

DECEMBER 2023

POWERLINES

A MONTHLY PUBLICATION FOR THE MEMBERS OF WHITEWATER VALLEY REMC



MESSAGE FROM THE CEO

STRATEGIC INITIATIVES UPDATE



MARY JO THOMAS
CEO

As we wrap up another year and look towards the new year, I am pleased with the progress of this small rural Indiana cooperative. The end of the year provides a time to reflect on where we are and where we're going. At the heart of this reflection, I think about ways we can better serve you, the members of the cooperative.

Our team at WWVREMC is always looking ahead, exploring ways to innovate and utilize new technologies to improve our services. As our nation increasingly relies on electricity to power the economy, keeping the lights on has never been more important. We're committed to powering--and empowering--our community at a cost local families and businesses can afford.

So how are we working to ensure reliable and affordable power while adapting to a changing energy landscape and our community's evolving needs? Well, one way is creating strategic initiatives that our staff developed based on the planning session held with the WWVREMC Board of Directors in August 2022. Listed below is a progress report on those initiatives.

At the base of all we do is "People and Culture" -- how we train and care for our employees, our concern for community, and the safety of both:

- Plans are in the works to present a hotline safety demonstration to middle school-aged classrooms at local schools in the areas we serve to provide education on how to be safe around electricity.
- We have identified a need for implementation of a new program that includes the creation of standard operating procedures, which will help cross-train employees and help ensure quality service to our members now and well into the future.

Each strategic plan contains core internal processes that we hope to improve or implement:

- Our technology department is working hand in hand with our operations department to focus on reliability improvements and planning for new load growth.
- Plans for tying substations together and the possible implementation of distribution system automation through a Supervisory Control and Data Acquisition (SCADA) system would help improve outage times.

Our financial vigilance enables us to provide the programs and services to our members in the most affordable, fair way for all:

- Installing remote meters helps limit linemen making trips to locations and will help save money on rolling trucks out for disconnects and reconnects of service. We currently have 386

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December Due Dates

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

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remote disconnect meters installed, with an additional 244 in stock.

- Continuing research on the potential use of a prepaid meter system as an option for our members to manage their electric use and how often they pay for service. Implementation of prepaid software is in our 2024 budget, and a prepaid meter committee has been formed to work on its implementation and policies.

All of these efforts build towards serving our members, so hearing from you is very important to us so we can always strive to serve you better:

- This year, we started sending out transactional surveys seeking your feedback after any service or work order was completed. Hearing from you, the member, helps us gauge how we are doing and if there is room for improvement.
- We are seeking a new employee to fill a new position at our cooperative

for an Energy Services Manager. This position will help educate our members on emerging technologies, build relationships with community leaders and members, and help manage our large commercial businesses and their unique needs.

Lastly, we are excited to share the latest on our facility project! Two years in the making, and after our official groundbreaking ceremony in June, construction has been moving at a fast pace. Our dedicated team has been hard at work, and we're proud to report that we are slightly ahead of schedule. Key accomplishments include:

- Completion of groundwork and detention ponds.
- Installation of geothermal wells.
- The building's footer and hardened block space are now in place.
- The building shell is taking shape.
- Over 70 workers so far have been on-site and driving this project forward.

Besides the construction milestones, several supporting activities are in full swing:

- Our financial instruments are in place to ensure seamless cash management of the project.
- Planning for audio/visual components, security, networking, and landscaping is underway.
- We're also working on an inventory of our furniture, identifying what comes with us and what we need to acquire.
- A committee dedicated to planning a smooth transition from 101 Brownsville Avenue to our new location at 1201 S. State Rd 101 has been formed and is making moving plans.

As we turn our focus to 2024, we will continue to work towards the completion of our strategic initiatives and WVVREMC will continue working to provide the reliable, affordable electricity you expect and deserve — for today and tomorrow.

ANNUAL COOPERATIVE COMMUNITY DAY

Indiana's Electric Cooperative Community Day was on Friday, October 13, and we teamed up with electric cooperatives around Indiana to improve the quality of life in our communities. This year, our employees and directors worked at the UC Nature Park in Liberty, IN. We helped with brush clean up, wood chipping, weed eating, and constructing their new bathroom facility. The Nature Park will be a wonderful community place, and we were happy to be a part of it.





