



FACING THE FUTURE

TOGETHER

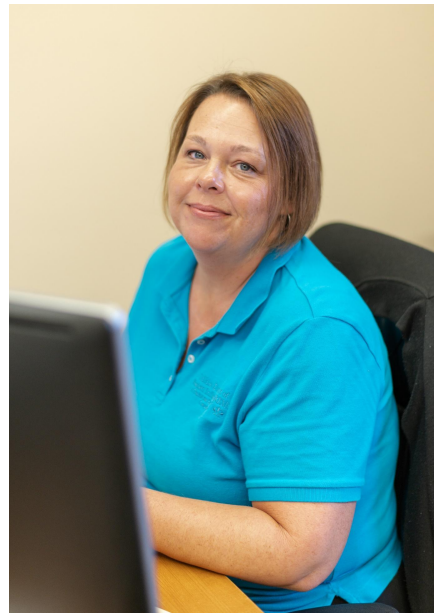
2023 UDWI ANNUAL MEETING OF THE MEMBERS



WELCOME!



OUR UDWI TEAM



COMMITMENT TO OUR COOPERATIVE



- UDWI will continue to improve its system reliability while reducing line losses
- UDWI will continue to improve the quality of its member service
- UDWI will continue to invest in our team members
- UDWI will use its financial resources to offset some of the power supply increases





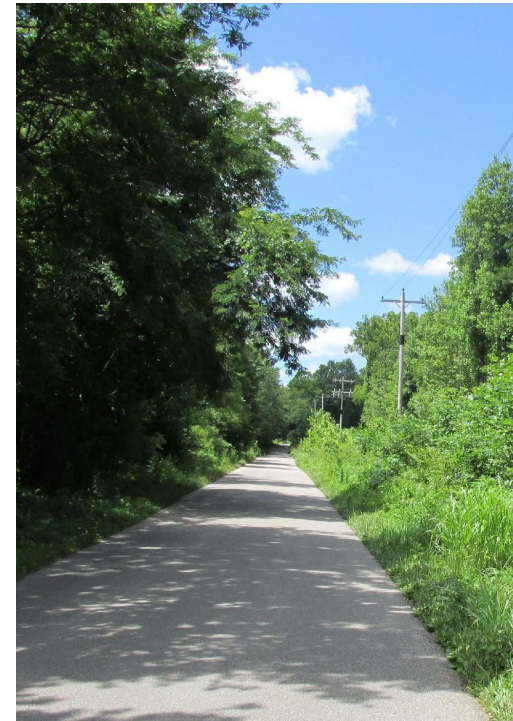
2022

ACCOMPLISHMENTS

2023 UDWI ANNUAL MEETING OF THE MEMBERS

TREE TRIMMING

- Vegetation Issues remain the number one cause of outages on our system (70% of all outages)
- Switched to a 4-year Cycle Method in March of 2022 (Previously had a 10-year cycle) without raising base rates
- Recently trimmed circuits have shown 60% less outages on average
- Using a combination of our HHM (UDWI-owned LLC) and outside contract trimmers
- We cleared vegetation on **510 miles of line** in 2022



LINE IMPROVEMENTS



- Infrastructure improvements are designed to improve system reliability and efficiency
- UDWI continues to focus on pole and line replacements
 - Our crews regularly checks poles for decay and damage caused by exposure to the elements.
 - The picture on this slide shows a pole that was full of woodpecker holes!
- We replaced 764 poles
- We built 13 miles of new line
- Reliability up – reliability improved to from 99.4% to 99.6%



SAFETY, TRAINING & LEARNING OPPORTUNITIES



MEMBER OUTREACH



 **Co-op Chronical**
November/December 2022
Like us on Facebook: www.facebook.com/udwiremc

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

 **Utilities District of Western Indiana REMC**
Published by Willy Wirehand · July 8, 2022 ·

This week, UDWI REMC Apprentice Linemen Evan Fuller and Will Padgett completed another milestone in the intensive 4-year training program to become a journeyman lineman. The 8-hour final observation of official training was performed on a 7,200-volt live line. This specialized training helps ensure the highest level of safety for our linemen and members. They are now working to accumulate 8,000 hours of on-the-job training.

Join us in congratulating them on this awesome achievement.
Way to go Evan & Will!



