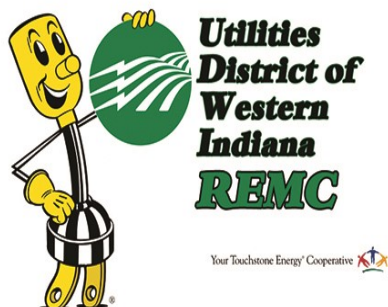


# News from Your Co-op

May 2021



## Did you know?

UDWI offers members the capability to request tree trimming service online!

To submit a request, visit:

<https://www.udwiremc.com/form/tree-trimming-service-request>



## New construction procedures available for members

UDWI has improved its procedures and policies for providing service for new construction and service upgrades. If you are building a new house, barn, or looking to switch from overhead to underground service, UDWI has created a service pamphlet to help you navigate the steps required to obtain safe service connections.

Members should be aware that from start to finish, the full upgrade and new service construction process could take between six and eight weeks. We encourage members to get started on the request as early as possible by calling our office to schedule an appointment with one of our field engineers.

Over the past few years, members have had to wait nearly two months to get an appointment scheduled for a new service setup. This year, UDWI has set a goal to schedule member appointments in two weeks or less from the initial request and we are adding another field technician to our team to help make this possible. We are dedicated to creating a greater focus on this process and being more readily available to our members.

During the scheduled appointment, a field engineer will meet members at the new service or upgrade site. Some of the topics discussed may include the path of service, easement form(s), type of service, and location of the meter base. A full list of topics can be found on our website.

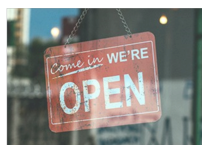
After the appointment, members should refer to the service pamphlet to finish the remaining steps required to complete the new service request. A construction checklist is available on UDWI's website to further assist members navigate this process in a timely manner.

It is recommended that members do not get ahead on the checklist before meeting with the field engineer on-site, as UDWI needs to approve all plans for electric service. One requirement for any new installation is that the site needs to be accessible by a work truck from a road or gravel drive. Exact specifications and requirements are available in the service pamphlet.

The member is responsible for the cost of the service addition or upgrade. UDWI determines the total cost of the project and offers a deduction of \$2,000 for a new full-time residence home and \$500 for a garage or similar outdoor addition. We charge this construction fee to the individual members involved with the project as opposed to raising rates for all members to cover the cost of new service throughout the year.

Please visit [www.udwiremc.com](http://www.udwiremc.com) under 'My Services' or call our office to learn more about our construction procedures or to get started on your project today.

## OFFICE INFORMATION



The UDWI REMC office lobby is open for all business. Hours of operation are Monday through Friday 7:30 AM to 4:30 PM. Masks are required to enter the building. Visitors should follow the new traffic pattern set in place. Let's help keep everyone safe & healthy!



Our office will be closed the following days:  
Memorial Day - Monday, May 31, 2021  
Independence Day - Monday, July 5, 2021  
*We wish you safe and happy holidays!*

## Smithville & UDWI REMC Partnership Update

Smithville is nearing completion of construction for phases 1 and 2 of their fiber partnership with UDWI REMC. In May, they expect to start splicing and testing the fiber in those areas and then will start contacting the members involved to get fiber service started.

Below is a breakdown of how the fiber project progresses:

- New fiber routes are engineered and designs are created – Smithville's field engineers can be seen canvassing the area during this time.
- Those new route plans are sent out to the impacted municipalities to get approval/ permitted/ bonded.
- Once all permits are received, construction can begin.
- Construction starts by building out all of the mainline routes for the new fiber. Smithville deploys new fiber cables down every street (whether homes are wanting services or not) in the area being constructed, though no fiber will go to homes yet because this work is all done in county/city ROW (right of way) and not on private property.
- Once construction is almost done, fiber splicing will begin. This is the process where all the new fiber lines are paired/spliced together and activated. Then they test the light quality going across each fiber from end to end, giving us assurances in delivery quality.
- Once splicing is done, Smithville starts connecting customers.
- When it's time to start connecting customers, Smithville will talk to each home looking to get fiber services and create service orders for those connections. Only at that point will the customer see work on their property. It usually takes 10 to 14 days for an order being created for new fiber services to be ready for use. This process includes getting permission from the property owner to build the new fiber on their property, building out the new fiber circuit to their home, wiring the inside of their home for the new services, and activating it during an onsite appointment with the homeowner.



UDWI REMC was founded to serve the electric energy needs of its members by adhering to the 7 Cooperative Principles. The 2021 Annual Meeting of the Members focused on these principles and how UDWI has prioritized them throughout the past year. Upcoming newsletters will highlight one of the principles and outline what the co-op is doing to serve its members.

**Open and Voluntary Membership** | Membership in a cooperative is open to all persons who can reasonably use its services and stand willing to accept the responsibilities of membership, regardless of race, religion, gender, or economic circumstances.

- UDWI has seen its membership grow from 18,900 members in 2017 to 19,200 members in 2021
- UDWI REMC is a member of several cooperatives that it does business with including:
  - IEC | Indiana Electric Cooperatives, our statewide organization
  - CFC | Cooperative Finance Corporation, provides access to loans and investments
  - CRC | Cooperative Response Center, provides call center and security services
  - SEDC | Southeastern Data Cooperative, provides financial and customer Information system software

## EMPLOYEE SPOTLIGHT

**How long have you worked at UDWI REMC?** 5 years

**Current position:** Apprentice Lineman

**What is your favorite part of working at the co-op?** Helping restore power to members

**Most memorable moment at work:** Providing mutual aid to Virginia after recent winter storms

**Favorite food & drink:** Pizza & Root Beer

**What are your hobbies?** Raising cattle

**Random fact about you:** I'm engaged and getting married this June



Meet  
Evan

### Accepting Applications

UDWI REMC is now accepting applications from non-profit businesses and organizations for the next round of Community Fund grants. The application submission deadline is June 15, 2021.



### MEMBER SATISFACTION SURVEY

Your electric co-op values your feedback!

YOUR  
OPINION  
COUNTS

Please consider helping us by participating in our member satisfaction survey.

Survey live from May 3 - June 4

### Meter testing continues

UDWI REMC meter technicians will be performing routine meter tests in our entire service territory over the next few years.

Each employee will be driving a white utility van with our logo placard. Be sure to identify these items before approaching any vehicle that may be in your area. Report suspicious behavior to your local law enforcement office.

"Like" us on Facebook to stay up to date on current testing locations.

