

# MICHIGAN Country Lines

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# CHERRYLAND ELECTRIC COOPERATIVE

## Punched By A Storm

ON THE EVENING of July 17, the Cherryland Electric Cooperative (CEC) service area, spanning six counties and 2,800 miles of line, was hit with what one local weatherman called “the biggest wind storm in over 20 years.” The national weather service estimated wind speeds between 60 and 70 mph.

At Cherryland, we take pride in our reliability numbers and this storm simply punched us hard in the mouth. We did not go down, but our knees went weak as we discovered that over 16,000 members (one-half of our service area) were without power after the initial hit. We quickly shook off the blow, called in employees, and started to fight back. When the sun rose the next day, we were down to 9,000 without power and, yet another sunrise later, there were only 1,000 members to go. The final 200 or so were restored on July 20.

I cannot say enough about your CEC employees. The storm hit after-hours and every employee who was called responded very quickly. We have had smaller storms, some going through the night, but we had yet to go through a second and third night.

But with the July storm, we found out this for sure—we have a group of employees who can get it done no matter how big or long the battle will be. Smacked in the mouth, they came together and fought back as a team. It was special to be a small part of it. What made it even more so was the fact that nobody thought they were doing anything special at the time. It was simply “what we do.”

We also had great help from our neighbors—Traverse City Light & Power responded, as did a crew from Alger Delta Cooperative in Gladstone. Local contractors, CC Power and SKF Contracting, were instrumental in providing assistance to maintain an around-the-clock work force as much as was safely possible. This extra help allowed us to double our forces and greatly reduce restoration time. My grandfather always said that in bad times, you need good neighbors. I now know what he meant.

Most importantly, a great deal of thanks goes to members who were without power during this storm and the following days. We

did get a few complaints, but we received 10 times more calls, notes, in-person comments and e-mails of support and understanding. Members saw the damage outside their windows, understood what we were dealing with, and gave us support not often seen in today’s “what have you done for me lately?” world.

With that in mind, let’s look at the top three most-often-asked questions we get during an outage:

**When will my power be back on?** This is absolutely the toughest question. We often don’t know the full extent of the damage until crews begin working and even then additional broken poles and trees can be found that add time to the repairs. At other times, we can’t estimate when a crew will finish in one area so they can move to another.

If we had one crew and one outage, a completion time would be easy to calculate. However, when outages and crews are widespread, it’s nearly impossible.

**The line is down. Can I touch it?** Like a mother to a small child, “NO, NO, NO.” *It is never safe to grab a downed power line or even the tree it may be wrapped around.* All downed lines should be considered “live” until co-op personnel tell you otherwise. The line could be re-energized at any time, or your neighbor could be running a generator that is sending current through the line. Nothing bad happens if you stay away.

**A Cherryland truck just drove by, but I still don’t have power. Why?** In some cases, it is an employee who is patrolling the line and noting repair issues for the line crew coming behind. This allows us to prioritize restoration efforts. In other cases, in all honesty, construction crews may be passing you by to fix a larger outage. One of the toughest decisions we are forced to make is driving by a line with two or three homes out to get to a substation that serves a few thousand. The most efficient system in a large outage is to start at the substation, go down the main line, then to the extensions off of that before getting to individual outages.

The experience left me with a greater appreciation for those I work with and those we serve. So, the old saying about a silver lining in every cloud even applies to a punch in the mouth!



By Tony Anderson  
General Manager

# There's 'Hope' For Troubled Teens

An area boarding school brings disconnected families back together. **Nick Edson**

**A**UDREY IS NEW to the House of Hope. She is 15-years-old, been through her share of troubles, and now faces a crossroads in her young life.

"The teens that come to us are at a crisis stage in their lives," said Ellie Round, the president and founder of Traverse City's House of Hope, a Cherryland Electric Cooperative member. "Many times, that means their family is at a crisis stage, too."

While the House of Hope is a home for teenagers in crisis, the focus is always on the entire family.

