

THE *Southwestern*

A SOUTHWESTERN ELECTRIC COOPERATIVE MEMBER MAGAZINE

APRIL 2020 • VOLUME 72 • ISSUE 4

Co-op Joins Effort to Curb Coronavirus

Implements Remote Work Plan

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& LATE FEES
SUSPENDED**

**ELECTION
INFORMATION**

SAFE DIGGING

**FAMILY
PUZZLE PAGES**

TOOLS, TRAINING &
TECHNOLOGY EQUIP
EMPLOYEES TO PROVIDE
EXCEPTIONAL SERVICE
FROM THE FIELD

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18 Health & Safety

You're practicing CDC recommendations for curbing the spread of the coronavirus,

so we'll switch gears. April is National Safe Digging Month. Be smart and safe by following these steps to safety before every digging project, large or small.

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This month we share your responses regarding a Highland historical figure and challenge you to identify a local landmark.

22 Co-op Kitchen

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24 Family Pages

Running low on activities that don't involve a screen? Try our family puzzle pages.

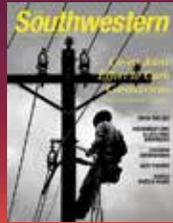
27 Final Frame

Resilience blossoms.

On Account: We've hidden a member-account number in this issue (mailing label excluded). If the account number belongs to you, contact us within 30 days and we'll take \$25 off your electric bill. Good luck!

ON THE COVER

Lineman Tyler Meseke makes infrastructure improvements outside St. Peter in Fayette County. Tools, training and technology equip Southwestern employees to operate safely and efficiently in the field. In March, the co-op reviewed CDC hygiene and habit recommendations with its workforce. You can read about Southwestern's response to the coronavirus on pages 4 and 5. For the latest information, go to sweci.com.



CO-OP REMINDERS

To help curb the spread of coronavirus, we've temporarily closed our offices. For updates, visit us at sweci.com.

April 13

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.

Distance Learning

Phrases like *abundance of caution*, *social distancing* and *shelter in place* didn't mean much before March. Now they're part of our daily dialogue and preamble to executive orders.
Strange days.

We closed our lobbies March 16. A week later we closed our offices. Which isn't to say we're idle. As the need to dig a firebreak became evident, our team planned, prepared and tested tools and procedures to ready our remote workforce.

Today our employees are answering your calls and helping you solve problems from locations throughout our service area. Our line crews are responding to outages, making repairs and performing essential operations in each of our 11 counties. As Southwestern CEO Bobby Williams notes in his column, we're here for you, as always—we're just seated a little further apart than usual.

You'll see changes in this issue that reflect CDC recommendations, government proclamations, and life. We've replaced our Current Events with puzzles you can do with your kids while they're home. In place of Out & About, we're spotlighting the SWEC IL app. Many of you do business in person. Presently that isn't an option. The app is an easy-to-use alternative. You can read about it on page 8. If you're not into apps, you can manage your account online, or we'll be happy to help you by phone.

We've shared more about Southwestern's coronavirus response in our News & Notes on page 4, and in Bobby's column on page 5.

Right, then. I still need to pack my kit and lock up. On the way out, let me leave you with this: Even at a distance, we're a community. We may not be shaking hands on the square, sharing tables at school, or breaking bread on a park bench—but in spirit we can still congregate.

Build a social media page for your neighborhood and ask everyone to sound off at the end of the day. Schedule virtual tabletop sessions with your gaming group. Teleconference your book club. Use Microsoft or Adobe to keep your class or work crew connected. Create neighborhood hashtags on Instagram and share shots from your day. Grab dish towels and set up a semaphore chain.

Point being, we don't have to be in the same room to share space. We just need a common interest. And if the single tie that binds is compassion for the people around us, that's more than enough to bring us together while we're apart.

So follow CDC recommendations. Keep your distance. But don't let distance define you. Let it bring you closer as a community.

Be safe out there and keep in touch.

Joe Richardson, editor
joe.richardson@sweci.com

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Southwestern Electric Cooperative reserves the right to re-print member comments and correspondence in its cooperative educational and promotional materials.

The Southwestern (USPS 612-500) is published monthly by Southwestern Electric Cooperative, Inc. Periodical postage paid at Greenville, IL. Subscriptions cost \$8.85 per year. Comments or questions regarding material in this publication may be mailed to Joe Richardson, editor of *The Southwestern*, c/o Southwestern Electric Cooperative, Inc., 525 US Route 40, Greenville, IL 62246, or e-mailed to joe.richardson@sweci.com.

Postmaster: Send address corrections to *The Southwestern*, 525 U.S. Route 40, Greenville, IL 62246.

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Coronavirus Response

Offices Closed: Co-op Implements Remote Work Plan

Out of an abundance of caution, in order to protect the health and well-being of members and employees, on March 23 Southwestern Electric closed its offices and implemented its remote work plan.

“The transition from on-site to remote operations should be invisible to you,” said CEO Bobby Williams. “Our training and technology ensure we’ll continue to provide safe, reliable service to your home or business.”

During this time, members may manage their account, report outages and make payments using Southwestern Electric’s online payment portal, by using the SWEC IL app, or by calling the cooperative at (800) 637-8667.

For updates visit www.sweci.com.

Disconnections And Late Fees Suspended Through May 1

Southwestern Electric is taking steps to help members who’ve lost income due to the COVID-19 pandemic. The co-op is suspending service disconnections and waiving late payment fees through May 1. The policy applies to both residential and commercial members.

“A number of our members struggle to make ends meet from one month to the next,” noted Southwestern CEO Bobby Williams. “The coming weeks may be particularly difficult for them. We want all of our members to know they’ll have service in the days to come.”

Southwestern will revisit its position on disconnections and late fees in April. For the latest information go to www.sweci.com.

We’ve always worked outside the office.

Our crews are in the field daily, performing essential operations in 11 counties.

Right now our office staff is working remotely as well, taking calls, answering questions, helping you solve problems, just as we always do.

Every day of the year, every step of the way, come what may,
we’re here for you.



Call (800) 637-8667 or visit sweci.com.



From the CEO

We often refer to the members of Southwestern Electric Cooperative as family. We look out for family.

More often than not, that means restoring power promptly after a storm or answering a question about your power bill. Last month, putting family first meant closing our doors for a while.

Out of an abundance of caution, in order to protect the health and well-being of our members and employees, on March 23 we closed our offices and implemented our remote work plan. We're monitoring conditions daily and we'll post updates periodically at sweci.com to let you know how we're proceeding.

In preparation for our time out of the office, we confirmed we have current contact information for every employee, so we can call them should an emergency arise, check on them if they're home ill, and see that their needs are met.

We also reviewed our obligations to you. As a utility, we provide a vital service. Even in times of crisis—*particularly* in times of crisis—we never lose sight of that. We're here to provide you with safe, reliable power. To ensure we fulfill that mission, we've adopted and tailored service continuity strategies shared by our industry partners, including national trade, security and regulatory associations.

The transition from on-site to remote operations should be invisible to you. We're the same people using the same tools, with the same work ethic and unwavering commitment to service.

We're just seated a little further apart than usual.

During this time, we encourage you to manage your account, report outages and make payments using our online payment portal, by using the SWEC IL app, or by calling us at (800) 637-8667.

We're a cooperative.

We're family.

In this situation as in any other, we'll look out for each other.

That's what families do.

If you have questions or comments about Southwestern Electric, please email me at bobby.williams@sweci.com. I always appreciate hearing from you.

Bobby Williams, CEO

bobby.williams@sweci.com

Co-op Offers New Rebates for High Efficiency Heat Pumps, Electric Water Heaters, Smart Thermostats

Southwestern Electric offers rebates on the replacement or new installation of air source heat pumps, geothermal systems, electric water heaters and smart thermostats.

Rebates will be awarded on a first come, first served basis until program funding for the 2020 calendar year is exhausted.

