

UTILITIES DISTRICT OF WESTERN INDIANA REMC

2025 ANNUAL MEETING OF THE MEMBERS

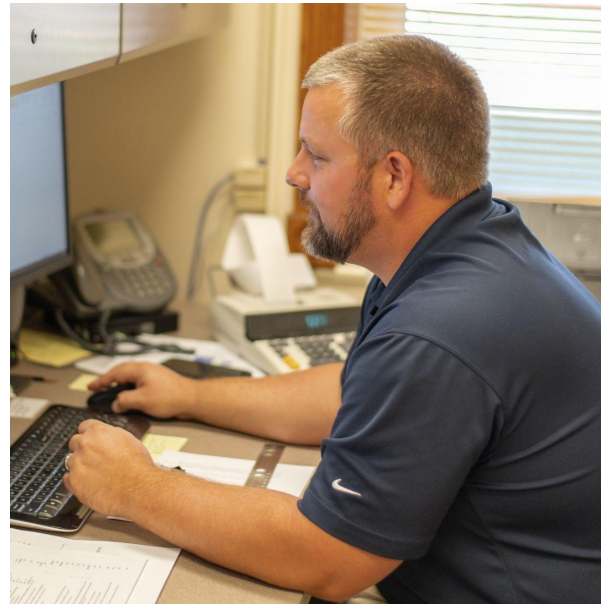


UDWI exists to improve rural life. We safely deliver reliable electricity to our members. We provide outstanding customer service from every position within UDWI. We serve our communities by providing helping hands and hearts to those in need.



WELCOME!

OUR UDWI TEAM



2025 UDWI ANNUAL MEETING OF THE MEMBERS





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 inflation related cost increases that we are seeing

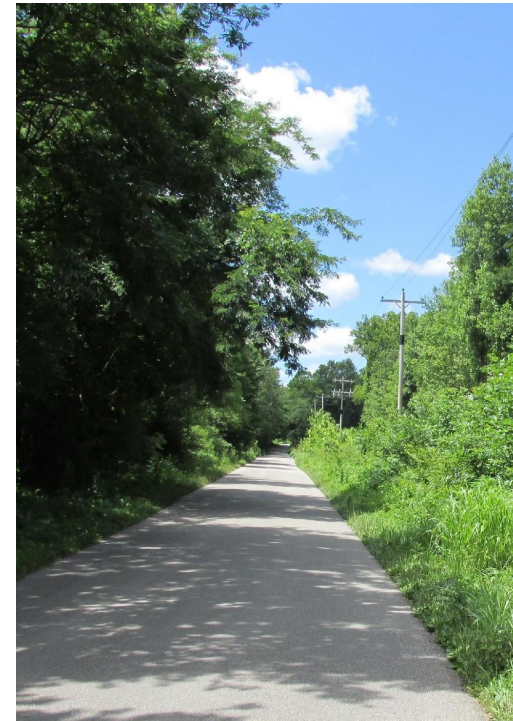


2025 ACCOMPLISHMENTS

2025 UDWI ANNUAL MEETING OF THE MEMBERS

TREE TRIMMING

- Vegetation Issues remain the number one cause of outages on our system (80% of all outages)
- Since moving to the new standard, there have been 173,400 units of vegetation and 19,350 spand (equivalent to about 916 miles)
- Using a combination of our HHM (UDWI-owned LLC) and outside contract trimmers
- We cleared vegetation on **380 miles in 2024**



