

# News from Your Co-op

March 2022



## Establishing Membership: UDWI's Process

Have you ever wondered if you should update your UDWI membership application? How utility deposits are calculated? Let's take a deeper look at the membership/customer service process.

The most common ways members contact UDWI to establish service are via phone and website.

A customer service representative from our team must speak with the member over the phone to establish service, which is a process protected by Privacy Laws. We must speak with the person whose name will be listed as the primary applicant, meaning a spouse or family member cannot call in on behalf of anyone.

Once an account is created, the next step is to complete a membership application. This signed agreement protects both the member and the cooperative. With identity theft more prevalent today, UDWI wants to make sure that our member's information is protected. Any information we receive is encrypted: UDWI does not release information without consent and does not sell your information.

The membership application is available to print from our website, can be emailed to the member, and UDWI is working with DocuSign to make the digital process much easier!

Below are a few reasons why members would be required to resubmit their membership application:

- Name change (marriage, divorce, etc.);
- Add a joint applicant (add your spouse to your account, etc)
- There is updated information to your current account
- Need to connect, reconnect, or transfer service, and the current application is not up-to-date

When thinking about utility deposits, many utility bills such as gas, electricity, water, cable, and cell service are considered open credit accounts and affect your credit score. Therefore, your credit history, or lack thereof, affects whether a security deposit must be paid in advance of UDWI connecting service.

UDWI offers a soft credit pull, meaning it does not affect credit scores, through a company that works with co-ops across the country and is integrated with our Customer Service Information Provider. The credit pull is governed by the Fair Credit Reporting Act (FCRA) and requires specific obligations to remain compliant. We also accept a credit reference letter from the most recent electric utility provider.

Being required to pay a security deposit is one of many reasons we encourage members to connect service with our Prepaid Metering Program. A location eligible for choosing Prepaid Service does not require a deposit because you are paying in advance for your electric service, and in most cases, requires a \$50 payment toward the meter.

With Prepaid Service, members receive a text alert each evening to inform them of their usage from the day before and their current credit balance. As long as there is a credit balance on the meter, the service stays connected. If a meter is pending disconnect, an alert will be sent more than 12 hours before service will shut off to allow for time to make a payment to avoid the disconnect of service. If a meter runs out of money, once the overage is paid plus \$50 toward the meter, the service automatically restores itself.

UDWI currently has over 1,000 members taking advantage of this service.

Please realize this is a condensed version of our process. Please contact our customer service department if you have any questions.

Did you know?



Current UDWI Financials and Board Meeting Minutes are available on our website!

[www.udwiremc.com](http://www.udwiremc.com)

Like us on Facebook  
[www.facebook.com/udwiremc](http://www.facebook.com/udwiremc)

Follow us on Twitter  
[www.twitter.com/udwiremc](http://www.twitter.com/udwiremc)

## OFFICE INFORMATION



The UDWI REMC office lobby is now OPEN for all business. Hours of operation are Monday through Friday 7:30 AM to 4:30 PM. Masks are encouraged. Visitors should continue to maintain proper social distancing. Let's continue to keep everyone safe & healthy!



Our office will be closed Friday, April 15, 2022 in observance of Good Friday. *Wishing you a happy holiday!*

## Meet your Board of Directors candidates!



**W. Edward Cullison**  
District 3



**Shawn W. Dugan**  
District 6

### 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 March 16, 2022.



### Meter testing continues

UDWI REMC meter technicians continue with routine meter tests in our entire service territory and will do so 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.



### Member assistance requested

We’re continuously working to improve your experience as a valued member of UDWI REMC.