All rebates will be applied as a bill credit upon receiving your completed rebate application and proof of purchase. Rebate forms are available on our website at sweci.com. You can email your completed application and proof of purchase to julie.lowe@sweci.com, or mail it to: Julie Lowe, 525 US Route 40, Greenville, IL 62246. You're also welcome to leave your materials in one of our office drop boxes.



**Have questions?
Call Julie Lowe at (800) 637-8667 or email her at julie.lowe@sweci.com.**

Board Candidate Nominations

Filing Deadline: May 28

As a not-for-profit cooperative, Southwestern Electric is both owned and governed by its members—the consumers who receive their electricity from the co-op. A board of directors, consisting of nine members democratically elected by their peers, is responsible for overseeing the general direction and financial stability of the organization.

The cooperative's service territory is divided into three voting districts. Three of the nine board seats—one per voting district—open for election each year. District I encompasses the co-op's territory in Macoupin, Madison and St. Clair Counties; District II includes Bond, Clinton and Montgomery Counties; and District III covers Clay, Effingham, Fayette, Marion and Shelby Counties. The three directors whose terms expire in 2020 are Richard Gusewelle in District I, Sandy Nevinger in District II, and Annette Hartlieb in District III.

Potential board candidates are advised to begin their preparations for the 2020 election soon. The names, addresses, and telephone numbers of the 2020 Nominations Committee will be published in the May issue of *The Southwestern*.

Any Southwestern Electric member interested in running for a seat on the board, or who would like to submit another member's name for consideration, must notify a Nominations Committee member from the appropriate district prior to 4:30 p.m. on Thursday, May 28.

If the nomination deadline is missed, members may also file for candidacy

Any Southwestern Electric member interested in running for a seat on the board, or who would like to submit another member's name for consideration, must notify a Nominations Committee member from the appropriate district prior to 4:30 p.m. on Thursday, May 28.

by petition. Such a petition, bearing the names, addresses and signatures of at least 15 Southwestern Electric Cooperative members, must be filed at the co-op's headquarters by Monday, June 29. Any candidate who doesn't file by June 29, 2020 will not be eligible to run for election until 2021.

All members 18 years of age or older and in good financial standing with the co-op are eligible to serve on the board of directors, so long as they meet the qualifications set forth in Section 5(B) of the bylaws. The relevant sections of the cooperative's bylaws are reprinted on the next page for your reference.

The results of the 2020 board election will be announced at Southwestern Electric's 82nd Annual Meeting of Members, which will take place on Saturday, September 12. Each director will be elected to serve a three-year term beginning on September 12 and ending on the date of the 2023 Annual Meeting.

Questions about board service and the election process should be directed to Susan File, Southwestern Electric Cooperative's vice president of member services. She may be reached by telephone at (800) 637-8667, or by e-mail at susan.file@sweci.com.

SOUTHWESTERN ELECTRIC 2020

Verify your voting eligibility today. In a joint membership, either person who signed the membership application may vote. With an individual membership, voting rights are granted solely to the person who signed the application.

Names of Nominations Committee members appear in the May issue of *The Southwestern*.

Board candidates should express their interest in running for a seat on the board by contacting a Nominations Committee member from the appropriate district by 4:30 p.m., Thursday, May 28.

Board candidates who missed the nomination deadline may file for candidacy by petition. The petition for candidacy, with required signatures and residency information, must be filed by June 29.

Candidates for the Board of Directors: Qualification & Nomination Guidelines

Section 5 (B): Qualifications

To be eligible to become or remain a Director of the Cooperative, such person:

1. Shall not be a Close Relative of an incumbent Director;
2. Shall not be an employee or agent of the Cooperative;
3. Shall not be, directly or indirectly, employed by or financially interested in a competing enterprise, business selling electric energy or supplies to the Cooperative, or a business primarily engaged in selling electrical or plumbing appliances, fixtures or supplies to, among others, the Members of the Cooperative;
4. Shall not be, directly or indirectly, interested in any contract, permit, franchise or other similar agreement or authorization to which the Cooperative is or may be a party;
5. Shall be a Member in good standing with the Cooperative and receiving energy or service from the Cooperative at his primary place of abode;
6. Shall be a Natural Person;
7. Shall be at least eighteen (18) years of age; provided, however, that a duly elected officer or duly appointed agent of any Member which is not a Natural Person shall be exempt from the qualifications stated in Section 5(B)(6) and Section 5(B)(7) if such Member is in good standing with the Cooperative and receiving energy or service from the Cooperative.

Section 4 (D): Election of Directors

At each annual meeting of the Members of the Cooperative, Directors shall be elected by secret written ballot cast (except as otherwise provided in this section) by the Members present at such annual meeting and qualified to vote under the terms and conditions of the Bylaws. Such election shall be conducted as follows:

1. Appointment of Nominations Committee: The Board of Directors shall appoint, not less than one hundred fifteen (115) nor more than one hundred forty-five (145) days prior to the date of the annual meeting of the Members of the Cooperative, a Nominations Committee which shall consist of nine (9) Natural Persons, three

from each Directorate District. Members of the Nominations Committee shall not be employees, agents, officers, or Directors of the Cooperative, shall not be known candidates for Director, and shall not be Close Relatives of employees, agents, officers, Directors of the Cooperative, or known candidates for Director.

2. Candidates Nominated by Nominations Committee: On or before eighty-five (85) days prior to the annual meeting of the Members of the Cooperative, the Nominations Committee shall:
 - a. Nominate as many Natural Persons who meet the qualifications stated in Section 5B of these Bylaws as the Nominating Committee deems desirable to be candidates for election to the Board of Directors; and,
 - b. Post a list of the names of such Natural Persons so nominated by the Nominations Committee at the principal place of business of the Cooperative.

3. Candidates Nominated by Petition: In addition to those candidates named by the Nominations Committee, any fifteen (15) or more Members of the Cooperative may nominate such other Natural Persons as candidates for election to the Board of Directors by filing with the Secretary of the Cooperative not less than seventy-five (75) days prior to the annual meeting of the Members of the Cooperative a written petition bearing the signatures, names and addresses of at least fifteen Members of the Cooperative nominating such other Natural Persons as candidates for election to the Board of Directors and listing the candidate's name, address, age, and telephone number. The Secretary of the Cooperative shall post such petition at the principal places of business of the Cooperative where the list of nominations made by the Nominations Committee was posted.

4. Notice to Members of Nomination of Candidates: The Secretary of the Cooperative shall mail or cause to be mailed to the Members notice of the annual meeting of the Members of the Cooperative at least fifteen (15) days but not more than sixty (60) days before the date of said annual meeting a statement of the names, addresses, ages, and telephone numbers of all candidates nominated for election to the Board of Directors. Such statement shall identify the Directorate District to which such candidate may be elected, and such statement shall identify which candidates were nominated by the Nominations Committee and which candidates were nominated by petition filed by Members of the Cooperative.

VOTING AND ELECTION OUTLINE

Members may vote absentee at the cooperative's headquarters (525 US Route 40, Greenville) Monday-Friday, 8 a.m. - 4:30 p.m., August 28 - September 11.

Members may vote for board candidates during the co-op's annual meeting, Saturday, September 12, 7 a.m. - 10 a.m., at Greenville Junior High School in Greenville, or at the co-op's facilities in St. Jacob and St. Elmo.

Members elected to the board begin serving a three-year term September 12, 2020. Their term ends on the date of the 2023 annual meeting.

Election results are published in the October issue of *The Southwestern*. A summary of the annual meeting appears in the November issue.

Swipe & Type

Report your outage in seconds with the SWEC IL app

Use your smartphone or tablet to report an outage with the SWEC IL app. SWEC IL is available for both Apple® and Android™ devices. It's a free download from the App Store® and on Google Play™. You can add SWEC IL to your smartphone or tablet as you would any other app.



1

Download the app

Download the app free on Google Play™ or from the App Store®. Enter your account number and password.

Don't have a password?

Create one using the My Account tab at sweci.com or call us at (800) 637-8667.

More Than One Account?

If you have more than one account, the app will present each of your accounts on the Account List screen. When you need to report an outage, swipe left across the account that's without power. If more than one account is affected, repeat the process for each account.