"We want to heal relationships between parent and child through counseling, education, and most importantly, prayer," said Ellie.

As Audrey and her family face several steps on her road to healing, "the first step is often the biggest," said Ellie.

That means a family has to reach out for help.

"It can be a very difficult thing to do," said Craig O'Connor, Hope's director of development. "Audrey's parents were anxious about what their family and friends would think. But family and friends know how important this is, and they are very supportive."

House of Hope is both a boarding school and family restoration center.

Families reach out for a variety of reasons—everything from teenage rebellion to trouble with the law to physical and emotional turmoil.

"Our goal is to bring disconnected families back together," said Ellie. "We hope to offer these young people and their families healing and hope for a new life. We do that by having the teens stay here (where they receive both a high school education and counseling) and having their parents come for visits and attend counseling and parent support sessions two to three times a week."

House of Hope is staffed with a team of teachers, counselors, and caring,

committed staff members. The campus is located on a 40-acre farm featuring Hope Academy, the on-site school, and three resident homes. Outside, there is a volleyball court and sports field, a large vegetable garden, a barn that supports an automobile restoration project, and a growing wood shop.

Teens are taught about, and equipped with, "lost values." The boys and girls learn life skills, such as gardening, mechanics, sewing, canning, cleaning and cooking. They are reminded about the importance of faith in their lives.

"But this isn't just about the teens," said Craig. "This is about the entire family. Most of the time, both the teens and their family have to change their habits. It is not an easy thing to do."

Ellie said that hurting families come from all walks of life, and there are no stereotypes.

"Family problems can stem from rebellious teens to absentee parents to a toxic culture to marital breakdown to... well, you fill in the blank," she explains.

That's when House of Hope sees families coming to them seeking hope.

A teen's transition from home to House of Hope can be difficult at first.

"Many teens have no respect for authority," said Ellie. "Others have no respect for themselves. We teach them that love is spelled T-I-M-E. We take time to listen to their hearts, and we help their parents reorganize their priorities."

The staff at House of Hope uses a four-phase approach to help teens heal.

"The hardest phase is Family Phase, the third one," said Ellie. "Up to this point, the parents and their child have been working separately, on their own issues. Third Phase is when the teens and parents begin working together on family issues. This stage is very challenging, but also very healing."

"There are lots of success stories here," she said with a smile. "We had one girl who was with us for 15 months. She was depressed, suicidal and dropping out of school. When she left, she had earned her high school diploma with



a 3.6 GPA, and is now in college, holding down a solid job and living at home with her family."

"That kind of transformation doesn't happen overnight; it takes a lot of work, especially on the parents' end," said Ellie, who started the local House of Hope in 1999. House of Hope began taking girls a year later, and in 2004 opened their boys' program. House of Hope can host 24 boys and girls, and is modeled after the National House of Hope in Orlando.

Because of its Christian focus, House of Hope receives no government support and is privately funded. About 30 percent of that support comes from families in the program, 15 percent from their Hope Chest thrift shop, and the balance from donations from local churches, individuals, corporations and foundations.

"We're proud of our families," said Ellie. "The success of each of the teens is directly related to their family's commitment. We know House of Hope is only the beginning of a new life journey. When God truly changes a person's heart, that person's behavior changes, too. That's what makes the difference."

# Save With This Usage Checklist

By answering these questions, you may discover why your electric bill is higher than you think it should be.

SOMETIMES, Cherryland members are surprised when they open their monthly bill.

They figure they didn't use as much electricity as the bill shows. But many times when we sit down with them to discuss the bill, we help them discover why they used more electricity than they thought they had.

So if you get a bill that doesn't look right, here's a checklist to go through about your usage. We would ask you the same questions if you called our office. But by looking over this list, maybe we can save you time...and money.

