

Dear Valued Member,

Recent calls to our offices indicate that GEC has not done an adequate job in communicating the recent rate restructuring implemented as a result of an extensive rate study. We apologize for any confusion and hope this letter offers some clarity.

Residential members' monthly service charge has been increased by \$5 per month, while the energy charge (price per kWh) was decreased for the first 1000 kWhs and is unchanged for usage above 1000 kWhs. In addition, all rate classes experienced a decrease in the fuel charge portion of their bill. This is due to a current stabilization in fuel prices, favorable freight price negotiations with the railroads, as well as the reduced demand for base load generation caused by the economic downturn. ***This means that most residential members will see little or no change in the amount of their bill, and may actually see a decrease depending on usage!***

So, WHY THE CHANGE IN STRUCTURE?

Glades Electric Cooperative, being a Not for Profit company, has the responsibility to provide electrical service to our members at as close to our cost as possible. This is challenging enough in a robust economy, and requires even more diligence in tough economic times. As businesses close their doors, and our friends and neighbors move away to find work, there is a diminished stream of revenue into the cooperative. Unfortunately, many of our costs, which are shared throughout the membership, continue to rise. Your cooperative has had to make difficult decisions and adjustments in the way we do business in an effort to cut costs without diminishing the level of service our members deserve and expect. Changes to our organizational chart, work schedules, equipment purchases, and community contribution levels have all been components of our aggressive effort to be good stewards of our members' assets.

For this reason, your cooperative commissioned an extensive rate study to assure our rates and rate classes adequately recover their fare share of the cost of service for their particular applications. In other words, do the rates for each class cover the cost of maintaining, upgrading, and servicing the account? Some classes, such as irrigation pumps, simply cost more to serve and maintain than others. Often

these pumps are spread over vast areas, requiring long runs of lines and poles and can take a lot of time and effort to access, maintain, repair, or even read the meter, all while using energy sporadically at best. In other words, these accounts cost the membership more to serve and maintain than they produce in revenue. The other rate classes, in a sense, have to supplement these pumps.

But the study also made it clear that a rate structure, in any class, which relies predominantly on kWh sales is insufficient to reliably and adequately cover the cost of service. There is simply too much fluctuation in this revenue stream to use as an accurate measuring tool for establishing budgets and carry out a consistent System Restoration plan.

For this reason, GEC made the decision to change the rate structure and place more emphasis on the monthly service charge, a consistent and predictable figure. This new structure may help members see a net reduction in their monthly bill, which certainly helps in these tough times, while providing your cooperative with the stability it needs to continue keeping the lights on!

GEC has worked long and hard to guide the organization through these trying times, and have held off on any price increases for as long as possible. Fortunately, the recent events in the fuel markets have provided an opportunity to restructure without creating additional hardship for our members.



Tommy Todd,
General Manager and CEO

Rest assured, Glades Electric Cooperative remains committed to providing the highest quality electric service at the lowest possible rates.

Best regards,

L.T. "Tommy" Todd
General Manger/CEO

Glades Electric

HONORED BY INVITATION TO LEAD

Glades Electric Cooperative is always honored to take an active role in the communities we serve. In fact, Concern for Community is one of the core principles by which a cooperative conducts business. Our employees can be found taking part in a variety of community organizations including school groups, church groups, and civic organizations.

But our participation stretches beyond these small, though vital, groups. Through the Business Development department, GEC is represented on the Economic Development Boards in Highlands, Okeechobee, Glades and Hendry Counties. These important organizations are tasked with helping to shape our communities into attractive places for companies to locate and set up shop. New companies mean jobs, which leads to higher incomes, home and merchandise sales, broader tax bases, more money for our schools, and increased level of services (police, EMS, fire, etc.).

Recently, the Highlands County Economic Development Commission elected Glades Electric's Business Development Manager, Paul McGehee, to lead them as Chairman. Paul will serve a two year term from October 2010 thru 2012. In addition to his responsibilities as Chairman, he has served on the Jobs for Highlands subcommittee which was responsible for promoting the referendum granting the Highlands County Board of County Commissioners the ability to grant temporary tax abatement incentives to new and/or expanding businesses to foster job creation. Prior to the passage of this referendum, Highlands was surrounded by counties able to offer tax abatement to attract new business and aid existing businesses with growth. Thanks to the strong efforts of the Highlands County EDC's public education campaign, which included public presentations at homeowners association meetings, Rotaries, Chambers of Commerce, City Councils, etc., the referendum was voted in by a wide margin. Highlands County can now compete on a level playing field.

Paul McGehee, Business Development Manager



"Now the real work begins," says McGehee. "The Highlands County BOCC has instructed the EDC to form a committee to structure the criteria matrix by which an organization can apply for the tax abatements." Wanting to see the project through, Paul will serve as the Chairman and BOCC liaison for this important committee.