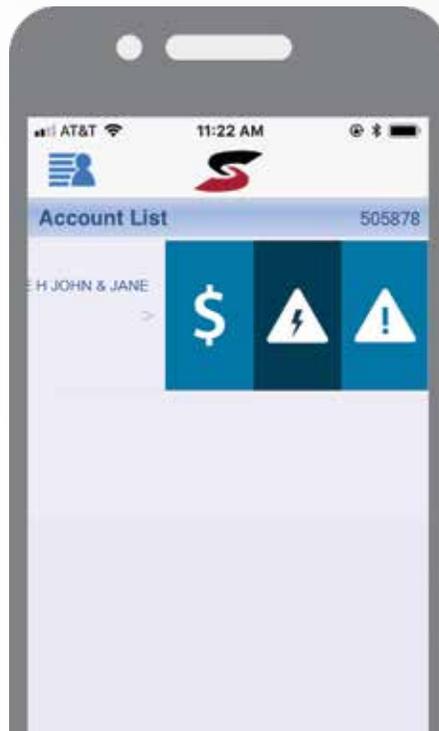


2

Swipe

Swipe your account info

Swiping left across your account information will reveal three icons.



3

Tap

Tap the center icon

Tapping the center icon (the lightning bolt in a triangle) will take you to the outage reporting screen.



4

Type

Tap *Report an Outage*

Make sure the *Confirm Power Out* slider is activated. This is essential—it's how the app identifies your message as an outage report. Then tap *Report an Outage*. And that's it. The app will notify us that your account is without power.

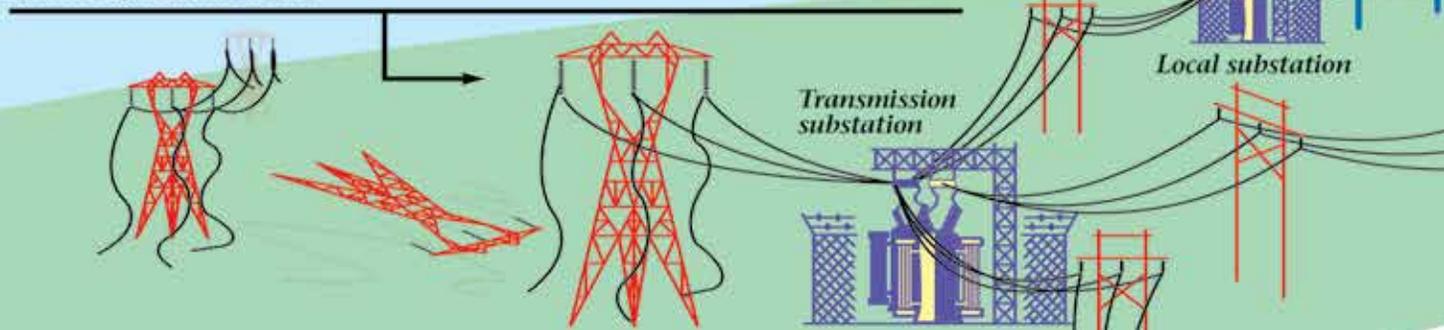
Only Tap *Report an Outage* When You're Ready to Report

When you tap *Report an Outage*, your notification instantly appears in our dispatch center. There's no prompt asking you to confirm your information, and no option to recall the message once you've sent it. The app makes outage reporting fast and easy—which is exactly what you're after when the lights are out.

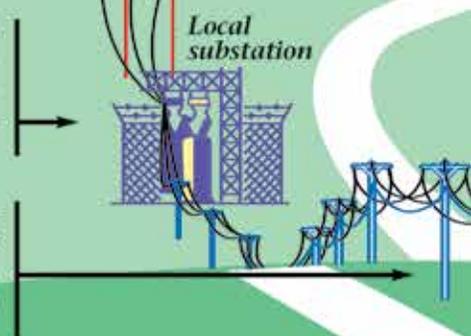
If you'd like our automated system to call you when power is restored, enter your phone number and activate the *Request for Callback* slider. You can send comments by typing them in the *Comments* area. You'll want to take care of those items before you hit the *Report an Outage* button. After you've successfully registered your outage, the app will indicate your account is without power.

The steps to restoring power

Step 1. Transmission towers and lines supply power to one or more transmission substations. These lines seldom fail, but they can be damaged by a hurricane or tornado. Tens of thousands of people could be served by one high-voltage transmission line, so if there is damage here it gets attention first.



Step 2. A co-op may have several local distribution substations, each serving thousands of consumers. When a major outage occurs, the local distribution substations are checked first. A problem here could be caused by failure in the transmission system supplying the substation. If the problem can be corrected at the substation level, power may be restored to a large number of people.



Step 3. Main distribution supply lines are checked next if the problem cannot be isolated at the substation. These supply lines carry electricity away from the substation to a group of consumers, such as a town or housing development. When power is restored at this stage, all consumers served by this supply line could see the lights come on, as long as there is no problem farther down the line.

Hurricanes and ice storms. Tornadoes and blizzards. Electric cooperative members have seen them all. And with such severe weather comes power outages. Restoring power after a major outage is a big job that involves much more than simply throwing a switch or removing a tree from a line.

The main goal is to restore power safely to the greatest number of members in the shortest time possible.

The major cause of outages is damage caused by fallen trees. That's why your electric cooperative has an ongoing right-of-way maintenance program.

This illustration explains how power typically is restored after a major disaster.

Area enlarged: Consumers themselves (not the co-op) are responsible for damage to the service installation on the building. Your co-op can't fix anything beyond this point. Call a licensed electrician.

Step 5. Sometimes, damage will occur on the service line between your house and the transformer on the nearby pole. This can explain why you have no power when your neighbor does. Your co-op needs to know you have an outage here, so a service crew can repair it.

Other co-ops

During a major outage, other cooperatives send line crews to assist with restoring power. These additional crews, as well as communications, equipment and supplies, are coordinated through the cooperatives' statewide organization.

Local substation

Report your outage to the cooperative office. Employees or response services use every available phone line to receive your outage reports. Remember that a major outage can affect thousands of other members. Your cooperative appreciates your patience.

Step 4. The final supply lines, called tap lines, carry power to the utility poles or underground transformers outside houses or other buildings. Line crews fix the remaining outages based on restoring service to the greatest number of consumers.

Co-op office

Individual households may receive special attention if loss of electricity affects life support systems or poses another immediate danger. If you or a family member depend on life support, call your cooperative before an emergency arises.

DANGER!
Stay clear of fallen lines

MEMBERS IN FOCUS

Photos allow us to capture and recall a moment. In pictures, we relive a laugh, a smile, a winter snow or summer sun.

Members In Focus is your invitation to share those saved moments with members of Southwestern Electric.

In these pages, you can open our eyes to the people and places that mean the most to you. This is your opportunity to introduce *Southwestern* readers to everything that makes your corner of the world an exceptional place to live, work and play.

Send us your shots of life in Southwestern Illinois. We'll publish some of our favorite photos from time to time in our Members In Focus section. Your subject needn't be on

Southwestern's lines. If you've taken a great photo, and you shot it on the Highland town square instead of the Brownstown back forty, send it. We'd love to see it.

Submission Guidelines

Please include your name, address, phone number or e-mail address, and a brief description of the photo. We'd like to know when and where it was taken, what we're seeing, and the names of any people in your shot. Digital images must be taken in high-resolution JPG or TIF format (300 DPI or greater)—and make sure the date/time stamp is turned off before you shoot.

Digital images may be sent as e-mail attachments or on a CD. Prints are also

welcome. Send photos by e-mail to joe.richardson@sweci.com or by mail to *The Southwestern*, 525 US Route 40, Greenville, IL 62246.

If you're sending prints, please make sure they're copies you don't mind parting with, as we won't be returning them.

Southwestern Electric Cooperative interprets all submissions as unconditional permission to use the photos provided. We also reserve the right to not use photos.

