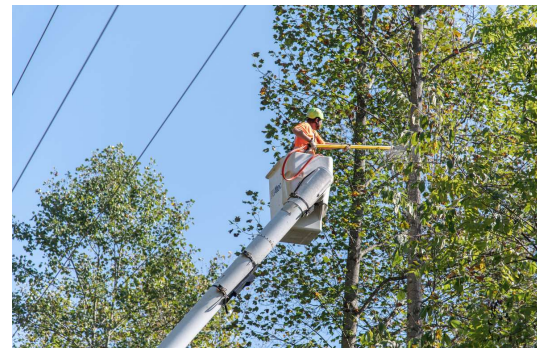


STATE OF THE COOPERATIVE

2024 ANNUAL MEETING OF THE MEMBERS



“MEASURING THE PAST, BUILDING THE FUTURE”

UDWI exists to improve rural life. We safely deliver reliable electricity to our members. We provide outstanding customer service from every position within UDWI. We serve our communities by providing helping hands and hearts to those in need.



Thank you to the Team!



2024 Annual Meeting of the Members



Values and Philosophy



UDWI REMC exists to improve rural life.

- We safely deliver reliable electricity to our members.
- We provide outstanding customer service from every position within UDWI.
- We serve our communities by providing helping hands and hearts to those in need.

We value most:

Our Employees: We respect and appreciate all team members. We show thanks, encouragement, and support to everyone. We empower, educate, and develop our team. We laugh together. We get through the hard times together.

Our Members: We provide excellent customer service in our daily interactions with members. We treat them the way we want to be treated by demonstrating respect, empathy, patience, and concern for them and their opinions.

Our Integrity: We seek transparency in all we do. We act with honesty and truthfulness in our business practices, with our team, and with our members. We are accountable. We do the right thing even when it is hard.



2024 Annual Meeting of the Members



Commitment to Safety

How we performed in 2023:

- We worked over 110,000 hours since last lost workday lost due to injury.
- We completed 2,000 hours of Safety/Job Skills Training.
- We conducted 8 public electrical safety training events.
- We held three in-house active safety committees.





Commitment to Safety

What will happen in 2024:

- We will have 100% participation in all safety training sessions.
- We will conduct 8 public safety/first responder electrical safety training events.
- We will make defensive driving one of our top safety priorities.
- We will continue to support our safety committees.

2024 SAFETY PRIORITIES

DEFENSIVE DRIVING & SAFE BACKING TECHNIQUES

INCREASE NEAR MISS & HAZARD RECOGNITION REPORTING

FALL RESTRAINT INSPECTION

SAFETY FIRST

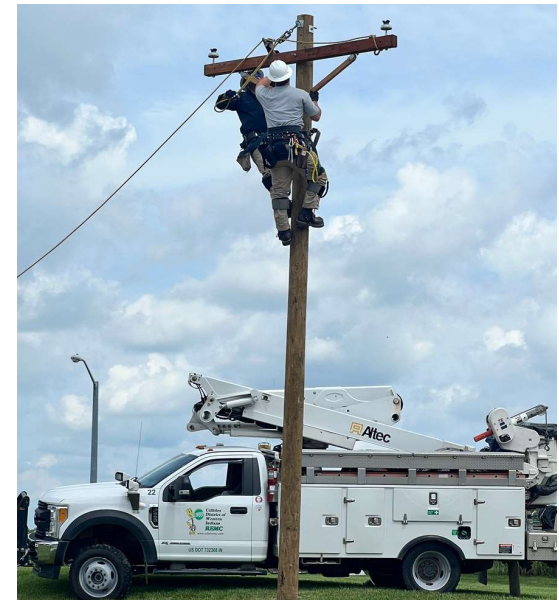
The graphic is a vertical green banner with a dark blue horizontal line near the top. It features the UDWI logo in the top left corner. The title "2024 SAFETY PRIORITIES" is in large white letters. Below the title are three white rounded rectangular boxes with blue borders, each containing a priority item and an icon. The first box is "DEFENSIVE DRIVING & SAFE BACKING TECHNIQUES" with a warning triangle and a forklift icon. The second is "INCREASE NEAR MISS & HAZARD RECOGNITION REPORTING" with a clipboard icon. The third is "FALL RESTRAINT INSPECTION" with an icon of a person wearing a fall restraint and a magnifying glass. At the bottom is a white diamond-shaped sign with the words "SAFETY FIRST" in green.



Commitment to Member Service

Operations Department - How we performed in 2023:

- Our Reliability Improved (excluding major storm events)
 - Average Outage Duration - improved from 339 minutes to 264 minutes
 - Average Number of Outages - improved from 2.6 to 1.9
- Increased emphasis on preventive maintenance activities
 - Replaced over 800 poles identified in the 2022 pole inspection program
 - Developed program to reduce wildlife outage frequency
- Increased the development/use of smart-grid technologies





Commitment to Member Service



Operations Department - How we performed in 2023:

- Built/replaced 13 miles of power line cost of \$2,250,000
- Trimmed/cleared over 426 miles of power lines in our vegetation management program – year two of four-year cycle (Vegetation problems cause 60% of outages)
- Our Lineman responded to 972 outages working 6,923 overtime hours (including derecho event in June/July). These hours were frequently worked on weekends/holidays or in inclement weather.
- Expanded and enhanced Outage Notification System





Commitment to Member Service



Operations Department - What will happen in 2024:

- Will Build/replace 35 miles (an all-time record) of power line (\$6,000,000)
- Will increase the deployment of smart grid technology throughout our system
- Continued emphasis of preventative maintenance activities
- Continuation of investment in vegetation management – goal of 560 miles cleared
- Continued investment in safety/job skills training for all Operations Department Staff





Commitment to Member Service



Customer Service Department - How we performed in 2023:

- We answered over 30,000-member service calls.
- We set up 1,900 payment arrangements totaling \$500,000.
- We implemented the DocuSign software to improve our member experience.
- We continue to work with Smithville and SCI on Broadband Partnerships.
- We sponsored a Member Appreciation Day.





