

MAY 2023

POWERLINES

A MONTHLY PUBLICATION FOR THE MEMBERS OF WHITEWATER VALLEY REMC

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May Due Dates

The due dates for
payment of electric bills
are **May 19** and **26**.



wwwremc.com

MESSAGE FROM THE CEO

REFLECT AND HONOR



MARY JO THOMAS
CEO

I want to reflect on last month's annual meeting and thank everyone who attended this year's event.

The annual meeting is a special time for co-op members to gather,

share experiences, hear from co-op leadership and perhaps most importantly, hear the election results of your board and nominating committee members.

Our employees work hard to host this event because member participation is important to the success of the cooperative. I appreciate all of you who attended the meeting and/or voted in the 2023 election. Please check out pages 2-3 for a list of this year's election results, scholarship recipients, and door prize winners.

I also want to recognize that May is military appreciation month. While you enjoy various Memorial Day festivities this month, I hope you will join me in pausing to reflect on the sacrifices of our country's veterans and their families.

In the words of John F. Kennedy, "As we express our gratitude, we must never forget that the highest appreciation is not to utter words, but to live by them." Not only do we pause on Memorial Day to remember the sacrifice and service of those who gave all, but the month also holds other military anniversaries and events. Military Spouse Appreciation Day is on May 8, and Armed Forces Day is on May 16. Please join me in showing your appreciation to a veteran and his/her family — not just this month, but every month.

2023 ANNUAL MEETING RECAP

CO-OP ELECTION RESULTS

Prior to the WWVREMC 2023 annual meeting, 1,011 members voted by mail, yielding a participation rate of 10%. The hidden account number is 387912.

Incumbents Joe Nocton, Garry Sayne and Mark Singer were re-elected for the board of director seats.

Incumbent Patrick Barker was re-elected to the nominating committee.

He will serve along with newly elected committee members Craig Hale and Ashley Harvey.

Directors and committee members each serve three-year terms.

The video of the full meeting is available for viewing at www.vremc.com, our Facebook page and our YouTube channel.

2023 ELECTRIC COOPERATIVE MEMBER SURVEY



Cooperative Insights, in coordination with Whitewater Valley REMC and Hoosier Energy, is conducting a survey to collect feedback from members about the service and programs of the cooperative. The survey results will help WWVREMC better understand how different generations and segments of electric cooperative members view WWVREMC and how we can better communicate the value of the cooperative membership.

Survey results will assist WWVREMC in the following areas:

- Measure overall member satisfaction.
- Measure impact of member and community engagement activities.
- Determine the strength of the relationship between members and your co-op.
- Examine uses of new smart home technology.

- Evaluate communication channels preferred by members.
- Analyze the cooperative's role as a trusted resource for managing energy use.

Target Audience and Member Communications

The study will target the opinions of residential members through a mix of online surveys sent via email to WWVREMC members as well as telephone interviews. The survey is expected to last no more than 15-20 minutes. Cooperative Insights has contracted with Bellomy Research to conduct all data collection.

Online Surveys

Online surveys will be distributed by Bellomy Research using an email invitation. Both the email invitation and the survey are branded with the WWVREMC logo. The email invitation also includes the name and title of the project liaison at WWVREMC in case members have any questions or concerns.

Telephone Surveys

Since not every member has an email address on file with the cooperative, phone surveys will also be conducted with a sample of co-op members. Residential member telephone interviews will be made primarily during weeknights from 5:30 p.m. to 8:30 p.m. Weekend calls will be limited to Saturday only. No calls will be made on Sundays or holidays.

Interview Schedule

Members may be contacted beginning mid-May through June. Online survey participants will have approximately seven days to complete the survey.

We encourage members to provide their feedback to improve our offerings and member communication methods. If you have any additional questions about the survey, please contact Sandy Cason, director of member services and corporate relations, at 765-458-5171.

PRIZE WINNERS

Carol Kay Parks, Liberty - \$500 cash
Kenneth Frame, Brookville - \$250 cash
John K. Cassel, Cambridge City - \$100 cash
Ervin Roberts, Brookville - \$75 cash
Kevin Pinkerton, Liberty - \$100 bill credit
David Stanley, Centerville - \$100 bill credit
Donald Wood, Richmond - \$100 bill credit
Daryl Terhaar, Richmond - \$100 bill credit
Brad Keesling, Modoc - \$100 bill credit
Philip Bulach, Brookville - \$50 bill credit

Mary Flatter, Lynn - \$50 bill credit
Larry Hensley, Centerville - \$50 bill credit
Eugena Flannery, Brownsville - \$50 bill credit
John Byerly, Modoc - \$50 bill credit
Ethan Woodruff, Richmond - \$25 bill credit
Barry Edwards, Liberty - \$25 bill credit
Carole Loxely, Centerville - \$25 bill credit
David Tice, Centerville - \$25 bill credit
Catherine Burgoerfer, Connersville - \$25 bill credit