Finally, if you're submitting a shot, it needs to be *your* photo—shot by you. Questions? Contact Joe Richardson at joe.richardson@sweci.com or Mike Barns at mike.barns@sweci.com, or call (800) 637-8667.



Vickie Zanetti of Alhambra proves you needn't go far to find beauty. She made this photo last month from her porch, looking out across Madison County farm fields. "The storms went through leaving a blessed sunset behind them," she wrote. Like the moment she preserved, her message was perfect.



Joan Baker of Meadowbrook sent us this beautifully framed photo of Trumpeter Swans (above) gliding across Horseshoe Lake.

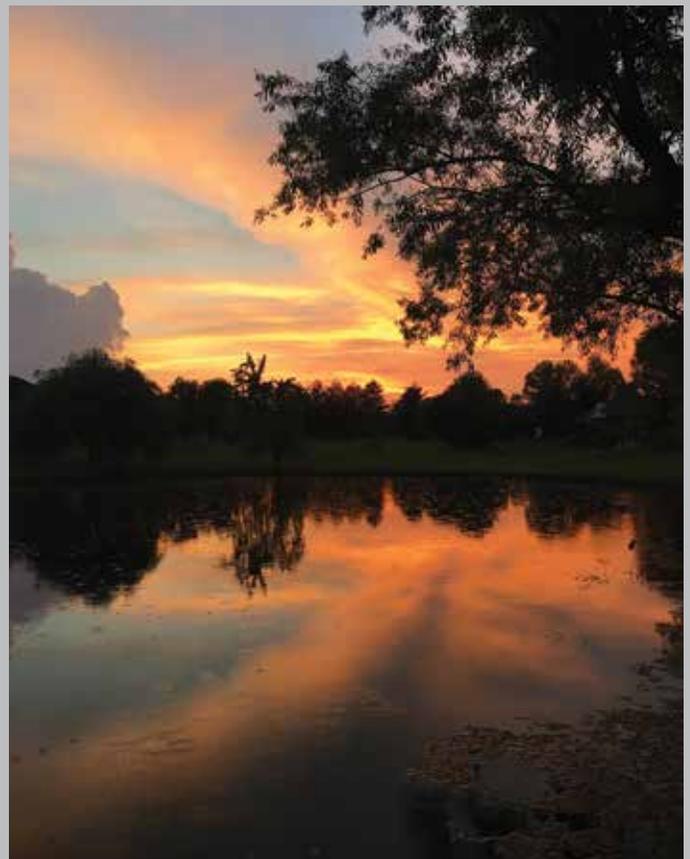


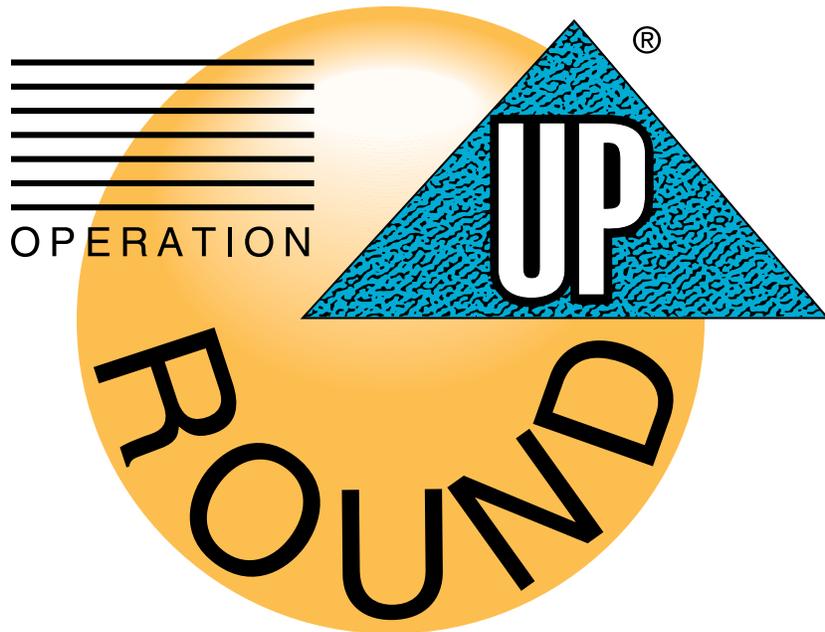
Diane Ridens marveled at the ember glow of a December morning (left) from her front yard in Worden. "It was a colorful, somewhat foggy morning that was so beautiful," she wrote. "I did my best to capture it."

Bill Malec shared this placid summer sky (below). He made the photo in his backyard at Witte Farm Estate in O'Fallon.



Donna Turley of Greenville shared this spectacular profile of an eagle scouting its next meal along the Great River Road.





Your Spare Change Can Make a **Big Difference** Through Operation Round Up

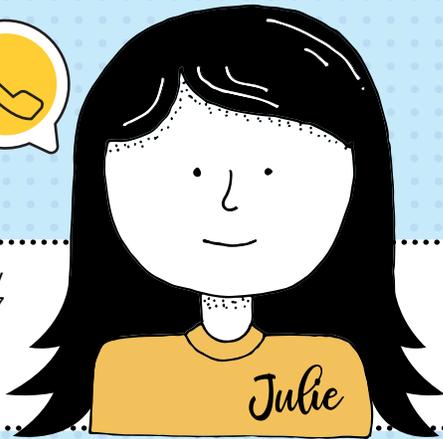
Neighbors helping neighbors. That's what a co-op is about. And that's the idea behind Operation Round Up (ORU), a charitable program governed, funded and supported by Southwestern Electric Cooperative members like you.

Here's how it works: After you sign up for ORU, Southwestern will round up the amount due on your monthly electric bills to the nearest dollar. Your donations are placed in the ORU account. Each quarter, an independent committee of Southwestern Electric members reviews ORU grant requests. ORU grants support various community projects across the co-op's service territory.

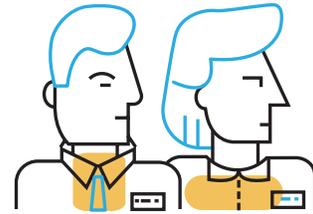
Since launching the program in 2005, **Southwestern Electric's Operation Round Up has assisted a wide variety of organizations**, including local food pantries, senior centers and fire departments.

Ready to get started? To join ORU today, just check the enrollment box on your electric bill or online, or contact Southwestern Electric Cooperative at (800) 637-8667. For more information about Operation Round Up, visit sweci.com.

Steps to Solar Commissioning



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



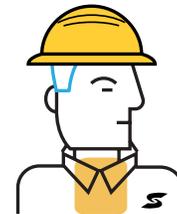
Contact your installer and insurance agent. Ask your installer for a one-line diagram. Request a certificate of insurance from your agent. They're welcome to send those documents to Julie Lowe at Southwestern Electric. Or if you'd like to review them, they can send them to you, and you can pass them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



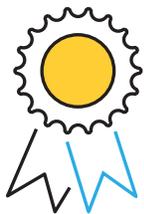
As your installation nears completion, call us. We'll discuss the commissioning timeline. You'll receive a \$500 invoice to cover the installation of your new dual register electric meter, a system inspection, and your array's interconnection to the grid.



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



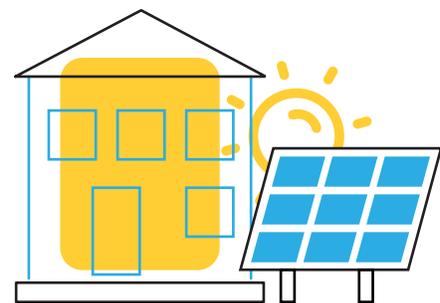
Our commissioning team will visit your site. An engineer will inspect your system to verify it meets our safety specifications. A team member will review a memorandum of understanding with you. You'll sign this document for our files. Note: If you won't be present for commissioning, please schedule a 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.

Sowing Seeds

THE MOST IMPORTANT ITEM IN YOUR TREE PLANTING TOOL KIT ISN'T A SHOVEL OR SEEDLING—IT'S A PLAN.