- ✓ Have you had any recent lifestyle changes?
- ✓ Do you have more people living with you?
- ✓ Did you have extra company during

- the month you are concerned about?
- ✓ What was the weather like during the period you are questioning?
- ✓ Were you using electric heaters or air-conditioning?
- ✓ Did you have irrigation running?
- ✓ Were you using a dehumidifier (summer or basement) or humidifier (winter)?
- ✓ Have you recently had any problems or items repaired?
- ✓ Do you have any leaking faucets?
- ✓ Does your well run consistently?
- ✓ What type of heat do you currently use?
- ✓ Do you have more than one heat source?
- ✓ Do you change your furnace filter once a month during the heating season?
- ✓ Do you have yearly tune-ups?
- ✓ Is your thermostat accurate?
- ✓ What about your refrigerator or

- freezer? How many do you have? How old are they?
  - ✓ What are the temperatures set at? Refrigerator should typically run about 38 degrees; freezer should be around 0-5 degrees.
  - ✓ Have your cooling coils been cleaned recently?
  - ✓ Do you have an electric hot water heater?
  - ✓ Where is your water heater located? Is it in a warm or cold area?
  - ✓ Do you have central or city water? Central usually runs 48-52 degrees in the winter; well usually runs 40-50 degrees in the winter.
  - ✓ Do you know of any leaks?
  - ✓ What is the temperature set at? Top thermostat is usually set at 120/130 degrees; bottom thermostat is usually set at 115/125 degrees.
  - ✓ Does your water ever get too hot to touch?
  - ✓ Do you notice steam when showering?
  - ✓ Do you have hard water?
  - ✓ Do you have a water saver head/faucet?
  - ✓ Do you use warm or hot water for washing clothes?
  - ✓ Do you normally take baths or showers?
  - ✓ Do you wash in hot or cold water?
  - ✓ How many loads on average do you do a week?
  - ✓ Do you have a hot tub?
  - ✓ What is the size?
  - ✓ Where is your hot tub located?
  - ✓ How often is the hot tub being used?
  - ✓ What type of home do you have?
  - ✓ Is it a stick-built, modular, mobile or apartment?
  - ✓ What is the age of the home?
- To maintain consistent monthly billings, it is important to read your meter on the same day of every month. We have many ways to report your meter reading to us: at [www.cherrylandelectric.com](http://www.cherrylandelectric.com), by fax at (231) 486-9404, on our 24-hour telephone line at (800) 442-8616, or on your monthly billing statement.
- If you have questions regarding usage, please call our office at (231) 486-9200. To better serve you, please have a current meter reading available when you call in.

*Bill Garey, Cherryland Electric's energy use advisor, has worked at the cooperative for 30 years.*

## Don't Build Close to Power Lines

IN AN EFFORT to protect members from the dangers of electrical contact, Cherryland Electric Cooperative has a policy related to line clearance.

The policy stipulates that members who construct structures closer to power lines than what is allowed by the National Electrical Safety Code will be required to either move the structure or pay to relocate the power line. Structures may include new homes, home additions, grain bins, signs and outbuildings.

Every year we hear tragic and preventable stories of people who come into contact with power lines.

Our objective is to eliminate that danger and keep our members safe.

If you have questions about the location of a planned structure with regards to overhead power lines, please call



Frank Siepker, in the co-op's engineering department, at 486-9220. We will happily work with you in planning the location of your structure so that it falls within all applica-

ble guidelines and keeps you and your family safe.

*Tim Keenan is assistant safety director for Cherryland Electric Cooperative*



# Cherryland Bulletin Board

## Community Caring Board Makes Two Awards

THE CHERRYLAND ELECTRIC COOPERATIVE Community Caring Board made two awards at its June meeting.

The board gave \$2,000 to the Grand Traverse Conservation District toward a community nature education center. It also gave \$2,365 to an individual to help cover medical bills.

There was no meeting in July.

The Community Caring Board is made up of five Cherryland members who decide where to donate 100 percent of the money from Operation Roundup to needy individuals or organizations.