See insights and ads

Boost post

215

61 comments 4 shares

2023 UDWI ANNUAL MEETING OF THE MEMBERS



MEMBER SERVICES



- **Member Service Upgrades**

- **Text Message Alert System:** Another tool to receive important account information and urgent outage alerts

- **Member Service Accomplishments**

- We answered over 40,000 member service calls
- We set up 1,735 payment plans for a total of \$467,590.45
- We implemented the Member Bill of Rights
- We are always working together as a team to strategize ways that we can best help our members

- **Capital Credits**

- UDWI issued 12,600 capital credit checks, returning \$954,000 to our members



INTERNAL CULTURE



- Safety Program Effective - over 1250 safety and job skill training hours
- Transparency Strong – Financials, 990's, KRTA's, Board Meeting Minutes and Agendas on website



MUTUAL AID



COMMUNITY FUND



- UDWI launched "Operation Round Up," an innovative program that gives members an avenue to make a tremendous difference where they live by combining their spare change for the good of their communities
- **\$55,5680** was distributed to local nonprofits in 2022 across 40 charities
 - Libraries, schools, churches, healthcare and more!





LOOKING FORWARD

2023 UDWI ANNUAL MEETING OF THE MEMBERS

PLANS FOR 2023



- Minimize the impact of Higher Power Supply Costs
- Replacing/Improving our Aging infrastructure
 - Will replace between **25 and 30 miles of aging conductor in 2023** – approaching our all-time annual record
- Proactively Managing Supply Chain/Inflation Issues
- Vegetation Management Program Execution
- Preparing for the Electrification of National Vehicle Fleet





CHALLENGES TO OVERCOME TOGETHER

2023 UDWI ANNUAL MEETING OF THE MEMBERS

Challenge 1: Power Supply Costs from Hoosier Energy



UDWI's Response to Higher Power Prices



- Pursue Contract Flexibility within Hoosier Energy
- Control Non-Power Supply Related Costs
- Help members conserve energy/reduce consumption
- Advocate Legislatively for policies that will help energy affordability





Challenge 2: Aging Infrastructure

- We have over 900 miles of older (60+ years) copperweld conductor to replace
- We are not prepared for the rapid electrification of our vehicle fleet
- We must stay ahead of economic development opportunities (WestGate area)
- Recent trends in inflation of raw materials and labor have significantly increased capital costs
- We must renew/replace our system without large rate increases

Steps taken on Aging Infrastructure

- Increased 2023 Capital Improvement budget: \$2,000,000
- Spending over \$500,000 in 2023 on smart grid capabilities; Will automatically restore some outages
- Stockpiling key capital equipment components (transformers, etc.) needed for new development activities



Challenge 3: Supply Chain Issues/Inflationary Pressure



Impact of Pandemic and Inflation on Material/Equipment

	<u>1/1/2020</u>	<u>3/1/2023</u>		<u>1/1/2020</u>	<u>3/1/2023</u>
<u>Description</u>	<u>Lead time</u>	<u>Lead time</u>		<u>Cost</u>	<u>Cost</u>
25 KVA Pad Mount Transformer	8 Days	120 Days		\$1,351	\$2,128
500 KVA Pad Mount Transformer	40 Days	300 Days		\$11,061	\$16,656
Underground Primary - 1/0	5 Days	5 Days		\$2.47	\$3.38
Line Truck	9 months	36 Months		\$255,000	\$296,000





UDWI's Response to Supply Chain Issues/ Inflationary Pressure

- Stockpile critical inventory items whenever possible
- Look for alternative suppliers
- Work with other co-ops on hard to locate inventory
- Help members conserve energy/reduce consumption
- Advocate legislatively for policies that will increase domestic production on critical inventory





Challenge 4: Electrification of Vehicles

- Our Distribution System was not designed to charge vehicles at home
 - Especially during peak hours
- We do not know the pace that these vehicles will be adopted by our members
- Large differences exist between the demands on our system by vehicle type
 - F-150 versus Chevy Bolt
- It is anticipated that over 75% of all vehicle charging will take place at home

UDWI's Preparedness for Electric Vehicles

- 64.2% of our transformers would be over nameplate rating with the addition of a single L2 (7.7kw) charger
- 24.9% of REC's transformers are already above nameplate at winter peak





THANK YOU!