With spring in bloom, many of us are eyeing our lawns, lots and acreage, and giving serious consideration to landscaping projects that were nothing more than notions a few weeks ago. If tree planting made it to your landscaping list, take time now to prepare a plan.

A little research and forethought addressing canopy size and shape, growth rates, and your tree's position relative to overhead and underground utilities, can ensure you receive the maximum benefit from the seeds or saplings you sow. Here are 10 items you'll want to consider as

you build your planting plan.

Climate. The National Arbor Day Foundation offers a Hardiness Zone Map (<https://www.arborday.org/trees>) to help you select trees well suited to our area. Southwestern Electric Cooperative's service territory is located in Hardiness Zone 6. Visit the National Arbor Day Foundation's web site at ArborDay.org for a catalog of trees that typically thrive in our zone.

Height & Canopy. Will the tree crowd your home, outbuildings, utility lines or other trees when it's fully grown?

Ever Green? Is the tree deciduous or coniferous? Will it lose its leaves in the winter?

Thick & Thin. A columnar tree will grow in less space. Round and V-shaped species provide more shade.

Life Span. How long will it take your tree to reach maturity? Slow growing species typically live longer than faster growing trees.

Bearing Fruit. It's satisfying to pluck an apple or pear from a tree you planted yourself. But fruit trees attract insects and can make a mess of your yard. Weigh the pros and cons of contending with bugs and lawn maintenance before you plant.

Hot & Cold. You can use trees and shrubs to boost your home's overall energy efficiency. A properly designed landscape can help you maximize shade in the summer, channel cool summer breezes toward your home, take advantage of the sun's warmth in winter, and minimize the cooling effect of winter winds.

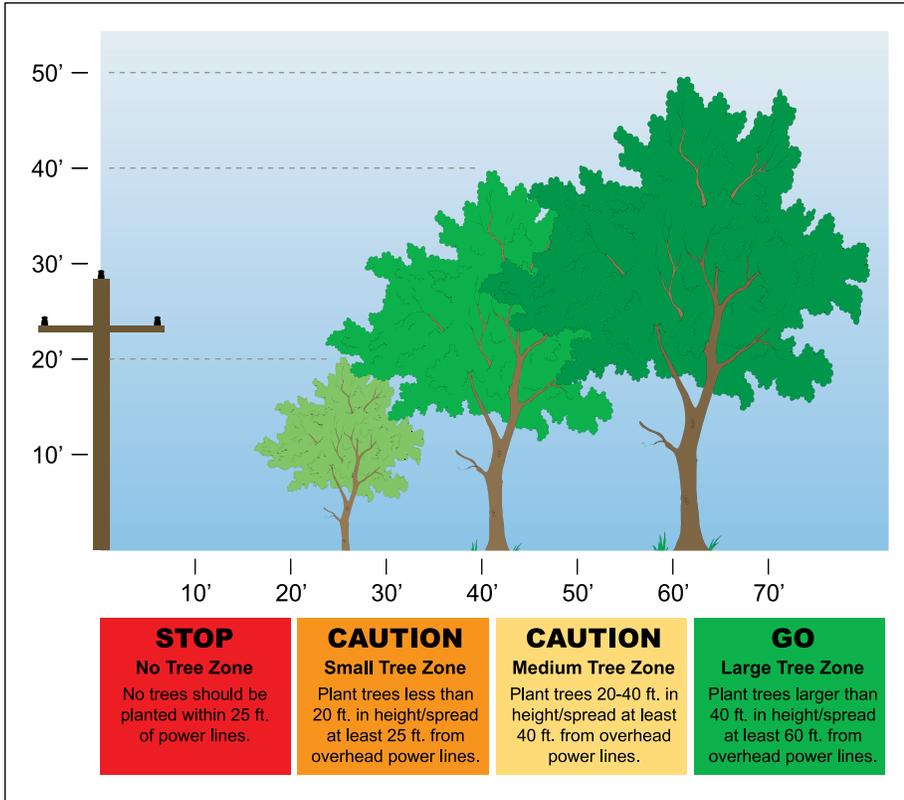
Underground... Before you dig, contact the Joint Utility Locating Information for Excavators (JULIE). JULIE will notify member utility companies. The utilities will mark their underground facilities so you can dig safely. The marking services are performed at no charge to you. To contact JULIE, call 8-1-1 or visit www.illinois1call.com. It's simple, it saves lives, and it's the law.

Six things you should know when planting a tree.

- 1. Call Before You Dig** - Several days before planting, call the national 811 hotline to have underground utilities located.
- 2. Handle with Care** - Always lift tree by the root ball. Keep roots moist until planting.
- 3. Digging a Proper Hole** - Dig 2 to 5 times wider than the diameter of the root ball with sloping sides to allow for proper root growth.
- 4. Planting Depth** - The trunk flare should sit slightly above ground level and the top-most roots should be buried 1 to 2 inches.
- 5. Filling the Hole** - Backfill with native soil unless it's all clay. Tamp in soil gently to fill large air spaces.
- 6. Mulch** - Allow 1 to 2 inch clearance between the trunk and the mulch. Mulch should be 2 to 3 inches deep.

5. For more tree-planting tips and information, visit arborday.org.

Source: **Arbor Day Foundation**
90075201



...And Overhead. As you plant, keep right of way maintenance in mind. Avoid planting trees under or near power lines. Keep shrubs, hedges and other plants away from utility poles as well (see our distance guidelines diagram).

Concerned you may be planting too close to our right of way?

Call us at (800) 637-8667. We'll be happy to talk with you and there's no charge for the consultation.

If you think you may be planting a tree too close to Southwestern Electric's right of way, please call us at (800) 637-8667. Cooperative operations and engineering personnel will ask you about the trees you have in mind, discuss the space you're working with, and offer suggestions.

The conversation will help us ensure reliability by protecting the integrity of the co-op's distribution system.

Co-op crews and contractors periodically clear rights of way and routinely trim trees using methods that protect power lines while preserving the health of trees. Right of way maintenance and tree trimming may change the shape of a tree. The best way to avoid clearance and maintenance is by planting in locations that aren't near the right of way.

Arbor Experts. Before you plant, talk to people who are familiar with the trends and conditions unique to your area. Your community's tree board, city forestry department, and representatives from your area's cooperative extension office can offer insight into local soil, moisture, disease, and pest issues.

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.



KNOW WHAT'S BELOW

Call Before You Dig

From where you're standing, your yard may look peaceful—but there's a lot going on underfoot. Most utilities—Southwestern Electric included—deliver services underground. To avoid personal injury and damage to underground lines, state law requires you to contact Joint Utility Locating Information for Excavators (JULIE), Inc., before any digging project, regardless of the project size or depth.

You can call JULIE at 8-1-1 or enter your locate request at illinois1call.com. Both the call and JULIE's services are free.

When homeowners inadvertently cut or damage lines during routine projects, the results can take a staggering toll in terms of costly delays, environmental or property damage, liability, personal injury and loss of life.

All digging projects—from relatively small tasks like planting a tree or shrub to more complex projects like installing a deck, fence or home addition—require a call.

Any number of utility lines may rest where you intend to dig. What appears to be the perfect place to plant a shrub or set a post may be home to water, electric, gas or sewer lines.

When you call 8-1-1, you'll speak with a JULIE call center agent. The agent records the location and description of your project site, and notifies affected member-utility owners and operators. The utilities send a professional locator (JULIE personnel

All digging projects—from relatively small tasks like planting a tree or shrub to more complex projects like installing a deck, fence or home addition—require a call.

do not perform locating or marking services) to mark the approximate location of their underground utility lines with small flags or paint.

JULIE's call center agents are available to receive and process requests 24 hours a day, seven days a week at either 8-1-1 or (800) 892-0123. Homeowners can also submit locate requests online via E-Request, a free, web-based program, at www.illinois1call.com.

Projects that require notifying JULIE include, but are not limited to, planting trees, bushes or shrubs; putting up a fence or tent; installing a swing set, a mail box post or water feature such as a pool, pond or fountain; building a deck; or preparing a new garden or landscape area.