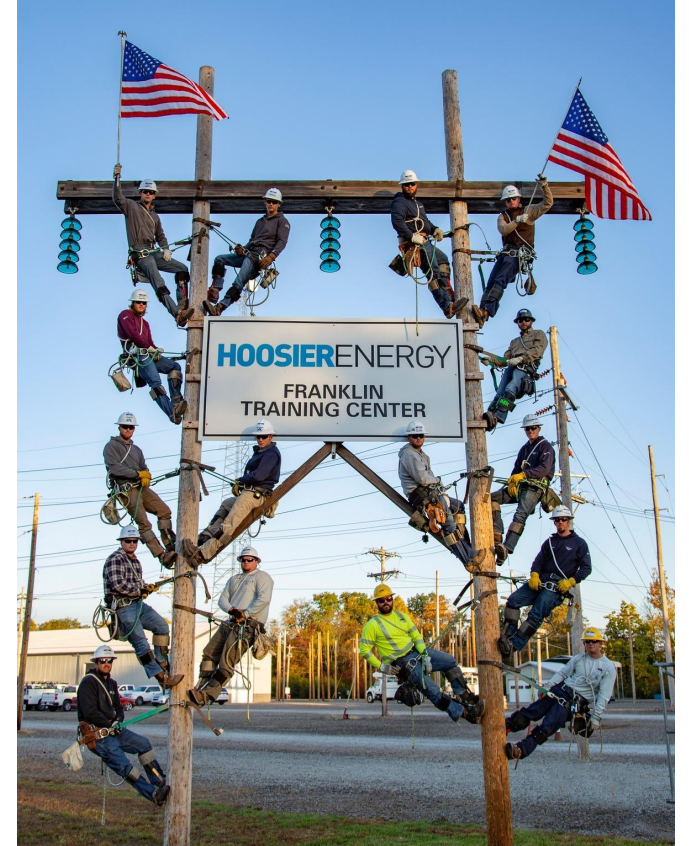
LINE IMPROVEMENTS



- 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 505 poles
- We built 10.11 miles of new line (& rebuilt 11.03 miles of line)
- Reliability up – members experienced 16% fewer outages than in 2023



SAFETY, TRAINING & LEARNING OPPORTUNITIES



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MEMBER OUTREACH





Co-op Chronicle

November/December 2024  Follow us on Facebook:
www.facebook.com/udwiremc

Work Begins as Utilities District of Western Indiana REMC Partners with Mainstream to Expand Rural Broadband Access with Fiber-Optic Internet

The Utilities District of Western Indiana REMC and Mainstream Fiber Networks will begin building the infrastructure needed to serve the cooperative's members with high-speed fiber-optic connectivity starting this month.

Mainstream and its construction and design contractors, Tango Fiber and Helix Engineering, will be in the area during the coming weeks to begin installation of an initial "loop" through Greene County, which will serve as the backbone for a fiber ring that will eventually allow members access to the new service. UDWI will provide advice and assist Mainstream in routes and strategic locations for the project.



Phase One construction will continue through 2025 and will put in place the framework to connect up to 4,000 meters in the county. During this phase, Mainstream expects to begin connecting members, and as the project progresses, members will receive more information as fiber becomes available in their specific area.

"Access to reliable internet is a fundamental necessity for today's digital economy," said Mainstream CEO Bryan Gabriel. "By continuing our focus on rural communities, we are not only creating new opportunities for economic growth and innovation but also fostering equality of opportunity for all Hoosiers. This collaboration with UDWI embodies our commitment to bridging the digital divide between densely populated areas and the numerous rural communities."

Installing fiber in rural areas is challenging and costly, and this project allows UDWI and Mainstream to work together to bring multi-gigabit fiber broadband more quickly and efficiently. By partnering, each company can leverage its assets, making it possible to increase connectivity in hard-to-serve areas in the region. There is no cost to UDWI members for this project. If members decide to subscribe to the fiber service, it will be billed directly through Mainstream.

"Fiber access has been a longstanding and challenging issue in our area, and we made a public commitment to our members that we would work to find strategic and cost-effective ways to make high-speed internet available —this partnership is the next big step in making it happen," said UDWI REMC CEO Doug Childs. "Mainstream and UDWI will use the electric distribution infrastructure already in place to significantly expand the number of members with access while keeping costs of building the fiber network down. We are setting the stage to make our residents, schools and businesses more connected and more competitive in today's digital environment."

While Phase One will focus on portions of Greene County, the goal of the UDWI and Mainstream partnership is to eventually offer fiber access to the majority of unserved and underserved homes in the cooperative's service territory. The progress of this project will span a total of five to seven years and will rely partly on continued grant funding and the time needed for construction across the multiple counties in the service territory.

