



Co-op Chronical



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November/December 2022

Safety Training: Why It Matters



As a utility cooperative, UDWI REMC recognizes the extreme importance of training and preparedness to ensure the utmost safety for our team and our members. From linemen to member services to information technology (IT), UDWI is dedicated to the safety and security of its employees and information.

The utility industry and energized lines can be as safe as any other job if our team is properly educated on the hazards and follows the proper safety guidelines that the cooperative enforces. This oversight is done by an in-house safety committee comprised of two linemen, two internal managers, and a secretary to help keep our team safe and report any incidents or accidents so we can learn from every experience.

Our goal is always to have 100 percent participation in all training sessions. Make-up sessions are offered when we can't all be together, and today's technology allows us to alternate between in-person classes for a more hands-on experience, or training online for the opportunity to learn from anywhere. There are more than 20 safety training sessions offered to our linemen and staff every year, ranging from life-saving certifications to the prevention of a cyber attack.

Linemen participate in a safety training program each year that is carefully created to cover everything they may need to prepare the team in the field. They are required to recertify in CPR/AED and First Aid, as well as participate in a number of other trainings including pole-top and bucket rescue, ladder inspection, ladder safety, fire hazard, substation review, and emergency response.

In addition to field training, our IT department undergoes cybersecurity and viral threat sessions quarterly, rotating between subjects to keep the team up-to-date on important topics such as email phishing, password protection, and how to identify internet scams.

As we finish out the fall season and head into winter, UDWI has a few safety messages we want our members to remember:

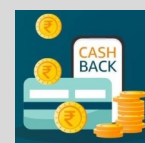
1. With harvest season upon us, we want to remind members to please slow down and be alert, patient, and courteous when traveling on rural roads.
2. As we approach the holiday season, we ask members to use extra caution when plugging in Christmas lights, so as to not overload circuits. Additionally, be mindful when using space heaters and never leave them unattended.

UDWI prioritizes our safety culture with the goal that every employee feels comfortable and safe to report any incidents or accidents that they experience, including near-misses or something they may observe in the field. We prioritize open lines of communication for the safety of our team and members and reduce the dread of reporting due to fear of retribution. It's not just a culture - it's a state of mind and way of life for our team members, and we take it seriously!



Did You Know?

Members who sign up to receive electronic billing statements and opt-in for automatic payments from a checking or savings account can save money on their electric bill every month! Eligible accounts can receive a bill credit of \$2 per account every month.



For more information on this bill credit, please contact customer service Monday through Friday from 7:30 a.m.—4:30 p.m. at 812-384-4446 or 800-489-7362, or email memberservice@udwiremc.com.

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 encouraged. Visitors should continue to maintain proper social distancing. Let's continue to keep everyone safe & healthy!



Upcoming Holiday Closings:

- Veterans Day—November 11, 2022
- Thanksgiving—November 24-25, 2022
- Christmas—December 23-26, 2022
- New Year's Day—January 2, 2023



September 2022 Community Fund Recipients

The following organizations were awarded grants from the UDWI REMC Community Fund. Thank you to those members who contributed to this worthwhile program!

Autism Rocks and Rolls Corporation
Bedford North Lawrence High School Band & Music Boosters
Greene County 4-H Shotgun Club
Greene County Alliance
Greene County Foundation, Inc.
Open Arms Family and Educational Services
Pregnancy Choices
Rebuilt Recovery and Discipleship
William T. Murphy Community & Wellness Center

Applications are being accepted from non-profit businesses and organizations for the next round of Community Fund grants until November 30, 2022.



Energy Assistance Programs for Members

The Winter season is upon us and with that comes the cold temps and increased energy consumption. UDWI wants our members to be aware of the Energy Assistance Programs (EAP) offered in their areas to help reduce the financial strain many will face this season.

We encourage all UDWI members to contact their local energy assistance offices to see if they qualify for assistance, especially those with significant past due balances. In most cases, the income guidelines, how to apply, as well as many other details on other services and programs can be found on the website of your local energy assistance office.

Below are the offices and counties they serve:

Lawrence and Martin Counties: **Hoosier Uplands Economic Development Corporation**
Davies, Greene, Knox, and Sullivan Counties: **Pace Community Action Agency**
Monroe and Owen Counties: **South Central Community Action Program**
Clay, Putnam, and Vigo Counties: **Western Indiana Community Action Agency**

You may also visit the 'Energy Assistance Programs' page on our website for a link to your local energy assistance office or contact UDWI with any questions. Our member service representatives are ready to help Monday -Friday 7:30 a.m. to 4:30 p.m.



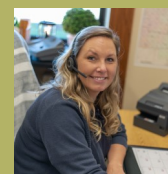
CUSTOMER SERVICE SPOTLIGHT

This past October, UDWI celebrated National Customer Service Appreciation Week! This is an international celebration of the importance of customer service and the people who serve and support customers on a daily basis.

UDWI hosted a special employee luncheon for all staff members to celebrate its customer service representatives. We are blessed with a great team who truly cares about the work they are doing. Huge thank you to our team for everything that you do for our members, and hope you know we appreciate you everyday!



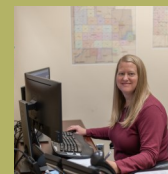
Danielle Marshall
Customer Service Representative



Stacy Henry
Customer Service Representative



Nikki Burns
Customer Service Representative



Jennifer Field
Collection Specialist

Smithville & UDWI REMC Partnership Update

The Smithville Fiber Project continues to move forward as more members are provided with fiber to their homes. Members can take advantage of the early sign-up option for all future fiber locations by visiting www.smithville.com or calling (800) 742-4084 to pre-register for services.

Below is the status for the various phases:

- Phase 1, 2, 3, 4** - Complete and installing customers.
- Phase 5 & 6** - Construction began in October and should be completed by December.
- Phase 7 (the final phase)** - Moved to 2023 with an estimated completion of Fall 2023.



Qualifications for UDWI REMC Board of Directors

To be eligible to become a director of the REMC, a person must meet the following qualifications:

1. Must be a member of the cooperative;
2. Must be a bona fide resident in the district which he/she is to represent;
3. Must not be in any way employed by or financially interested in a competing enterprise or business selling electric energy or supplies to the REMC, or a business primarily engaged in selling electrical or plumbing appliances, fixtures or supplies to members of the cooperative;
4. Must not be a close relative of an incumbent director or an employee of the REMC.

Three candidates will be elected at the 2023 annual meeting. **Districts 1, 2, and 4 are up for election.** Candidates will be elected to serve a three-year term.

Interested candidates must contact the UDWI office to receive a candidate packet.

Completed packets must be turned in on or before **Wednesday, January 18, 2023.**

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.