"It's vital to see this project through to the end product", says Paul. "This is one of the most important issues that the EDC has been involved with since I joined the board, and I don't want to let down the other committee members and the citizens of our area who will benefit from this powerful economic development tool".

Concern for Community is more than just a catch phrase at Glades Electric. Our people take it to heart everyday with their participation in their various clubs and groups. And by taking a leadership role, we hope to show that we really are "Neighbors Working for Neighbors."



Enjoy an EverGREEN Holiday Season

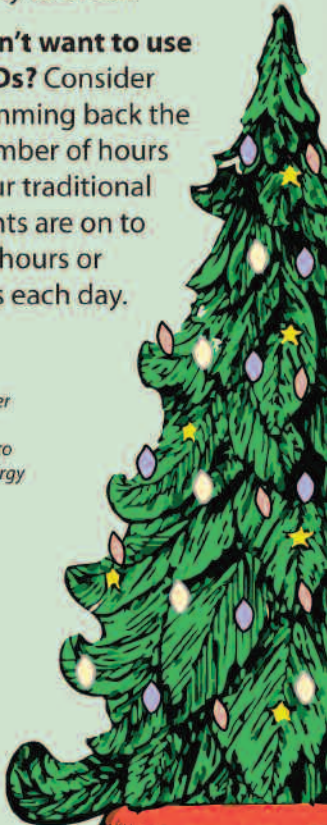
by John Bruce

Light up holiday savings with LEDs

Decorating with lights this holiday season? Consider light-emitting diodes (LEDs). They cost more initially but last twice as long as traditional lights, and you'll recover the difference in three to four years.

- **Efficient.** LEDs use between 1 kWh and 3 kWh of energy, compared to between 12 kWh and 105 kWh for traditional lights, saving \$11 every holiday season.
- **Durable.** LEDs last about 4,000 hours. They're also made of plastic and less likely to break.
- **Don't want to use LEDs?** Consider trimming back the number of hours your traditional lights are on to six hours or less each day.

Sources:
Consumer Reports,
Alliance to Save Energy



Get the most out of energy during the holidays

Holidays are a festive time of year, with gifts, fun decorations, family visits, and lots of laughter. But they can also ring in extra energy use for heating, decorative lights, and more. So what steps can you take to make sure the holidays don't leave a surprise "gift" on your next electric bill?

One of the most popular ways to save energy without dimming holiday cheer is switching to light-emitting diode (LED) holiday lights. These long-lasting and energy efficient lights have been used for years in vehicles to let you know when you're low on gas or need an oil change. Over the past few years, prices have dropped low enough to make these bulbs cost-effective for decorative use.

On the plus side, LEDs last longer than traditional incandescent lights. They run cool and colors don't fade over time. Best of all, they use about a tenth of the energy for the same amount of light.

The news isn't all cheery. Decorative LEDs cost much more than strands of typically lights—up to \$40 or more to outfit a tree, according to Consumer Reports, an independent product tester. But over time, the higher investment pays off. When Consumer Reports compared LEDs and incandescent holiday lights in 2007, they found LEDs use between 1 and 3 kWh of energy, compared to between 12 to 105 kWh for traditional lights. This translates into a savings of up to \$11 every year. Because LEDs are more durable, lasting more than 4,000 hours while incandescent bulbs burn out by the 2,000 hour mark, the initial investment pays dividends over the long haul.

Whether or not you fork out extra bucks to switch to LEDs, it's a good idea to turn

off your holiday lights before you go to bed. Consider installing timers to reduce the amount of time your holiday lights are on. Just 10 incandescent strands lit for 13 hours a day can easily add more than \$50 to an electric bill. Limit light displays to no more than six hours nightly.

Lights aren't the only holiday addition impacting your electric bill—family guests add to your costs, too. Because everyone wants to stay toasty during colder holiday months, heating usually accounts for the lion's share of cold-weather energy costs. Extra guests translate into extra water to heat for showers.

Make sure to set your thermostat as low as comfort permits. Each degree above 68 degrees adds 2 percent to 3 percent to the amount of energy needed to heat your home. Conversely, you'll save by lowering your thermostat (and leaving it there).

You can expect extra guests to strain your electric water heater—folks often take longer showers in colder weather, increasing water-heating costs. Before guests arrive consider installing a low-flow showerhead to reduce the amount of water used, and try to keep showers to six minutes or less.

Finally, in the average home, 75 percent of the electricity used to power electronic gifts and gadgets is used while the products are off. This phantom power use can be avoided by unplugging the items or using a power strip.

