

FLASH

The Electrical Board of Missouri and Illinois

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MAY 28, 2020

2020 Ameren Sustainability Report

While much has changed in the world over the last several months, some things remain the same at Ameren. One of those is our unwavering commitment to our customers, the communities we serve and the environment.

We have just published our interactive 2020 Ameren Sustainability Report, which highlights the many ways we are delivering on these commitments, including:

- Addressing significant immediate and long-term needs of our communities, which include wide-ranging support during the COVID-19 pandemic as well as ongoing energy assistance support, philanthropy and apprenticeships.
- Supporting the local economy, including spending \$1.5 billion with Missouri and Illinois suppliers.
- Plans to significantly increase clean, renewable energy into our generation portfolio while reducing carbon and other greenhouse gas emissions.
- Improving reliability by investing in rate-regulated energy infrastructure while at the same time, keeping electric rates more stable for customers.
- Actions we have taken to enhance our robust risk management and governance with respect to environmental, social and governance (ESG) matters.

Email bill@electricalboard.org if you would like a copy of this report.



Bill Regan

LET'S TALK...

We hope you, your associates and your families are safe and healthy. Annie and I have returned to the office as of May 18th. But I can say, it is not business as usual.

You can also contact me at 314-374-0941 (cell #) or by email at bill@electricalboard.org and annie@electricalboard.org.

Since we did not know when we could return to the office, I submitted a letter to the post office that our May Newsletter would be emailed to all members. We will return to mailed copies in June unless St. Louis County reissues a stay at home order.

Congratulations to the newly elected EBMI Officers and Board of Directors. We thank them for volunteering their time to guide your organization.

The Officers, new and re-elected Board members will be installed at our June 16th Board of Directors meeting. Annie and I look forward to working with the new Board of Directors on events and programs for the 2020-21 year. While each year presents certain challenges, this Board will be addressing many different challenges for your organization.

EBMI is no different than any other organization or companies facing challenges due to COVID-19. It is not business as usual, as we experienced the last several months when we cancelled classes and events.

We will update the membership as committees work through these changes to reconnect with members. We appreciate your past support and look forward to providing programs and events that will keep you safe, yet involved.

We hope that everyone will continue seeing the value that the Electrical Board provides to your company and the industry. It is still YOUR organization.

Stay Safe. We can get through this together!!!

IN MEMORIAM

The Electrical Board officers and staff express our sincere condolences to **Randy Fuller** of Fuller Sales whose wife Mary passed away on April 13th. Mary also worked at Fuller Sales and a celebration of life for her will be celebrated at a later date; to **Annette Lehnbeuter** of Frost Supply whose mother, Margaret passed away on May 13th and to family of **George Sinovic**, retired, Ameren and longtime EBMI member, who passed away on May 17th.

CALENDAR OF EVENTS

See calendar on www.electricalboard.org

ALL EBMI PROGRAMS AND EVENTS HAVE EITHER BEEN POSTPONED, CANCELLED OR ON HOLD.

June	EBMI GOLF LEAGUE (POSTPONED – NEW START DATE TBD)
July 3 rd	EBMI Office Closed
July 4 th	INDEPENDENCE DAY
July 20 th	SPORTSMAN'S HOLIDAY AT FOREST PARK
Dec. 3 rd	CHRISTMAS MIXER At St. Charles Convention Center

Call EBMI at 636-305-6434 for more information or to gain more information on any of our events or visit our website at www.electricalboard.org. You can also send an email to annie@electricalboard.org or bill@electricalboard.org.

Memorial Day

We realize this FLASH will reach you after Memorial Day, but we still hope that you observed the true meaning of this special day....to honor the fallen heroes that paid the ultimate sacrifice for us.

QUOTE



"Our flag does not fly because the wind moves it. It flies with the last breath of each soldier who died protecting it."