More information on Mainstream can be found at www.msfiber.com and www.udwiremc.com. Please follow UDWI REMC on Facebook for additional updates.

Office Information


The UDWI REMC office will be closed multiple days throughout the holiday season.



Veterans Day - Nov. 11
Thanksgiving - Nov. 28 - 29
Christmas - Dec. 24 - 25
New Year's Day - Jan. 1, 2025



Solar panels are a great way to reduce your carbon footprint, save money on your electric bill, and more. UDWI REMC members can see just how much they would save with our Rooftop Solar Assessment.



Take the assessment at:
www.udwiremc.com/my-services/member-programs/solar-savings-tool/

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.

Two candidates will be elected at the 2025 annual meeting. **District 2 and District 6 are up for election.** Candidates will be elected to serve a three-year term.

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


Completed packets must be turned in on or before January 22, 2025.

CSR Appreciation Week

October 7 - 11 is National Customer Service Week! National Customer Service Week recognizes the importance of customer service within organizations and honors those who work in this field. During this time, join us in thanking our amazing customer service representatives who go above and beyond to serve our members! We appreciate all that you do everyday!



In this past year, our customer service team has worked to serve new and existing members, taking tens of thousands of calls.

Meter Testing





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!

HAPPY CUSTOMER SERVICE WEEK!



UDWI REMC Community Fund

Want to give back to local not-for-profit organizations? Call our office to enroll in the round-up program!



Please join us in congratulating the most recent Community Fund grant recipients!

Bedford Seventh-Day Adventist Church
Bloomfield-Eastern Greene County Public Library
Bloomfield School District Police Department
Child Evangelism Fellowship of South-Central Indiana
Greene County Sheriff's Department
Shakamak High School
Stone City Alliance for Recovery and Hope, Inc.
Worthington Lions Club





MEMBER SERVICE TEAM

- **Member Service Upgrades**

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

- **Customer Service Accomplishments**

- We answered a total of 22,225 member service calls from April 16, 2024 to April 15, 2025
- We handled the heaviest call volume on June 26 and June 27 with 1,347 and 741 calls (due to large storm)
- We are always working together as a team to strategize ways that we can best help our members

- **Dispatch Accomplishments**

- We answered a total of 3,590 from April 16, 2024 to April 15, 2025
- We dispatched 1,249 outages

INTERNAL CULTURE



- Safety Program Effective - over 50 safety and job skill training hours
- Transparency Strong – Financials, 990's, KRTA's, Board Meeting Minutes and Agendas on website



STORM PREPAREDNESS & RESPONSE



- **June 25, 2024 Storm:**

- Wind gusts up to 78 mph (Category 1 Hurricane: 74-95 mph)
- Disasters declared in Vigo, Clay, Owen, and Monroe Counties by local EMA
- Approximately 80,000 people without power