To learn more about ways to cut home energy use, visit www.TogetherWeSave.com.

CONTRACTOR LUNCHEONS PROVE A SUCCESS

Glades Electric Cooperative recently held two luncheons attended by building department officials, contractors, and electricians. The luncheons, held at the Beef O Brady's in Okeechobee and Sebring, are designed to present current electrical and safety code updates with regard to new construction in commercial and residential applications. What we have learned over the last five years of holding these luncheons, is they provide an added benefit of bolstering the positive working relationships among those in attendance.

John Eisinger, GEC's Engineering Services Manager, gave a presentation on correct meter heights, proper meter location and clearance concerns to aid contractors in the design and layout of any new construction projects. We urge contractors to involve GEC as early in their planning stage as possible to offset any delays in acquiring service and avoid any costly changes in design due to improper service locations, etc. Another topic covered was the net-metering interconnection agreement that GEC offers for member-owned renewable generation systems, such as solar photovoltaic systems. The agreement allows for banking of any excess energy produced. During the first billing cycle in January of each calendar year, any banked "KWH" from the previous year will be paid at GEC avoided cost. John instructed the contractors to notify GEC immediately of plans to install a Photovoltaic system so that we can insure correct metering is available. He also covered some of the connection requirements. There must be an AC disconnect located between the main panel (typically where the meter is located) and the DC inverter. The inverter and associated equipment must adhere to IEEE-1547 standards, UL-1741 standards, and the National Electric Code. Specifically the inverter shall be designed to prevent "islanding" during a loss of AC voltage from the GEC system. Currently net-metering is relegated to 100 KW systems and lower. Anything larger than that will be handled on a case by case basis.

The presentations are also given in an effort to introduce GEC staff to the officials, contractors and electricians. A who's who of GEC staff was in attendance from the power supply, engineering and business development departments. GEC Board Directors; Jack Coxe and Lee Henderson attended the Sebring luncheon and participated in the discussion. Both presentations were opened up for discussion and positive question and answer sessions ensued.

The Contractor Luncheons, now in their fifth year, have continued to develop into an informative but fun gathering between GEC employees and the local contractors we work

with on a weekly basis. The information presented and the positive discussion between all participants is focused on keeping each other safe, and making are respective jobs easier. Glades Electric Cooperative is proud of this year's turnout and we remain **"Neighbors working for Neighbors."**

Engineering Services Manager, John Eisinger delivers the presentation



Left to Right: Power Supply Manager, Jody Dotson; Board Directors, Lee Henderson and Jack Coxe; Business Development Manager, Paul McGehee



The question and answer session led to positive discussion



GEC Welcomes NEW SAFETY DIRECTOR!!

Meet Christy Timmons, Glades Electric Cooperatives new Director of Safety and Training. Christy has worked here at GEC as a member service representative in our Lake Placid office for the last year. Prior to coming to GEC, Christy worked for Progress Energy from 2007-2009 as an Operations Support Assistant for the Sebring and South East Orlando yards respectively. She was responsible for payroll time entry for the line crew including trouble men and R&D. Creating and following up on OH/UG primary/secondary service order repairs, replacements and street light repairs. She also participated actively in field work with the line crews and monthly safety inspections. Christy is on track to acquire an A.A. in Psychology from the University of Phoenix in January. She is a proud mother of three wonderful children ages 21, 19, and 6. She enjoys reading, cooking, gardening and spending time with family. Christy stated, "I look forward to the daily challenges and ever changing atmosphere in our safety culture. I am looking forward to learning the best new practices in safety and

introducing those practices into the already sound and stable safety environment Glades Electric has established through years of diligent efforts of everyone involved. We want to be proactive in focusing on safety in our everyday work life, keeping everyone safe and working injury free." We are excited to have found such a qualified and capable Director of Safety from within our GEC family!



Christy Timmons, Director of Safety and Training

NOTICE TO MEMBERS:

Help keep our employees safe by securing your dogs. We have many personnel out in the field and we want to do all we can to keep them from harm. We understand that your pet is just trying to protect its family, but we're the good guys and want to avoid the bites! Thank you for assisting your cooperative.



Energy Efficiency

Tip of the Month

If your home is more than 10 years old, it likely needs more insulation. How much depends on a variety of factors, most importantly where you live. For example, insulation for a home in the Northeast will have a higher R-value rating than a home in Southern California. Check out www.simplyinsulate.com to find out more.

Source: Alliance to Save Energy



Over 71% of our Members continue to participate in this very worthwhile program. Operation Round Up® assists people in our service area who have exhausted the normal avenues of financial assistance. Sign up today! And your electric bill will be rounded to the nearest dollar and placed into the Roundup fund for deserving individuals and organizations.