-- Unknown

ELECTRICAL BOARD OFFICERS ELECTED

Chairman of the Board - **Jeff Wahl**
Cummins Sales and Service

1st Vice Chairman – **Michael Smith**
Heideman Associates

2nd Vice Chairman – **Phil Wentz**
McClure Engineering

Treasurer - **Kurt Schulz**
Eaton's Crouse-Hinds Division

Immediate Past Chairman – **Bill Kuempel**
Butler Supply

In accordance with the Electrical Board By-laws, Article IX-Section 6, Lacey Bernard, chair of the 2019-20 Nominating Committee has verified the ballots submitted and approved the election of the above officers. Riley Adams, Joe Burns, Rick Heyman, Bob Kaemmerlen, Mike Kemper, John Luth, Dave Meglio, Bob Peat, Tim Schaeffer, Kris Steiger and Cathi Tennant were also elected to serve a two-year term on EBMI's Board of Directors. The new EBMI officers and newly elected Board members will be installed at the June 16th Board of Directors Meeting.

WOMEN'S ELECTRICAL BOARD (WEB) OFFICERS FOR 2020-21

Chair – **Jeri McCormick**
FISHCO GROUP

Vice Chair – **Melissa Berry**
Schaeffer Marketing Group

Treasurer – **Mary Jane Reinhardt**
Fletcher Reinhardt Company

Secretary – **Chris Phillips**
Frost Supply

Past Chair - **Amy Barton**
Graybar Electric

Congratulations to the new WEB officers! These officers were set to be installed at the May WEB meeting, but it has been postponed. New date will be determined.

FEDERATED INSURANCE COMPANIES ANNOUNCE COVID-19 CLIENT RELIEF CREDIT

The COVID-19 pandemic has created a multitude of challenges for all of us. Through all of these issues confronting us today, our recommended partner, Federated Insurance, has worked closely with their customers to help them find their way through these unprecedented times. Federated is a "Value-Add" company that provides not only some of the best insurance products designed for our industry, but also the safety and risk management support that our members need for their successful businesses.

Throughout the COVID-19 crisis, they have provided the latest guidelines to help our members navigate through these times. In addition, they have provided billing options to ease cash flow concerns and adjusted payroll and premium basis, where appropriate.

Today, Federated announced their COVID-19 Client Relief Credit, providing premium reductions for their customers in our industry and others throughout the country.

- Federated's COVID-19 Client Relief Credit will provide a 15% credit based on Business Auto premium, Auto Dealer/ Garage Coverage Part premium, and Business Owners Policy (BOP) premium from March 15 to June 15. Policies must be in force at the time relief credit is applied. These actions are subject to regulatory approval.

Policyholders will automatically see the COVID-19 Client Relief Credit applied in the upcoming months.

Federated was founded on the four cornerstones of equity, integrity, teamwork, and respect, and has once again shown that they are dedicated to serving the needs of the members of this organization. This is one of the reasons that your association board continues to recommend Federated Insurance. They work hard to do what is right for their customers.

If you are not currently a Federated client, now is the time to check them out. Their unique Right Report® will identify exposures and customize an insurance program specifically for your business, reflecting today's environment and needs.

Association membership doesn't cost, it pays!

ZOOM ETIQUETTE

Are you a ZOOM ZOMBIE?

**By Nancy Friedman, Founder and Chairman,
Telephone Doctor Customer Service Training**

Ok, here we go. I've had, as you might imagine, dozens of complaints on how people act on Zoom calls. And certainly not on purpose, we all know that. However, the need has come to go over the top ten ZOOM ZOMBIES as I'm calling them. And not in any special order, they all seem to be irritants.

Zoom Zombie #1

Use a REAL BACKGROUND from your location. FAKE IS FAKE. No one really believes you're on the beach and doing a Zoom meeting. And while it's "FUN," it can be very distracting. And those that change the background several time during the meeting is simply childlike. Your office, your family room, dining room, even the kitchen. We all know we're at home. Messy office? It's ok. Honest. Having the San Francisco bridge behind you isn't that important and certainly Las Vegas in the background can be 'loser-ish.' (Pun intended)

Zoom Zombie #2

Keep good lighting in FRONT of you. Not behind you. Test it out first. Get a Zoom partner, if even someone in your own home, to test the lighting out. It's like taking your picture outside. If the SUN is behind you, normally your face is in the dark. Get the 'sun' in front of you and you look great. Same issue on Zoom.