EMPLOYEE SPOTLIGHT

Suzie Latham recently completed Hoosier Energy's MSR HEATS program, which provides training and knowledge of the electrical distribution system. The two-year program helps develop cooperative employees in customer service, industry knowledge, and field terminology.

Suzie was honored at an October graduation ceremony in French Lick, Indiana. Completing the program required hard work, dedication, and a willingness to learn. We congratulate Suzie on her achievement!

Operation Round Up News

Whitewater Valley REMC's Operation Round Up awarded \$13,250 to 16 community organizations in the second half of 2023.

THE FOLLOWING LOCAL ORGANIZATIONS RECEIVED GRANTS:

Birth to Five

\$750 | Participation in Safety Village

Centerville High School After Prom

\$500 | To help fund after prom activities

Centerville High School Green Club

\$500 | Recycling project

Communities in Schools of Wayne County

\$1,000 | Support at-risk students

Connersville High School After Prom

\$500 | To help fund after prom activities

Cross Road Christian Recovery Center for Women

\$750 | Purchase LED lighting with motion sensors

Everton Volunteer Fire Department

\$1,000 | Battery-operated LED lighting

Fayette Co. Homeland Security & Emergency Management

\$1,200 | Purchase a public safety radio

Girls Inc. of Wayne County

\$500 | Supplies needed to paint and refresh building interior

Hagerstown High School Junior Class After Prom

\$500 | To help fund after prom activities

Metamora Volunteer Fire Department

\$1,750 | Update emergency lighting on apparatuses

Neighborhood Health Center

\$1,000 | First Aid and CPR equipment for training purposes

Union County Parks and Recreation

\$1,000 | Park Amphitheater

Wayne County Resource Inventory Council

\$500 | Restrooms and maintenance at Indiana High Point

Wayne County Soil and Water Conservation District

\$1,000 | Conservation Days for 3rd/4th graders

Whitewater Canal Byway Assn. Inc.

\$800 | Brochures, internet upgrades and website development

2023 Year Ends with Capital Credits Returned to WWVREMC Members

Your WWVREMC Board of Directors has reviewed the financial condition of the cooperative and is pleased to announce the retirement of approximately \$820,000 in capital credits. Following the cooperative's capital credits retirement policy, 100% of the Generation & Transmission margins from 1994, 1995, 1997, 1998 and 20% of the most recent year 2022, will be retired and returned to members.

HOW MUCH WILL YOU RECEIVE?

The amount you receive will be based on two factors; your length of membership with the cooperative and the amount of power used during the period being retired. Refunds less than \$10 will be applied as a credit on your December electric bill. If your refund is more than \$10, you will receive a check in the mail. Checks will be mailed by the end of the year.

ABOUT CAPITAL CREDITS

Unlike investor-owned utilities that maximize profits to pay their shareholders, not-for-profit electric cooperatives do not exist to earn a profit. You receive capital credits because you are more than a customer; you are an owner of WWVREMC. The hidden account number is 1127701. These credits represent your ownership in WWVREMC and are one of the unique and rewarding benefits you enjoy as a member of the cooperative.

QUESTIONS OR PROBLEMS WITH YOUR REFUND?

For more information, frequently asked questions, search for unclaimed credits, learn how to donate your refund, or to resolve a capital credit issue, please visit our website www.vremc.com, call our office at 765-458-5171, or send an e-mail to info@www.vremc.com.

A few cents can make a big impact. If you want to help support local organizations in your community, you can now sign up directly on our website to participate. Also, remember the next deadline for ORU applications is January 8, 2024. To enroll in our program or find an application, visit: www.vremc.com/operation-round-up.



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

NO OCTOBER WINNER

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

HOLIDAY OFFICE CLOSINGS

CHRISTMAS

December 25 and 26



NEW YEAR'S

January 1 and 2



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



Congratulations to Our Co-op Month Winners!

All members who stopped by our office in October were entered into a drawing to win a \$50 bill credit! We gave away two \$50 bill credits, and we are happy to announce Martha Taylor, Connersville, and David B. Stoltzfus, Greens Fork, were the winners!

Bill Credit Winners

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

DECEMBER

Roberta E. Collis, Modoc

William Steinard, Connersville

Douglas A. Ruoff, Cedar Grove

Jamison Walters, Liberty

Gary L. Kreider, Centerville

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.



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

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