For a free copy of JULIE's Homeowner's Guide with information about the one-call process, visit www.illinois1call.com.

On Account: If your account number is 45189001, call us within 30 days to receive a \$25 credit on an upcoming electric bill.



“If your project entails any type of digging, we ask you to consider if it can wait until the ‘shelter in place’ order is lifted.”

— Mark Frost, Executive Director of JULIE, Inc.

FOUR STEPS TO SAFETY

There are four important steps to every safe excavation project

1. Call JULIE at 811 before you dig.
2. Wait the required time for facilities to be marked (two business days).
3. Respect the marks.
4. Dig with care.



WHO • WHAT • WHERE

Some of our most challenging puzzles feature historical figures—but even then, you never miss a step. Dozens of you recognized the mystery figure in our March photo. Thank you for the wonderful responses. We thoroughly enjoyed reading your letters.

We hope this month’s challenge meets with equal enthusiasm. Do you recognize the monument on the opposite page? Where did we take the shot?

We look forward to hearing from you. Meanwhile, here’s what you had to say about our March photo.



Image from The Lewis Publishing Company, Centennial History of Madison County, Illinois, and Its People, 1812 to 1912, Volume II.

This morning as I was glancing through *The Southwestern* magazine, I ran across the portrait of Louis Latzer. When I started reading and ran across the Helvetia Milk company, I thought I knew who it was.

My father worked for Pet Milk in Greenville from 1960 through the mid 1990s. He worked his last couple years before retirement in St. Louis when it was bought out by Mallinckrodt.

I don’t usually know any of the pictures in this part of the magazine, but this one I knew right away.

Thanks for starting my day with a smile.

—Jane Griffin, Edwardsville

The photo in *The Southwestern* member magazine is of Mr. Latzer. The library that bears his name is the Latzer library located in the town of Highland.

I grew up hearing the story of Helvetia Milk Company (Helvetia is Latin for Switzerland). When Louis Latzer canned evaporated milk it became PET milk company, selling baby-sized cans of milk for five cents, back in the days, as the story is told. His homestead is south of Highland, with the area’s first running water and phone system in the house.

When PET company was 100 years old, my mother gave me a PET milk company recipe cookbook and I still use it today.

Many stories were told to me by my father, who lived on Mr. Latzer’s daughter’s farm. Her photo is also in that same library.

—Gena (Rutz) Daiber, Vandalia

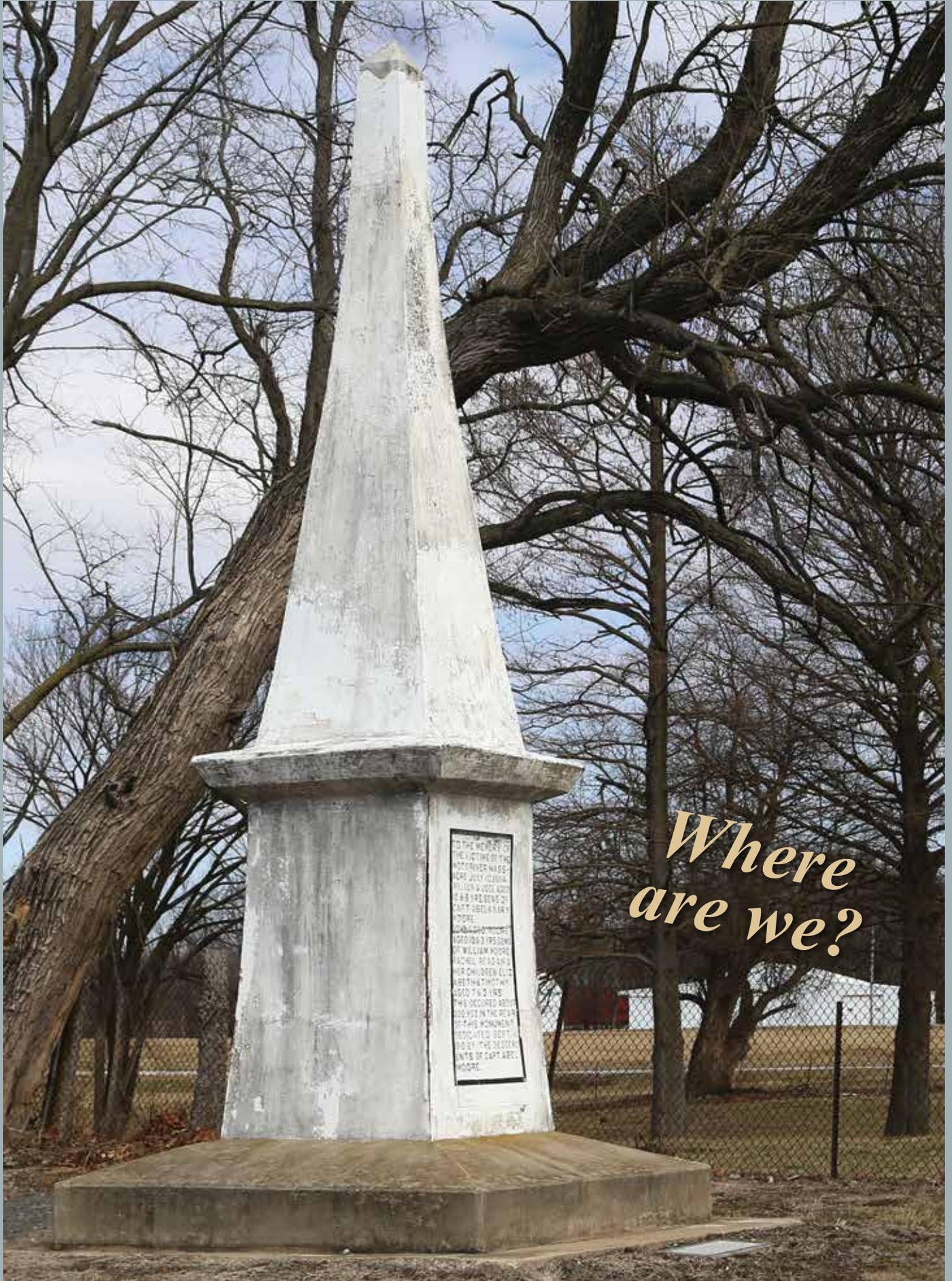
My guess is that the photograph is that of Louis Latzer. My father-in-law, James Wells, was a dairy farmer in the 30s and 40s and spoke of consulting with Mr. Latzer. He said that he was very knowledgeable about milk—preserving and processing the condensed milk, now known as PET milk. He welcomed dairymen like my father-in-law to talk about milk handling and safety. He was a great teacher.

—Dave and Dianne Wells, St. Jacob

I love your magazine and look forward to every issue. I am so impressed by the variety of noteworthy topics covered in each issue. This is my first time responding to your Photo Quiz.

Continued on page 26 ➤

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*.



*Where
are we?*

TO THE MEMORY OF
THE VICTIMS OF THE
MCDONNER MANS-
SLAUGHTER JULY 1864
WILLIAM WOOD AGENT
DAB THE SONS OF
CAPT ABELIANARY
MORE
DAB THE SONS OF
GEORGE J. PRESLEY
OF WILLIAM WOOD
NACHEL ROAD GATE
HIS CHILDREN ELLI
ABERTHINGTON
DOD 1863 1864
THIS OCCURRED ABOUT
1863 IN THE AREA OF
THE MONUMENT
LOCATED SEPT
BY THE SONS OF
CAPT ABELIANARY
MORE

6 DISHES FOR EASTER BRUNCH, -----

MAKE AHEAD BREAKFAST CASSEROLE

Ingredients

- 2½ cups seasoned croutons
- 1 pound roll of pork sausage
- 4 eggs
- 2¼ cups milk
- 1 can cream of mushroom soup
- one 10 ounce package frozen spinach thawed and squeezed dry
- one 4 ounce can mushrooms drained and chopped
- 1 cup shredded sharp cheddar cheese
- 1 cup shredded Monterey Jack cheese
- ¼ teaspoon dry mustard

Directions

1. Spread croutons on bottom of greased 9 x 13 inch baking dish.
2. Cook and drain sausage. Crumble over croutons.
3. Whisk eggs and milk in large bowl until blended.
4. Stir in soup, spinach, mushrooms, cheeses, and mustard.
5. Pour egg mixture over sausage and croutons.
6. Refrigerate overnight.
7. Bake at 325° for 50 - 55 minutes or until set and lightly brown on top.