SCHOLARSHIP WINNERS

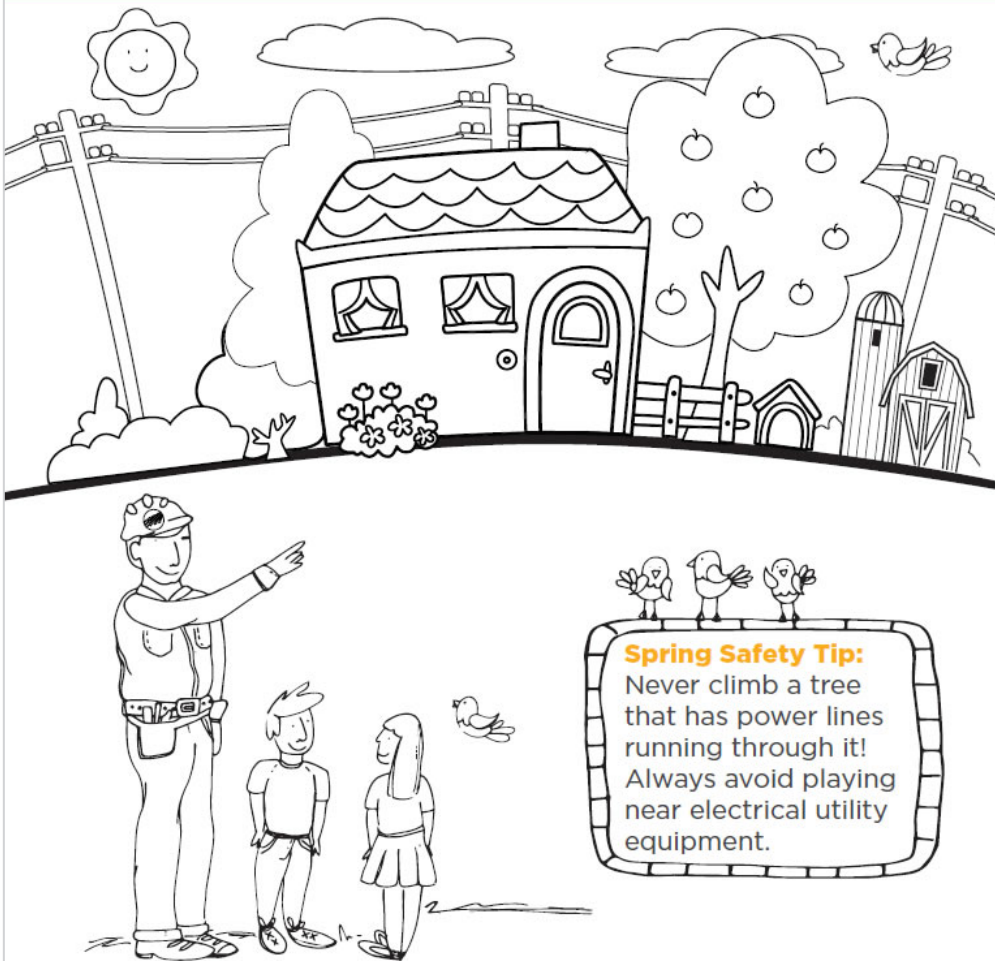
Local students received a \$750 scholarship.

Hannah Abney, Richmond
Zoe Brock, Connersville
Daniella Bulach, Brookville
Adrienne Caudill, Liberty
Lucas Czerniak, Brookville

Matthew Elzemeyer, Richmond
Logan Farley, Centerville
Mason Mull, Richmond
Joseph Riffle, Brookville
Josephine Selm, Brookville



Spring Safety Coloring Sheet



Win Four Tickets to the Zoo!



Young WWVREMC members (ages 5-14) can complete the Spring Safety Coloring Sheet and send in their finished page for a chance to win four tickets to the zoo. One winner will be randomly drawn from all entries. Send your page by **June 10, 2023**.

SEND TO:

Whitewater Valley REMC
ATTN: Jennifer Scott
P.O. Box 349
Liberty, IN 47353





Each month we hide an account number in the Powerlines. Did you find it?

NO MARCH WINNER

Keep reading your Powerlines each month because the next hidden account number could be yours!

Payment Options

US Mail

Whitewater Valley REMC, P.O. Box 350
Liberty, IN 47353

SmartHub

Log-on at www.remcc.com.

Pay-by-Phone

Call 844-827-4759. Set up your PIN. Follow prompts.

Liberty Office

In person or in the drop box.

Automatic Withdrawal

Simply request a form and submit it to our office.

FCN or Franklin County National Bank

In person or in the drop box. Bring payment stub.

VanillaDirect

Visit vanilladirect.com for payment locations and details.



For more information about payment options, please call us:

765-458-5171 or 1-800-529-5557

Helpful Information

Liberty Office Hours

7:30 a.m. to 4:30 p.m. Monday through Friday

CLOSED SATURDAYS, SUNDAYS AND HOLIDAYS.

To Report an Outage or Emergency

Call 1-800-776-0493, 24 hours a day, 7 days a week. Login to your SmartHub account and report your outage.

Be ready to provide the following information:

- The name and account number under which your electric service is listed.
- Map location number.
- Your phone number - needed to call back or confirm power restoration.
- The type of problem you are experiencing - flickering lights, complete power outage, etc.



HOLIDAY OFFICE CLOSING

We will be closed on
May 29 for Memorial Day.

NEW RATE NOTICE

*New rates will begin
on your May bill.*

Bill Credit Winners

Our monthly drawing for five \$20 bill credits from all voting members of the 2023 annual meeting begins. Here are the winners for this month.

MAY

Ronald Gillum, Connersville

Roger Martin, Centerville

Steven W. Brock, Centerville

Curt Cox, Brookville

Dale K. Walker, Liberty



101 Brownsville Avenue, P.O. Box 349, Liberty, IN 47353

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