Operation Roundup is a program that rounds up your bill to the nearest dollar each month. Thus, the most any member would donate is less than \$12 a year. To be part of Operation Roundup, call Cherryland's Brenda Burrows at 486-9266.

To sign up for Cherryland's Community Caring Fund, call 486-9266.

## 8,000 Cherryland Members Now Have AMR Installed

THE AUTOMATIC METER READING (AMR) program that Cherryland Electric Cooperative began nearly a year ago is going full-steam-ahead.

Five of the cooperative's substations are now equipped with AMR, including Bates, Grawn, Garfield, Copemish and Thompsonville.

To date, 8,000 meters have been installed, according to Cherryland's Karrie Yanska, who is overseeing the project. That's a quarter of Cherryland's system, which serves 32,000 members in six counties.

The new system allows for a two-way communication link between the co-op office and the meters so that meter readings travel electronically across the power lines from the AMR meter to a substation. The substation then relays the information to Cherryland. Members with AMRs installed will no longer need to read their meter.

## Wolverine Clean Energy Venture Gets Local Approvals

WOLVERINE POWER Cooperative continues to move forward with its feasibility study for clean energy projects near Rogers City, having recently received local land use approvals.

In July, the Presque Isle County Planning Commission voted in favor of a special use permit for the Wolverine Clean Energy Venture. The permit includes a coal-based power plant with up to four electric generating boilers, wind turbines, and a solid waste disposal facility.

The Rogers City Planning Commission also approved a site plan for structures related to the proposed coal plant that would be located inside the city limits, including a dock and fuel storage area, a fuel conveyor system and an access road from Business U.S.-23.

Wolverine staff members will next focus on selecting an engineering firm and developing an environmental permitting strategy.

The project's preliminary engineering phase will

provide drawings of the proposed project, a review of available technologies, descriptions of all equipment and systems, and construction budgets and schedules.

"The preliminary engineering phase for a project of this scale can require 12 to 24 months," said Dan DeCoeur, Wolverine's vice president of generation. "Thousands of hours will be dedicated to the study."

The environmental permitting process for the Wolverine Clean Energy Venture will include air, water and waste permits, and will also require months to complete.

"It is important to remember the Wolverine Clean Energy Venture is in the development phase," DeCoeur said. "There is much work to be done before further commitments are made to proceed."

Wolverine announced in May that it had secured an option to buy about 400 acres near Rogers City to evaluate the site for clean energy projects for its member electric cooperatives. Wolverine is owned by and provides wholesale electric power to Presque Isle Electric & Gas Co-op, Cherryland Electric, Great Lakes Energy, HomeWorks Tri-County, and Wolverine Power Marketing cooperatives.

# Co-op Takes Park By Storm

**I**T SWEEPED IN like a tidal wave—capsizing boats, uprooting trees and knocking out power lines.

When the 12-minute wind and rain storm ended on Monday, July 17, devastation was everywhere and electricity was hardly anywhere.

Half of Cherryland Electric Cooperative's system was out of power—16,000 members. Within minutes, Cherryland employees flooded into work and began repairing lines and restoring power.

It was a daunting job. Some tasks were easier than others.

"We brought in all of our own crews and other line crews also came in to help out," said Cherryland General Manager Tony Anderson (see his column, page 4).



Crescent Shores was hit hard by the July 17 storm.

When we have an outage of that magnitude—which isn't often—our phone lines get tied up. That will change when our AMR (automatic meter reading) system is installed throughout the system. It will automatically show who is out of power."

But given the set of circumstances, Cherryland workers restored power to 7,000 people in the span of 12 hours, then got electricity back to another 8,000 during the next day. The final 1,000 members were restored on the third day.

While no one was happy about the situation, most Cherryland members understood the amount of work that went into getting power restored to so many people in such a short time, given the amount of destruction.

As member Connie Deneweth said to Cherryland in an e-mail, "Through all of this, Cherryland employees acted like total professionals. They worked 24 hours a day under a *lot* of stress. The field crews and the office support were outstanding. It was a great example of courage and performance under fire."