CARROT-BRAN CUPCAKES

Cupcake Ingredients

- 1 cup flour
- ½ cup sugar
- ½ cup brown sugar firmly packed
- 1½ cups 100% bran cereal crushed
- ½ cup raisins
- ½ cup chopped nuts
- 2 teaspoons baking powder
- 2 teaspoons cinnamon
- ¼ teaspoon salt
- 1½ cups carrots shredded
- ½ cup oil
- 1 egg
- ¼ cup milk

Cupcake Directions

1. Combine first nine ingredients in large bowl, make well in center of mixture, and set aside.
2. Combine carrots, oil, egg, and milk. Add to dry mixture, stirring just until moist.
3. Line muffin pan with cupcake liners and spoon batter in about ¾ full.
4. Bake at 400° for 20 minutes, let cool, and frost with orange cream frosting.

Orange Cream Frosting Ingredients

- 3 ounces softened cream cheese
- ¾ cup powdered sugar sifted
- 1 teaspoon orange juice
- 1 teaspoon orange rind grated

Frosting Directions

1. Beat softened cream cheese well, gradually add sifted powdered sugar, and beat until high and fluffy.
2. Stir in orange juice and rinds.

HAM AND SWISS OMELET SQUARES

Ingredients

- 18 large eggs
- ¾ cup whole milk
- ½ teaspoon salt
- ¼ teaspoon pepper
- 1 package hash brown potatoes thawed
- 8 ounces cooked ham
- 10 ounces Swiss cheese shredded
- 3 ounces onions chopped

Directions

1. Beat together thoroughly eggs, milk, salt, and pepper.
2. Combine potatoes, ham cheese, and onion.
3. Spread potato mixture evenly in 9 x 13 inch baking dish.
4. Pour egg mixture evenly over potatoes.
5. Bake at 350° until golden brown and center is firm (about 30 - 45 minutes).

HASHBROWN CASSEROLE

Ingredients

- 2 bags shredded hashbrowns
- one 8 ounce container sour cream
- 1 can cream of mushroom soup
- 1 can cheddar cheese soup
- ½ cup butter softened

Directions

1. Place hashbrowns in bottom of crockpot.
2. Add remaining ingredients and mix together.
3. Cook on low for 6 - 8 hours.

This month's recipes are courtesy of 4-H House Alumni Association's *Nurture the Future @ 805 4-H House Anniversary Cookbook* (blueberry tart, carrot-bran cupcakes, and crepes florentine) and Bond County *Habitat for Humanity Cookbook* (ham and Swiss omelet squares, hashbrown casserole, and make ahead breakfast casserole).

CREPES FLORENTINE

Ingredients

- 10-12 crepes
- one 10 ounce package frozen chopped spinach
- 4 tablespoons butter
- 3 tablespoons flour
- 1 cup milk
- ½ teaspoon salt
- ⅛ teaspoon nutmeg
- ⅛ teaspoon pepper
- 1 cup shredded or diced Swiss cheese
- 1 teaspoon onion grated
- small amount of melted butter
- Parmesan cheese grated

Directions

1. Thaw, drain, and squeeze dry spinach. Set aside.
2. Melt butter in large saucepan, remove from heat, add flour, and stir until well mixed.
3. Add milk, return to heat and stir until smooth and thickened.
4. Add salt, nutmeg, pepper, cheese, onion, and spinach. Blend well and remove from heat when cheese is melted.
5. Place one or two tablespoons of mixture in center of each crepe.
6. Roll up crepes and place seam side down in greased 9 x 9 inch baking dish.
7. Brush crepes with melted butter, sprinkle with Parmesan cheese, and bake at 375° for 15 - 20 minutes or until heated through.

BLUEBERRY TART

Tart Ingredients

- 1½ cups flour
- ½ cup butter
- ⅛ cup sugar
- juice of half lemon
- 1 egg yolk

Filling Ingredients

- 1 pint fresh blueberries
- 2 eggs
- ½ cup cream
- ½ cup sugar

Directions

1. Process flour, butter, and sugar in food processor.
2. Add lemon juice and egg yolk until it forms a soft dough.
3. Pat dough into 10 or 11 inch tart pan with removable bottom.
4. Prick bottom of dough all over with a fork to prevent bubbles.
5. Bake at 450° for 12 minutes.
6. Let tart shell cool slightly and add blueberries.
7. For filling beat together eggs, cream, and sugar.
8. Pour filling over blueberries.
9. Bake at 425° for 20 minutes or until custard is set.



... LUNCH, OR DINNER

Farm Animal Puzzles

How well do you know the different names for farm animals?
Find the names in our Word Search and fill in the blanks.

1. An adult male pig: _ _ _ _
2. An adult female sheep: _ _ _ _
3. A baby goat: _ _ _ _
4. An adult male goose: _ _ _ _ _ _
5. A baby sheep: _ _ _ _
6. An adult female pig: _ _ _ _
7. A baby cow: _ _ _ _
8. An adult male chicken: _ _ _ _ _ _
9. An adult female horse: _ _ _ _
10. A baby goose: _ _ _ _ _ _
11. An adult male duck: _ _ _ _ _
12. An adult female goat: _ _ _ _ _
13. A baby horse: _ _ _ _
14. An adult female chicken: _ _ _ _
15. A baby duck: _ _ _ _ _ _



R	V	H	S	Q	E	X	W	E	S	C	R
L	E	J	Q	A	S	Z	W	F	R	O	L
Q	A	D	I	N	S	B	Q	T	O	X	A
F	L	T	N	M	Q	V	E	S	D	E	B
S	Z	A	A	A	W	W	T	D	U	K	R
Z	K	R	M	N	G	E	Z	I	C	A	L
D	E	S	W	B	R	U	F	K	K	R	G
G	N	I	L	S	O	G	B	Y	L	D	W
E	Z	R	N	R	C	O	K	V	I	R	Y
C	L	A	O	F	D	D	N	K	N	Z	Y
A	L	H	D	X	B	O	A	R	G	N	W
L	I	R	A	H	J	G	M	N	N	O	Y
F	F	E	A	B	C	O	P	A	S	T	Y
N	P	I	W	H	E	N	N	V	F	U	E
G	K	V	G	E	U	W	R	M	E	N	K

Source: Illinois Department of Agriculture

- | | | |
|----------|---------|---------|
| BOAR | FOAL | LAMB |
| CALF | GANDER | MARE |
| DRAKE | GOSLING | NANNY |
| DUCKLING | HEN | ROOSTER |
| EWE | KID | SOW |

Answers: 1. boar; 2. ewe; 3. kid; 4. gander; 5. lamb; 6. sow; 7. calf; 8. rooster; 9. mare; 10. gosling; 11. drake; 12. nanny; 13. foal; 14. hen; 15. duckling

Man and the Moon

It's fun to invent stories. Some of the most imaginative tales we tell are about lights in the night sky, and our nearest neighbor, the moon.

Since ancient times, people have been fascinated by the moon. It's influenced art, science, geography and exploration. For a very long time, the moon helped us keep track of seasons.