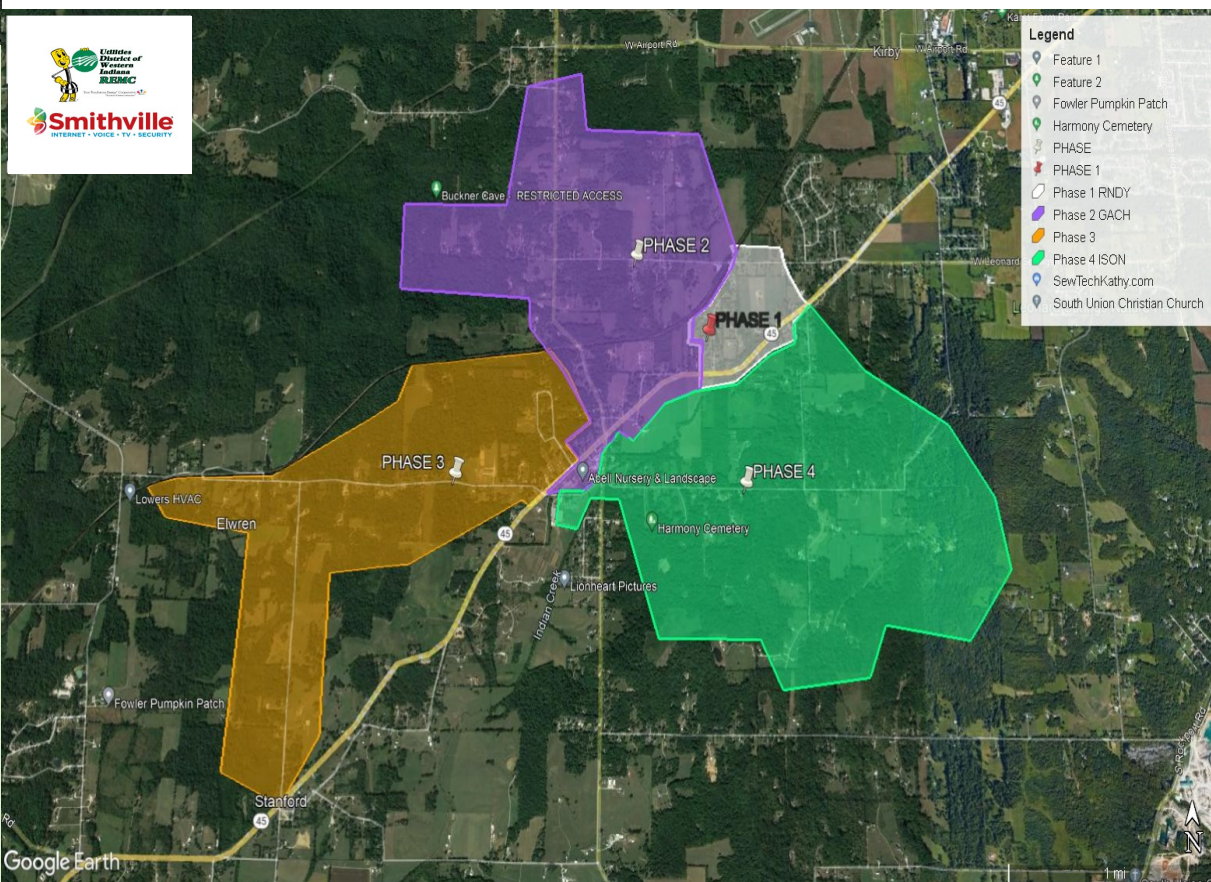
In the next few weeks, there will be a Customer Experience Survey available to members. The results from this survey will be used to improve training and education for our employees. Your participation is appreciated.



### Smithville & UDWI REMC Partnership Update

The Smithville Fiber Project is nearly completion as crews have started on Phase 4 of the project and should complete the work by mid-summer of 2022. Below is the status for the various phases:

- ◊Phase 1, 2 – Continuing to install fiber for customers.
- ◊Phase 3 – Started installing fiber for customers in December and it’s starting to pick up.
- ◊Phase 4 – Started construction in January 2022 and should be completed Summer 2022.



Legend	
Feature 1	Feature 2
Feature 3	Fowler Pumpkin Patch
Feature 4	Harmony Cemetery
PHASE 1	PHASE 1 RNDY
PHASE 2 GACH	PHASE 3
PHASE 4 ISON	SewTechKathy.com
South Union Christian Church	

### Annual Meeting of Members

April 19, 2022

UDWI Headquarters\*

Doors open at 5:00 p.m.

Meeting begins at 6:00 p.m.

\*following local health & CDC guidelines

Voting will open soon for the UDWI REMC Board of Directors Election.

Although this year’s seats are uncontested, the cooperative bylaws require candidates receive a mandated number of votes from the membership in order to validate the election.

Online voting will open March 18 at 8:00a.m. and remain open through April 15. Members will receive mail-in ballot materials by postal mail. Voting online is the easiest & most economical way for members to vote. UDWI encourages members to use this free service.

*Every vote counts!*

## EMPLOYEE SPOTLIGHT — Dave Patterson

**How long have you worked at UDWI REMC?** 16 years

**Current position:** Field Engineer

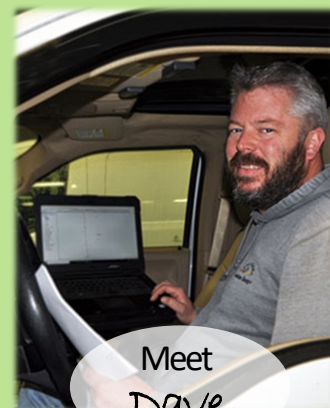
**What is your favorite part of working at the co-op?** My position allows the freedom to work from my truck.

**Memorable moment(s) at work:** When a tornado struck our office, and a major ice storm in 2011.

**What are your hobbies?** Off-roading / I’m a member of Southern Indiana SXS and Cheapthrills Motorsports.

**Random fact(s) about me:** I was an Eagle Scout. I thought I had never broken a bone, until a recent x-ray showed an healed fracture.

**Favorite Food & Drink:** Shrimp Scampi and Diet Mtn. Dew



Meet Dave