116 BROKEN POLES



6,225.5 HOURS
WORKED BY FIELD
PERSONNEL



117 REPORTS OF
LINES DOWN



415 OUTAGES



7 SUBSTATIONS
DOWN



10,101 METERS WITH
OUT POWER

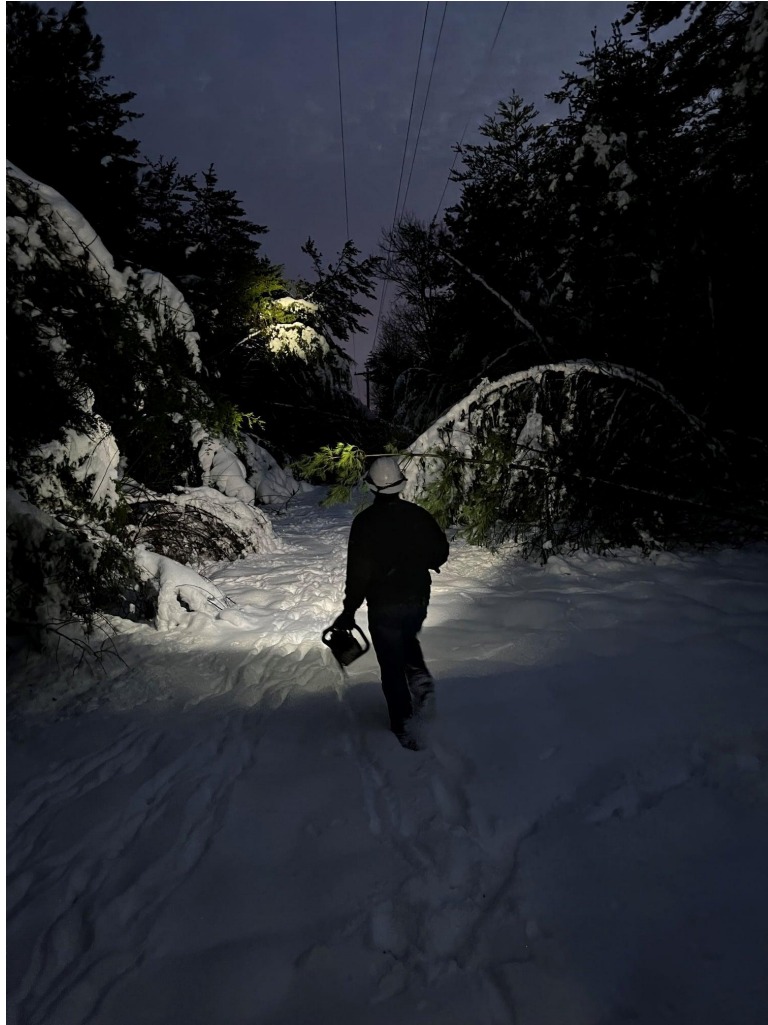
Pictures of Damage



More Pictures



MUTUAL AID



COMMUNITY FUND



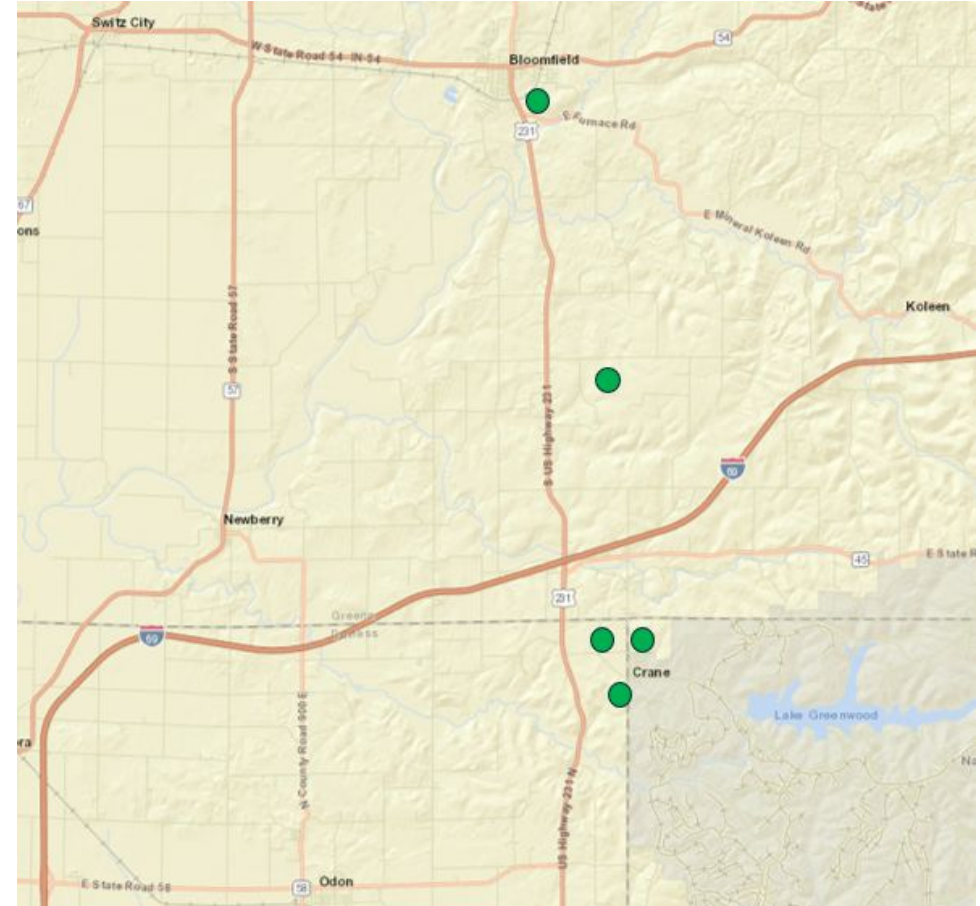
- UDWI launched "Operation Round Up," an innovative program that gives members an avenue to make a tremendous difference where they live by combining their spare change for the good of their communities
- In 2024 **\$64,911** was distributed across 37 organizations
- In 2025 **\$16,590** has been distributed across 11 organizations so far
 - Libraries, schools, churches, healthcare and more!



