



Co-op Chronical



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September/October 2023

June 2023 Storm Restoration

In June, UDWI's service territory saw one of the worst storms in decades. The storm created over 500 separate outages, leaving over 12,000 members without power, some for several days. Although crews were actively tracking the storm, its severity (winds over 80 MPH!) was not anticipated. UDWI crews were left with extensive damage to repair, including 41 broken poles and 13 impacted transformers which created additional challenging barriers to overcome.

We completely understand and share the frustration of being without power for an extended period of time as most of our team was also impacted by the damage and experienced extended outages. We want to thank you for your kind words and thoughts while we navigated this storm.

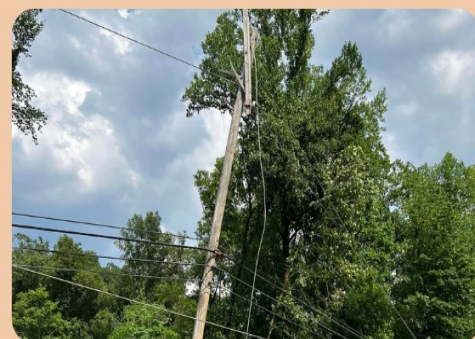
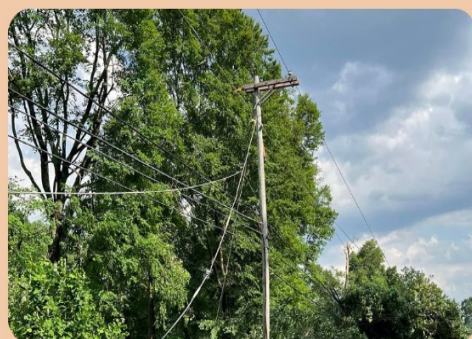
To restore power, our crews must travel to each individual outage and assess the damage/cause of the outage. Please remember that UDWI cannot offer any estimated times of restoration until a crew arrives onsite and is able to assess the situation. Outages caused by broken poles can take three hours to replace, in addition to the time spent returning to headquarters to get the necessary equipment. It is quite a lengthy process when crews have a high volume of outages that need immediate attention!

Our crews worked tirelessly until every member's power was restored, and we want to thank those crews who spent sleepless nights away from their families. Additionally, we are so grateful for the mutual aid support we received from local co-ops. All power providers in our area saw similar damage and the cooperative family came together to work through the restoration. UDWI received help from Heartland REMC, Dubois REC, JCREMC, Hoosier Energy, and our contractors - Electricom, USC and HHM - to get our members their power back. Thank you to these organizations and crews for their hard work and dedication to our members' restoration!

Our crews' top priority is to restore power to as many members as efficiently and safely as possible. Individual outages may receive preferred treatment if the loss of electricity poses an immediate danger, such as live lines across a roadway. UDWI crews stay in contact with local emergency services to quickly respond to these situations as they arise.

As a reminder, members can report an outage by calling the UDWI office (812-384-4446), using the UDWI app (UDWI REMC in the App Store and Google Play Store), or via UDWI's texting service (more information is available on our website). During a large storm situation, please be sure to use one of these options instead of reporting through Facebook to help ensure our dispatch team sees your outage. Comments and messages during this time can be hard to track due to the large quantity. But please remember to use our Facebook page to view the latest updates on outages and the most up-to-date information about the cooperative!

We again want to thank you all for your patience, grace and understanding as our crews navigate large outages, and we would like to reiterate that our top priority is to restore power to you all as quickly and safely as possible!



EMPLOYEE SPOTLIGHT

Position—Line Foreman

Years with Co-Op—22 years

Favorite part of working at UDWI? Restoring power after storms

Memorable moment? Going to Guatemala and turning on the lights for people for the first time ever

Favorite food & drink? Steak & sweet tea

Hobbies? Hunting & showing livestock with my kids

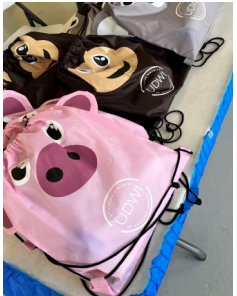
Pet peeves? Rude people



**Meet
Jeremy
Feltner!**

2023 Member Appreciation Day

UDWI hosted its first Member Appreciation Day in nearly 20 years this past July and over 150 UDWI members joined us to celebrate! The event was filled with utility demonstrations, food, face painting, Kona Ice snow cones, games, prizes and giveaways, and more. UDWI members in attendance also had the opportunity to place their names in a raffle to receive a \$25 account credit. Congratulations to the winners, and thank you to everyone who joined us to celebrate YOU, our members!



Lisa Abel
Jarrod Holtsclaw
William Sharr
Bradley Seymour

UDWI Community Fund

Congratulations to the local community organizations that were awarded grants in the Q2 round of UDWI's Community Fund! The application is now open for the next round of our Community Fund - apply by September 6 on our website!

- Autism Rocks and Rolls Corporation
- Carnegie Heritage & Arts Center of Greene County, Inc.
- Faithful Fitness
- Knight of Columbus Council #1166
- Lyons Community Food Pantry
- Open Arms Family & Educational Services, Inc.
- Pregnancy Choices
- Rebuilt Recovery and Discipleship Corporation
- Salvation Army – Greene County Service Extension
- Serenity Club of Bedford, Inc.

UDWI Fiber Partnership Updates

Smithville Update:

- Stanford 5 is open for fiber service as of July 25, 2023
- Stanford 6 is in the inspection phase and on track for opening for orders in September
- Stanford 7 is still on track for 2024 design and construction

South Central Indiana REMC Update:

- The first group of homes and businesses in the north-central portions of UDWI's territory are ready to be connected! Please check out the latest press release on our website for more information and a service area map.



Meter Testing Continues: UDWI meter technicians continue with routine meter tests in our entire service territory and will do so over the next few years. Employees 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.

Paperless Billing: 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, contact customer service at 812-384-4446 or email memberservice@udwiremc.com.