Commitment to Member Service

Customer Service Department - What will happen in 2024:

- New Member Handbook/Welcome Packet
- Provide ability for automated credit/debit card payments
- Continued cross training/education programs
- Continuous review of billing and collections procedures –
 - Industry best practices

MEMBER HANDBOOK



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Utilities District of Western Indiana REMC
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812-384-4446 | 800-489-7362
www.udwiremc.com



2024 Annual Meeting of the Members



Commitment to Member Service

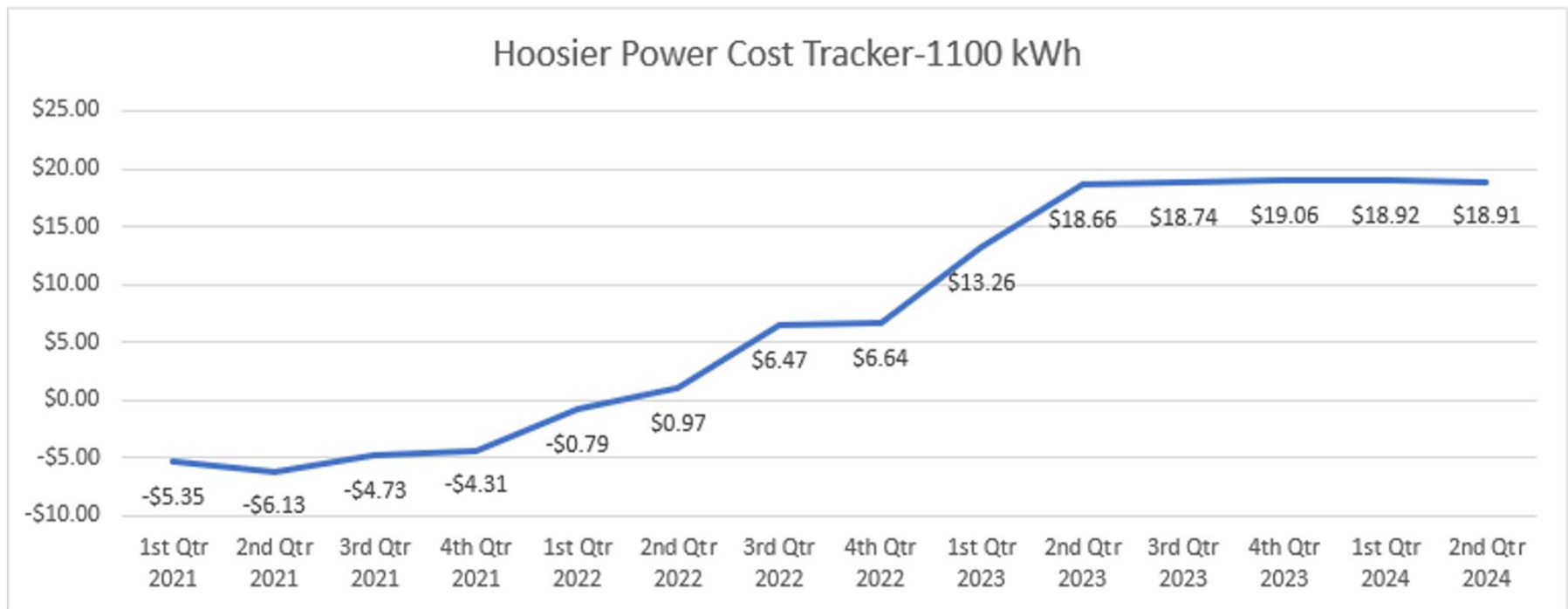
Finance Department - How we performed in 2023:

- We retired \$835,000 of capital credits (\$5,200,000 retired since 2014).
- Despite inflationary pressures, we were able to hold base rates stable.
- Our total sales volumes were over 5 percent lower than the prior year due to mild weather.
- We experienced increased power supply costs from Hoosier Energy which we had to pass along to Members.





Power Supply Costs From Hoosier Energy



2024 Annual Meeting of the Members



Commitment to Member Service



Finance Department - What will happen in 2024:

- We will retire \$900,000 of capital credits.
- Despite inflationary pressures, we will hold base rates stable in 2024.
- Our power supply costs from Hoosier Energy are projected to remain at current levels for 2024 and beyond .
- Every penny we borrow in 2024 and beyond will be used to renew our system and to improve our reliability.





Commitment to Community

Community Fund 2023:

- UDWI's Operation Round: making a tremendous difference for the charities in our service territory
- \$61,270 was distributed to local nonprofits in 2023 across 35 charities.
- Over \$1,000,000 has been given away since 2005.
 - Food pantries, libraries, schools, churches, healthcare and more!



2024 Annual Meeting of the Members



Commitment to Community



Making a difference for our members:

- Will develop a major Broadband partnership with Mainstream Fiber to provide high speed broadband service to our entire service area
- Will provide a reliable/cost-effective power supply for the Micro-electronics facility at Westgate
- Will offer special economic development rates for all qualified commercial customers
- Will continue to look at volunteer opportunities throughout our service territory
- Will continue to promote and support the UDWI Community Fund



2024 Annual Meeting of the Members



Thank You!

“MEASURING THE PAST, BUILDING THE FUTURE”



2024 Annual Meeting of the Members