Zoom Zombie #3

Dogs, kids, and other members yelling in the background. Never fun – on any phone call, let alone Zoom. Be prepared. In most cases you know you have a Zoom call coming up. Get the dog in another area of the house. If you can, have someone occupy them while you're on the Zoom meeting. Alone? Then try and put the Zoom meeting at a time kids are napping or already in bed. Or before they get up. Schedule it. Most of the barking, crying, and extraneous noises are NOT appreciated.

Zoom Zombie #4

We don't eat during a business meeting. This one is frightening that I even need to say it. Not even a snack. Yes, ok for some water. But munching on a sandwich or opening a bag of popcorn or chips magnifies the sound 10-fold. A real OMG. Who is doing that? It's a business meeting. Even the movement of a water bottle on a desk makes a big sound. That's where you need to learn to use your MUTE.

Zoom Zombie #5

Be a little bit creative. I have noticed so many people use the same word in starting each sentence. "SO" is the big one. So this and so that. We don't need the word "SO" in front of every sentence. And while you're at it. Be mindful of how often you're saying UMMMM. Most folks use it as a crutch.

Zoom Zombie #6

Your name will appear on your picture. Notice if you put the cursor over the name you will be able to change what it says. Some folks

put their email there. Or the company name. You can customize that part. There are two ways. One, put the cursor right over your name. And two, the 3 little dots in the upper right on the screen has a "change name" option. Again, only if you want to.

Zoom Zombie #7

Learn – Learn – Learn. Practice – Practice – Practice. Ahead of time. Practice with a friend or a home companion – or even by yourself. Check out the screen options. This way when you're on the Zoom meeting, you won't be the one yelling out "where is this or how do I do this?" Don't let a business Zoom meeting be your very first. You can have rehearsals. Be familiar with the screen...and its options.

Zoom Zombie #8

You're on the air. It's TV. Sit up straight. Don't slump. No one looks good when they're slumping. Very unflattering. Keep your hands AWAY from your face. Don't lean into your palm with your palm on your face. Very unflattering. And watch your nervous habits. We all have them; we're just not aware. Some folks play with their hair constantly. Some folks bite their nails. Some do other odd things. Be aware.

Zoom Zombie #9

On a personal note: Having a "happy hour" with friends? You can probably forget most of these guidelines. Although I'm betting they'll appreciate your sticking with them...as you will them.

Zoom Zombie #10

Smile. You think I'd forget? You knew that was coming, didn't you? Think it doesn't matter? Show me a picture of you that you don't like and I'll show you it's a picture where you're not smiling. At least keep a hint of a grin on your face. No one looks good frowning. And you can use the Telephone Doctor mindset. "A phony smile is better than a real frown." Even when you're discussing something difficult or sad. I'm not saying to laugh out loud, but I am saying having a slight smile will help the tone of voice.



Nancy Friedman

Nancy Friedman, customer service keynote speaker, is founder and chairman of Telephone Doctor Customer Service Training and a featured speaker at franchise, association, and corporate meetings around the world. A popular TV guest, she appeared on Oprah, The Today Show, CNN, FOX News, Good Morning America and CBS This Morning, as well as hundreds of other radio, television and print outlets around the world, including the Wall Street Journal, and USA Today. The author of 9 books on her chosen topics, Nancy helps corporate America improve their communications with their customers & co-workers. www.nancyfriedman.com

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SPORTSMAN'S HOLIDAY

**MONDAY, JULY 20TH
12:00 SHOTGUN START**

AT FOREST PARK GOLF COURSE

Kurt Schulz and Ron Black, Co-chairs for the Sportsman's Holiday have been in discussions with the EBMI staff to propose necessary changes to the golf outing in the interest of keeping everyone safe through social distancing. Since the Forest Park Golf Course recently opened, they are working through their guidelines for open play. We will be in contact with them shortly to see if our changes fit with their guidelines.

We cannot place a price yet on what golf will cost because changes from past Sportsman's Holidays is very likely. We will inform past golfers and include in the June Flash when we organize all details for this event. **If you did not receive an earlier email about golf outing from EBMI, but interested in playing this year, please email annie@electricalboard.org so we can add you to the list and send information to you right away.

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