ECONOMIC DEVELOPMENT



- **5 successful projects**
 - 7 projects that we're still working on
- Projecting nearly **700 jobs** for the area
- nearly **\$400M** in investment



successful project locations



LOOKING FORWARD...

2025 UDWI ANNUAL MEETING OF THE MEMBERS

PLANS FOR 2026



- Replacing/Improving our Aging infrastructure
 - We will dedicate all available resources to help keep up with an historic level of make-ready construction - this will be required to to BEAD funding
- Proactively Managing Supply Chain/Inflation Issues
- Vegetation Management Program Execution (will complete system trim cycle by early 2026)
- Preparing for the Electrification of National Vehicle Fleet and Future Economic Development



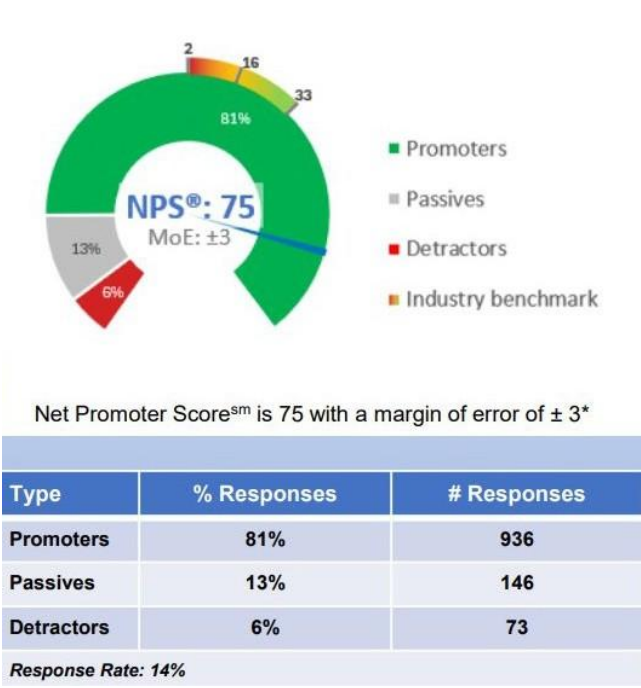


Mainstream Fiber Networks Presentation to UDWI

April 2025

Mainstream Overview

- Mainstream Fiber Networks (“MSFN”) was founded in **Nashville, Indiana** in 2006 by Bryan Gabriel
- Internally promoted new CEO, **Jeff Marston**, in March of 2025
- Currently available to **52,000+ locations** in **12 Indiana counties** with **fiber-to-the-premise technology** (Harrison, Floyd, Benton, Blackford, Brown, Crawford, Posey, Warrick, Gibson, Vanderburgh, Pike and Washington)
- **Nearly 300 employees**, primarily based in **Indiana**
- NPS measures the likelihood of a customer to recommend a company or brand to their friends and family. Commonly used to gauge loyalty. MSFN recently **scored an NPS of 75**



An NPS of 75 is
WORLD CLASS!

Much more to come!