Members showed their appreciation in different ways. One of the best came from John and Leslye Wuerfel, who own the Traverse City Beach Bums minor league baseball team. Cherryland provides power to Wuerfel Park and when electricity came on within 90 minutes after the storm, the Beach Bums were able to play their game that night.

The Wuerfels showed their appreciation by having Cherryland lineman Charlie Johnston (cover photo) throw out the first pitch that following Friday night, before a record crowd of 6,000 fans.

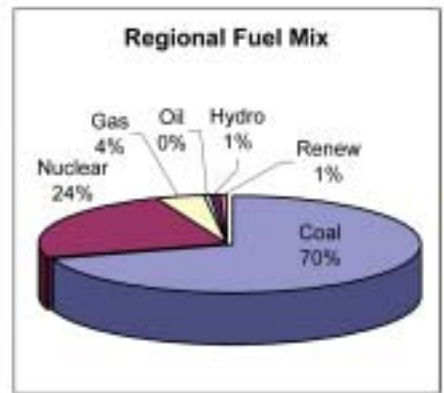
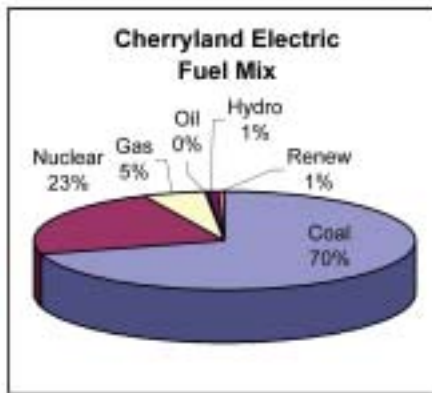
"Charlie is a long-time employee who didn't ask for recognition and was actually reluctant to be singled out to throw out the first pitch," said Anderson. "He simply threw out the pitch as a representative of all the dedicated Cherryland workers who worked hard and long to restore power to our members."

## Cherryland Electric Cooperative

The environmental characteristics of your electricity as required by Public Act 141 of 2000.

### Comparison of the Fuel Sources Used to Generate Electricity

Cherryland Electric Cooperative vs. regional average for the 12-month period ended 6/30/2008



Fuel Sources	Percentage of fuel types used to produce Cherryland Electric Cooperative electricity.	Percentage of fuel type used to produce electricity in Michigan, Illinois, Indiana, Ohio, and Wisconsin.
Coal	70.62	70.26
Nuclear	22.51	23.53
Gas	5.11	4.4
Oil	0.46	0.45
Hydroelectric	0.76	0.8
Total Renewable Fuels	0.54	0.56
Biomass	0.04	0.04
Biofuel	0	--
Solid Waste Incineration	0.2	0.2
Wind	0	0.1
Wood	0.3	0.32
Solar	0	--

Note: (1) Biomass above excludes wood; solid waste incineration includes landfill gas, and (2) "--" indicates not applicable or negligible. Wind less than 0.1%.

### Airborne Emissions and High-Level Nuclear Waste Comparison

Cherryland Electric Cooperative vs. regional average for the 12-month period ended 6/30/2008.

Type of emission/waste	Cherryland Electric average lbs/MWh	A regional average of all generation in Michigan, Illinois, Indiana, Ohio, and Wisconsin
Sulfur Dioxide	13.7	13.9
Carbon Dioxide	1,971	1,942
Oxides of Nitrogen	7.4	7.4
High-level nuclear waste	0.0071	0.0074

Note: Cherryland Electric purchases 100% of its electricity from Wolverine Power Cooperative, which provided this fuel mix and environmental data.



# Time to Listen to the Birds Again

**H**E WAS too young to die.

John Neumann was 62-years-old, a Hall of Fame football coach and a Sunday school teacher.

He was a unique blend of disciplinarian and disciple.

As a coach, your former players tend to become disciples in the sense that they never forget the life lessons you teach them.

Forty years ago, at the age of 12, John Neumann became my coach for the first time on the baseball field where I grew up.

