5 minutes.
2. Cool and add peppermint and 2 - 3 drops of food coloring.

BUTTERSCOTCH

Ingredients

- 1 cup brown sugar
- ¼ cup buttermilk
- 2 tablespoons white syrup
- 3 tablespoons butter

Directions

1. Combine all ingredients in saucepan and boil 3 minutes.

PRALINE CRUNCH

Ingredients

- ½ cup butter
- 1 cup brown sugar firmly packed
- ½ cup coarsely chopped pecans
- 2¼ cups corn flakes

Directions

1. Place butter and brown sugar in saucepan and bring to boil for two minutes.
2. Add chopped pecans and corn flakes. Toss with fork to coat with syrup.
3. Let cool and crumble over ice cream.

This month's recipes are courtesy of 4-H House Alumni Association's *Nurture the Future @ 805 4-H House Anniversary Cookbook*. Chocolate Nut Crunch pictured.

➤ *Continued from page 11*

DRIVING THE FUTURE

Home charging stations are discreet and blend in with their surroundings. But Level 3 fast chargers like Southwestern's station at Holiday Inn are designed to stand out. "They're beacons," said Williams. "They're made to be seen from a distance."

For Southwestern, that works well. "First and foremost, this project is about co-op-community partnerships. Without Troy, without the Troy, Maryville, St. Jacob and Marine regional chamber of commerce, and without Holiday Inn Express Troy this wouldn't have happened," Williams said. "Every member of the team helped to develop the site and promote the chargers."

But public chargers are also an asset in terms of education, Williams noted. Each time someone sees Southwestern's chargers or billboards, it sends a

message. "It's a reminder that more EVs are on the road—that they're a popular, practical means of getting around."

With EVs still in their infancy, education is key to driving early adoption. "It's our responsibility to let people know that EVs are a sound option. They're more economical, over

the life of the vehicle, than combustion engine vehicles. They outperform a lot of automobiles. They can go hundreds of miles without charging. And they're good for the environment," Williams said.

In October, Southwestern Electric will launch the residential segment of its EV program (see below).

"Each time you charge your EV at home, you'll be investing in infrastructure that provides safe, reliable power for your house, your business, and your cooperative community. You can pay at the pump and support petroleum companies," Williams said, "or you can pay at the plug and invest in your local electric cooperative, which invests in you."

A feature focusing on Southwestern Electric's residential EV program will appear in our September issue.

Our EV charging stations will provide economic and societal benefits for Troy and the region.

—Andrew Jones, vice president of business development and marketing, Southwestern Electric Cooperative

RESIDENTIAL EV PROGRAM SLATED FOR FALL LAUNCH

There's a new electric rate on the horizon—and you can help Southwestern set it. By this time next year, Southwestern Electric Cooperative will offer incentive rates for electric vehicle charging. For co-op members with EVs, that means no more rush-hour service station stops, no gas pumps, and no oil changes or exhaust—just a clean, quiet automobile charged at an economical rate from the comfort and convenience of home.

While EV charging boosts energy sales, it also places significant demands on a utility's infrastructure and power supply. "We can provide power more economically and efficiently if members charge their cars at times of low demand on our system," explained Julie Lowe, Southwestern Electric's energy manager. "Our EV incentive rates will reward owners who charge on off-peak hours. Members who charge during peak hours will pay more."

Beginning October 1, Southwestern Electric will give Level 2 ChargePoint home charging stations to the first 10 members who sign on to share their charging information with the cooperative. Data from members enrolled in the EV Pilot Program will help the co-op's EV team determine prime charging hours and develop EV charging incentive rates.

Until the incentive rates are in place, EVs will charge at a member's existing electric rate. "For example, if you're on our Residential Rate like most members, your EV will charge on that rate until the incentive rates are in place, which will be sometime next year," Lowe explained. "If we can collect the data we need in late 2020 and early 2021, your EV will charge on an incentive rate in spring of next year."

As Lowe researched charging networks and home hardware, the name ChargePoint Energy repeatedly came to the fore. Headquartered in Campbell, Calif., ChargePoint is one of the nation's premier electric vehicle charging infrastructure companies, with

the largest and most open EV charging network in the world.

Globally, ChargePoint offers 110,000 places to charge and plans to add 2.4 million more in the next five years. To date, EV drivers have plugged into ChargePoint stations 75 million times, driving more than 2 billion miles on the ChargePoint network.

"From our standpoint, ChargePoint has the best product in terms of resilience, support, charging data and app capability," Lowe said. "There's a lot of information available to the member. You can see usage patterns in terms of when you charge, how much power you use each time you plug in, and what percentage of your electric bill is coming from charging your EV."

Members who sign on for the EV Pilot Program will collect their charger at Southwestern's Greenville office.

Some members may prefer a charger made by a company other than ChargePoint, Lowe noted. In addition to the 10 ChargePoint chargers Southwestern is giving pilot program participants, beginning October 1, the first 50 members who install new Level 2 chargers of any brand are eligible for a \$200 rebate.

You can read more about the co-op's residential EV program in the September issue of *The Southwestern*.





A bee rings
in spring by
pollinating
March blooms
in Altamont.

THE FINAL FRAME

