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# WHAT MAKES A GOOD LEADER?



What makes a good leader? The question sounds like a theme from a motivational TED talk! That's because it's a subject that is at the heart of countless

bestselling self-help and business books, popular podcasts and videos.

The reality is that there is no straightforward formula. And therein lies the challenge. Leadership is not one action you take and continue to repeat until you reach an end point. Leadership takes many forms, and the path is not linear. Some leaders emerge through a trial by fire — where they find themselves in a crisis or challenging situation beyond their control and rise to the occasion. Others steadily become a force and influencer beyond their years or station in life or work.

It is the latter path that is more accessible to those who aspire to be leaders. In the workplace, there are countless factors we simply cannot control, such as the actions and policies of those above our pay grade. However, there are many things we can control and impact in our corner of the world.

Becoming a subject matter expert in your area of expertise is a way to establish leadership in a topic. Beyond your particular area, you can become familiar with our products and services as well as other basic co-op information. Having an engaged, knowledgeable team is critical for delivering solid member services that lead to stronger relationships. It also enables us to provide the high level of service that our members expect and deserve.

## HONE THE SOFT SKILLS

There are also soft skills that can distinguish us as leaders. A positive

attitude and can-do spirit set a tone that we are capable, action-oriented and looking forward to the future; that we are the go-to professionals for important local projects.

But take care to cover the basics, like being on time, performing quality work, meeting deadlines and leadership expectations. We can be courteous and respectful of our colleagues and others we interact with and on joint projects. We can treat colleagues as unique individuals, not just people we coexist with while at work. When the occasion demands, we can go above and beyond what is asked in order to deliver what is needed. By doing so, we become the type of collaborator (and leader!) that we ourselves respect and admire and that intrinsically draws others to us.

When you create a positive sphere in your small corner, you are actually impacting the overall culture of our co-op. That culture and employee knowledge directly reflects on members' level of engagement and satisfaction. An engaged team contributes to the perception that Miami-Cass REMC is a leading business with a workforce that is knowledgeable and professional.

Each small action you take has a ripple effect. When you combine taking care of the basics and bringing a positive, collaborative and respectful approach to your job, you create a collegial atmosphere that others want to join.

Remember: your ripple impacts others, so be mindful of what you want to create as it can define who you are and the type of leader you become.

**ROB SCHWARTZ**  
CEO



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Guests at the broadband expansion announcement at the cooperative included, from left, Denny Spinner, Executive Director of the Office of Community and Rural Affairs; Indiana Lt. Gov. Suzanne Crouch; Miami-Cass REMC CEO Rob Schwartz; Indiana Sen. Andy Zay; REMC member Jim Parsons; and Indiana Sen. Ethan Manning.

# Promoting connectivity

## REMC HOSTS ANNOUNCEMENT OF BROADBAND EXPANSION IN INDIANA

Miami-Cass REMC recently had the privilege to host Lt. Gov. Suzanne Crouch and her team at its office. The group was there to announce the expansion of broadband access to more than 250 Hoosier locations spanning across 40 Indiana counties through the first round of the Office of Community and Rural Affairs' (OCRA) Indiana Connectivity Program.

Also in attendance was State Rep. Ethan Manning, a Logansport County Council member, along with representatives from Carroll and Cass counties' economic development teams, Indiana Electric Cooperatives

staff (service association for the state's electric cooperatives) and several of Miami-Cass REMC's board members.

The Indiana Connectivity Program is designed to connect residents and businesses lacking access to broadband internet service with service providers. It also assists in the expense of extending broadband to those locations.

As part of this program, Miami-Cass REMC's Broadway Broadband was awarded grant money to help facilitate approximately 44 of the 250 locations. These include locations in Cass,

Carroll, White and parts of Miami counties. Additional homes may also receive service if the homes are on the way to these locations.

In this first round of the program, the OCRA awarded \$654,678 to internet providers throughout the state. Additional rounds of money will be awarded for a total of \$2.2 million.

Miami-Cass REMC has also been awarded an additional nearly \$5.9 million in grant money from Indiana's Next Level OCRA program to provide service to areas of Carroll, Cass, Miami and White counties, passing 1,359 homes/businesses. The Next



Level program is designed to provide funds to help deploy broadband to areas which are underserved.

While the Next Level program is used to target more generalized areas, the Indiana Connectivity Program is more targeted to specific locations. We

are encouraging all of our members who are in an underserved area to make their needs known through the Indiana Connectivity Program. You can use the following website (<https://indianaegms.force.com/nlc/s/login/SelfRegister>) to register your specific household or business need. You can

also call 833-639-8522 or scan the QR code below.

If you have any questions about these programs, contact our office at 765-473-6668, ext. 1015.



Are you interested in broadband internet in your underserved area?

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You can also call 833-639-8522 or scan the QR code below on your Smartphone.