As of September 30th, 2010 your Charitable Trust Board of Directors has approved **\$629,741.37 in disbursements**. These funds have provided assistance with food, emergency lodging, disaster relief, and specific emergency needs for **418 individuals** and or families and **87 community organizations**. The Trust **does not** fund utility bills (electric, phone, water and gas) or budgets of organizations. Organizations who are involved in our service counties may apply for funding for a specific need or project. The Board of Directors meets monthly to review applications for funding. If you know of a needy individual who deserves some assistance and lives within our service area, please help them complete an application or encourage them to fill one out themselves. Applications can be picked up at each of our three offices: Moore Haven, Lake Placid and Okeechobee.

NOVEMBER REGULAR MEETING: NOVEMBER 17, 2010

The Charitable Trust Board of Directors:

Barbara Hughes.....District 1Moore Haven
 Beverly EavesDistrict 2Hendry County
 Jim HerringtonDistrict 3Ortona & Palmdale
 Doris EvansDistrict 4Lakeport
 Lewis Dixson.....District 5Venus & Hicoria

Lee AndrusDistrict 6Highlands Park
 Audrey Vickers.....District 7Lorida
 David Mc Cadam...District 8Lake Josephine
 Josephine Glenn.....District 9Okeechobee



CHURCH OF THE MONTH

**St. Joseph The Worker
Catholic Church**

Moore Haven, FL

Mass: Saturday 7 pm (Spanish)
 Sunday 8 am

THIS MONTH'S WINNERS OF THE \$25.00 CREDIT ARE...

Marie Sears #105698-01
 David Tobin #105485-01

Winners only: Just sign your name to this page mail it to FLM \$25.00 Credit
 Glades Electric Cooperative
 P. O. Box 519, Moore Haven, FL 33471.
 or give us a call at 1-800-226-4024

Co-op News

BOARD OF TRUSTEES

John "Jack" Coxe, President, District 8
Lake Josephine, (863) 655-3056

Shannon Hall, Vice-President, District 4
Lakeport & Brighton, (863) 946-3242

Wallace "Wally" Birge, Secretary/Treasurer,
District 5
Venus & Hicoria, (863) 465-6829

Donnie Lundy, Trustee, District 1
Moore Haven, (863) 946-0402

Barney Goodman, Trustee, District 2
Hendry County, (863) 983-7324

Lee Henderson, Trustee, District 6
Highlands Park, (863) 699-1859

James "Jim" Aul, Trustee, District 7
Lorida, (863) 655-2565

Russell Henderson, Trustee, District 3
Ortona & Palmdale, (863) 946-0865

Irene Lofton, Trustee, District 9
Okeechobee, (863) 467-1219

SENIOR STAFF

Tommy Todd	General Manager and CEO
Jeff Brewington	Chief Financial Officer
Paul McGehee	Business Development Manager
Jody Dotson	Power Supply Manager
Gwen Valentine	Executive Assistant
John Eisinger	Engineering Services Manager
Yvonne Bradley	Manager of Human Resources

MONTHLY MEETING

Glades Electric's Board normally meets the 4th Thursday of each month at 9:00 a.m. at the Co-op offices in Moore Haven, Lake Placid or Okeechobee. The November board meeting will be held on Monday, November 29, 2010 at 9:00 a.m. in the Moore Haven office. If the meeting date or location is changed, a notice will be posted in all co-op offices.

TELEPHONE NUMBERS TO CALL IN CASE OF POWER INTERRUPTION

1 (800) 226-4024	Moore Haven
1 (800) 226-4025	Lake Placid
1 (800) 226-4023	Okeechobee

GEC's telephones are answered 24 hours a day, 7 days a week, including weekends and holidays.

Please have your Location Number or Account Number handy when you call.

WHAT YOU SHOULD KNOW

GLADES
Electric Cooperative, Inc.

TUNE IN FOR HURRICANE INFORMATION

In the event of a major storm or hurricane causing widespread damage in the Glades Electric service area, GEC will provide the information you need. If there are hurricane-related outages in your area, tune in to the radio stations at the times below. GEC will provide updates twice a day for your area.



WWLL FM 105.7 6:20 a.m. & 4:30 p.m. Highlands County



WWOJ FM 99.1 6:20 a.m. & 4:30 p.m. Highlands County



WWTK AM 730 6:55 a.m. & 4:30 p.m. Highlands County



WOKC AM 1570
FM 100.9 7:15 a.m. & 5:30 p.m. Okeechobee



WAFC FM 100.5
AM 590 7:20 a.m. & 5:15 p.m. Clewiston



Glades Electric would like to wish you a

Happy Thanksgiving!

Our offices will be
closed November
25th and 26th