Two months ago, we buried him. He was attending a wedding of one of his former players in Grand Rapids. At the reception, he and his wife Sandy were getting ready to dance. He told her he was going upstairs to their hotel room to get some Roloids for his heartburn. A half-hour passed and he still hadn't come back to the reception. After 45 minutes, Sandy became concerned and walked up to the room.

That's where she found him. He was gone. Their son, John Jr., is a doctor and he came rushing up to the room. There was nothing he could do for his father.

The family had two nights of viewing for Coach. That's because in a small town, everyone turns out to pay their last respects. And people in the next town...and the next.

Signs were posted on downtown businesses telling Coach 'goodbye.'

I heard about his passing the morning after, on Father's Day, my first fatherless Father's Day. A bad day became a nightmare.

Two days later the family called and asked me to do the eulogy. So many thoughts went rushing into my mind, but the first thing I asked them was: What are the best memories you have of him?

They passed the phone around. I talked to his wife Sandy and two of his three children, ranging in age from their late 20s to mid-30s. Then I talked to a couple of my former teammates. Everyone I talked to, without exception, wanted to make sure I mentioned his unique mix of humor and discipline.

I caught his wrath during one game

when I was playing quarterback for him. We were playing Gaylord, a team we hadn't beaten in a couple years, and Coach called for a play that involved me to carry out a series of fakes on the 3-yard-line. I thought that was too risky and changed the play to a fullback dive in the huddle.

We scored on the play, but were penalized and moved back to the eight. The backup quarterback came running onto the field to replace me because I had changed the play. I sent him back to the sidelines because, like Coach, I wanted to win so badly.

That's when I heard him scream, "TIME OUT!"

My teammates looked at me, wide-eyed. They knew what I was in for. Out came the backup quarterback again, shrugging his shoulders apologetically. I went right up to Coach and he screamed at me and tugged on my face mask. He told me to go sit down on the bench until I could follow his orders.

On the next play, our backup quarterback fumbled the ball. Luckily, he jumped down and recovered it.

Coach didn't miss a beat. He looked back and pointed at me.

"Nickademus," he screamed. "I hope you learned your lesson. Now get back in there!"

The crowd of 800 people at the funeral laughed heartily at the story. If you didn't know Coach, you might think the story was inappropriate.

But he was all about laughing and learning.

He died on a Saturday night and when Sunday rolled around they couldn't believe their good fortune in heaven.

It is still painful to remember Coach Neumann. I still cry sometimes when I think about him.

But I also laugh aloud at some of the great memories I have of him. He was so unselfish that when Mancelona's football program reached rock bottom after he retired, he came back when they needed him.

At the funeral, I read a passage from one of my favorite verses in the Bible. It speaks to the ebb and flow of life. It goes like this: "For lo, the winter is past, the rain and the clouds are over and gone; the flowers appear on the earth; and the time of the singing of birds has come."

I know Coach would want us to hear the singing of the birds now. That's the way we heal. It's the sound that small towns listen for when they are hurting.

That small town compassion and caring is what Coach loved so much... and that's what we loved about him.

## Cherryland Takes Part in National Cherry Festival



OVER 100 CHERRYLAND employees and directors and their families joined their fellow cooperatives in the 2006 Touchstone Energy Parade at the National Cherry Festival.

Cherryland was one of four Touchstone Energy cooperatives represented at the parade. The others included HomeWorks Tri-County, Presque Isle Electric & Gas Co-op, and Wolverine Power.

Cherryland's float, which included children of employees and a bubble machine, won first prize in Saturday's Grand Royale Parade for Best Animation.



Cherryland's Craig Owens passes out flags before the start of the Junior Royale Parade.



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**Cherryland Electric Cooperative** has teamed with **MENARDS** of Traverse City to pass on greater savings to our members!

For more information about the \$200 rebate, call Bill Garey at **231-486-9251** or any member service representative at **1-800-442-8616**.