6 Factors affecting your Net Promoter Score

Apple[®]
NPS = 72

amazon
NPS = 62

NETFLIX
NPS = 68

Simple and reliable products

Unique and innovative products/offers

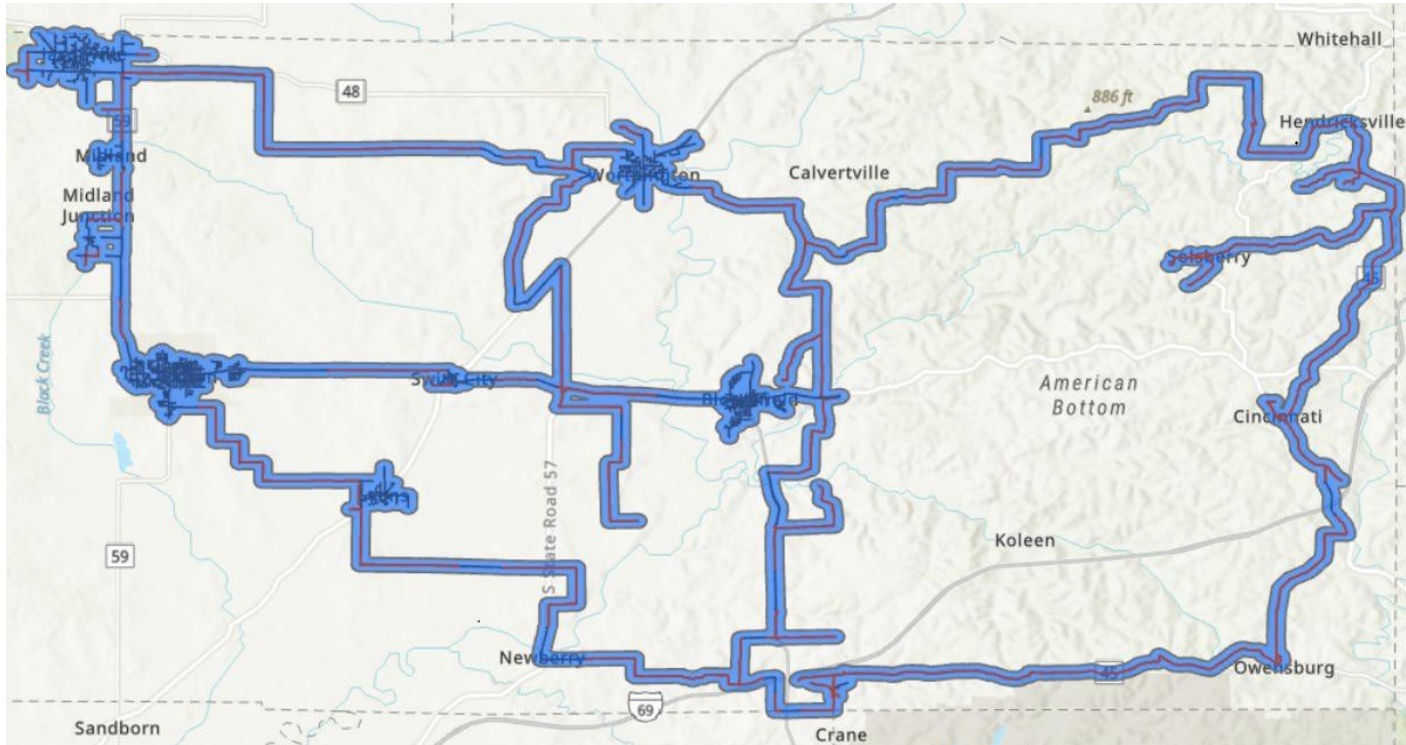
Fast, forward and quality services

Exceptional customer experience

Amazing customer service

High customer loyalty

Mainstream & UDWI



- **12% completed for 109-mile fiber ring (32 miles)**
- **Targeting operational line spans from Bloomfield to Worthington mid-May**
- **First customers to be launched in early June**
- **Total project will take up to 2 years**
- **Mainstream is currently scaling up to meet demands in rural broadband space**
- **Mainstream aggressively bid for BEAD and are very optimistic about awards**

IN MEMORIAM



- Sophie Haywood - tenure on UDWI REMC Board of Directors from 2018 - 2024 until her passing
- James “Jimmy Jack” Jackson - tenure on UDWI REMC Board of Directors from 1983 - 2018 until his passing





THANK YOU!