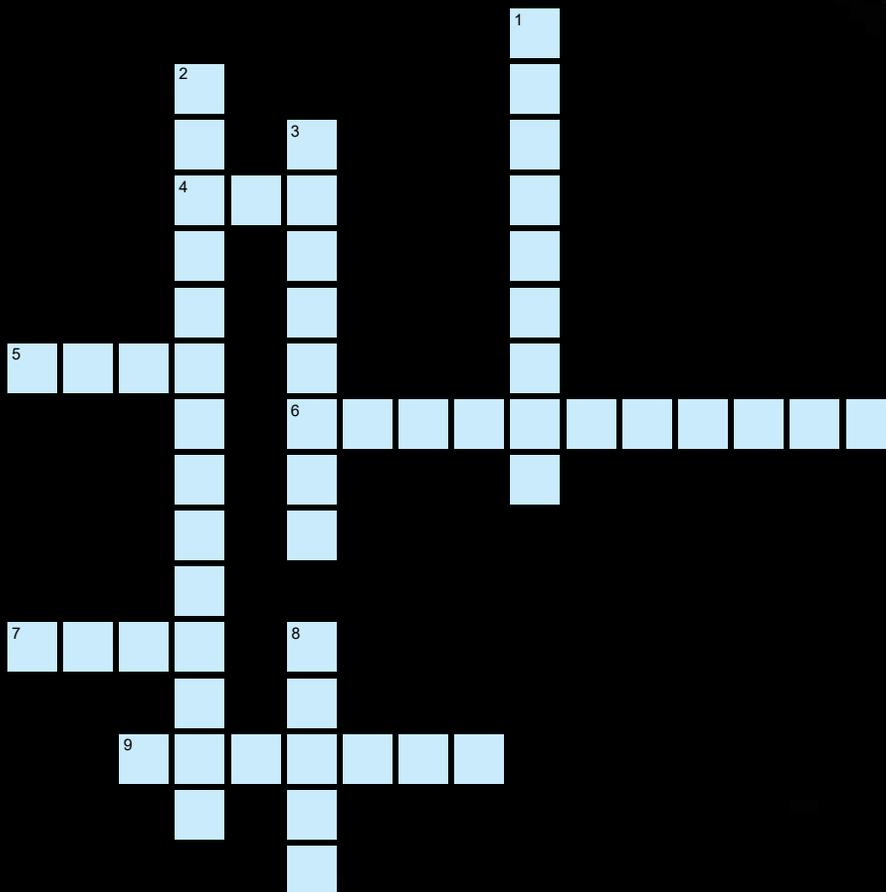
Even today, the moon appears in books, movies and TV shows. You probably know more about the moon than you think. Let's find out. You can test your knowledge in our crossword puzzle. And the next time you're outside at night, look up at the sky. Invent a story. Maybe you can use words from our crossword puzzle.

Some of the best tales are yet to be told.

One of them may be yours.



NASA photo



CLUES

Across

- 4. This jumped over the moon, according to a nursery rhyme
- 5. Once in a _____ moon
- 6. What the moon is made of, according to an old saying
- 7. One of the best-selling music albums of all time, _____ Side of the Moon (ask your parents)
- 9. Popular treat shaped like a hockey puck.

Down

- 1. Neil, the first man to set foot on the moon
- 2. Was known for his dance move, the Moonwalk
- 3. Popular vampire novel/movie series that includes "New Moon"
- 8. "Blue Moon," "Moon River," and "Moon Over Miami" are these

Answers: 1. Armstrong; 2. Michael Jackson; 3. Twilight; 4. Cow; 5. Blue; 6. Cheese; 7. Dark; 8. Songs; 9. Moonpuck

➤ *Continued from page 20*

The gentleman pictured is Louis Latzer, born in Highland in 1848 (child of immigrant parents from Austria and Switzerland).

He partnered with John Baptist Meyenberg to create the Helvetia Milk Company (mentioned in your article). His company went on to discover and perfect the process of condensing milk. This company went on to become the PET Milk Company. The amazing fact about this product was that it allowed for milk to be canned without refrigeration—and it was credited with helping sick infants.

Louis Latzer held many prominent social positions in his area. After his death, his children erected The Latzer Memorial Library (in Highland) in his honor in 1929. In 1977 his company deeded his farm to the Highland Historical Society (which is opened to the public).

Keep up the great quality and interesting topics in your magazine. I am a retired instructor and find the content outstanding.

—Michelle L. Simms, Troy

The subject of the March 2020 Who-What-Where contest is Louis Latzer. My daughter Lisa Evelsizer and her husband Christopher Wilson were married at the Latzer home south of Highland September 18, 2004. They currently reside in Troy, Ill.

—Darwin Evelsizer, Maryville

The person in the March *Southwestern* is Louis Latzer. He took over as the company president in 1887. He solved the problem with milk spoilage by inventing canned evaporated milk. That was a great idea at the time due to the lack of refrigeration. A street in Greenville that runs south of the former Pet Milk factory is named after him.

—Jeff Reymond, Greenville

This is Highland's famed Louis Latzer, who was born just outside of Highland, Ill., in 1848 and passed in 1924. The Louis Latzer Public Library in Highland is named after him.

There is an open-to-the-public museum in his honor at his homestead just outside of Highland, which was donated to the Highland Historical Society in 1977 by Pet Milk Company, and Homestead Days are held there annually.

Many people outside our area do not know that Pet Milk Company started in Highland, Illinois as Helvetia Milk Company, founded in 1885. Evaporated milk (canned milk), has 50 percent to 60 percent of the water removed.

My father told me there was no way to get milk overseas during World War II, however, their unit did receive welcomed rations of evaporated milk.

My grandmother made the most delicious desserts which included evaporated milk, and my mother told me that condensed was very helpful for sick infants.

John Baptist Meyenberg organized Helvetia Milk Company with Louis Latzer and other local farmers and businessmen, but after a spoilage incident, Meyenberg left in 1886 when his sterilization process was brought into question.

Dr. Werner Schmidt, a local physician proficient in chemistry, found the spoilage was due to bacteria and the sterilization process was resolved by obtaining uniform and uncontaminated milk, heating and maintaining proper temperature control, research into the chemical properties of milk and by allowing some of the air to stay in the cans.

—Anne Cicero, St. Jacob

The “Who am I?” puzzler in your March 2020 magazine unexpectedly took me back to the days of my youth growing up in northwestern Pennsylvania. My dad, an avid coffee drinker, would frequently open a can of PET evaporated milk and use it to sweeten his cup of java. Little did I know that I'd meet “The Father of Pet Milk” in the pages of your magazine.

The gentleman pictured is Louis Latzer (1848-1924) of Highland, Illinois. From 1887-1924 Latzer served as president of Helvetia Milk Condensing Company (now Pet, Incorporated)

originally headquartered there.

His leadership and innovative techniques revolutionized the process of milk production and preservation. His company perfected the process of condensing milk and their product became known worldwide.

In his memory, after his death in 1924, his children erected the Louis Latzer Memorial Library in Highland, which was dedicated in 1929.

In 1977, Pet, Inc., deeded Latzer's home and 40 acres of his farm to the Highland Historical Society. This became the Louis Latzer Homestead and is open to the public for tours and events.

—Bill Malec, O'Fallon

The photo is Louis Latzer, most famous for his canned condensed milk. His company later became Pet Milk. The Latzer library in Highland has always been a landmark.

—Marilyn Haegele, Alhambra

This is Louis Latzer, known as “the Father of Pet Milk.” His home is located right outside Highland, and tours are available by contacting the Highland Historical Society.

—Carl Loyet, Alhambra

I believe the picture in *The Southwestern* March issue is of Louis Latzer, who has the Highland library named after his family. The Latzer Homestead south of Highland is open to the public by appointment.

—Duane Haberer, Pocahontas

The subject of the March 2020 “Who am I?” challenge is Louis Latzer (1848-1924). Louis served as president (1887-1924) of Helvetia Milk Condensing Company (now Pet, Incorporated) in Highland, Ill., later relocated to St. Louis.

Thanks for another interesting and enjoyable challenge as always.

—Tim Bennett, Holiday Shores

I believe the gentleman pictured is Louis Latzer, also known as “The Father of PET Milk.”

—Mac McCormick, Holiday Shores



Nature weathers
a mean season
to bloom more
beautifully in the
days that follow.

THE FINAL FRAME



Southwestern
Electric Cooperative, Inc.
Your Touchstone Energy® Cooperative 

