



UDWI REMC

A Touchstone Energy® Cooperative 
The power of human connections®

Utilities District of Western Indiana REMC
1666 West State Road 54, Bloomfield, IN 47424

Questions and Answers about your electric cooperative

UDWI works each day to meet the needs of our member-owners, to listen to concerns that are raised, and to assure excellent electric service. The success and stability of UDWI is our shared priority.

Open, honest dialogue with our members is essential to our cooperative and is one of our core values. To that end, we have provided answers to some frequently asked questions by our members.

What is UDWI doing to help reduce electricity costs for its members?

We have been working to find the best avenues to reduce costs, while ensuring we can continue to provide steady, affordable electricity to our members. We have made prudent financial adjustments that have delivered results, including:

- Delaying capital expenditures;
- Streamlining our process for bidding contracted work;
- Decreasing our budget for vehicles equipment and materials; and
- Capitalizing on historically low interest rates by refinancing long-term debt.

How does UDWI approach financial management?

As a cooperative organization, it is our obligation to provide rural electric services to our members in a fiscally responsible manner – and it is the right thing to do.

We understand that times are tight for many, and UDWI has been working to identify and deploy strategies to further reduce costs and pass along savings to our members. This is a process of continuous improvement.

We have sought the opinions of outside experts at the state and national level to identify strategies to decrease operational costs – and we have implemented them.

How does UDWI determine salaries for management and board members?

UDWI relies on research and data from other electric cooperatives to determine how our programs, services, investments and compensation compare – but every situation, and every area of the state, is unique. Our Board is in a process of continuous evaluation and will make adjustments as needed to keep UDWI competitive and assure service to our members.

How has reliability improved?

We know reliability is critical to our members' families, homes and businesses, and UDWI has invested in initiatives that have demonstrated results – decreasing outage times by 83 percent since 2011.

Why is community giving important for UDWI? How are gift requests handled?

UDWI serves 11 counties in rural Indiana. Because our members place great value on community involvement, we have been an appreciated charitable partner in all the counties where we operate.

Local recipients include chambers of commerce and non-profit service organizations such as fire departments, senior centers, schools, and police departments.

UDWI is currently in the process of restructuring the process for community giving by creating a board sub-committee to review all requests, as well as determine a giving threshold that aligns with our annual budget.

What changes have occurred regarding the amount of community giving?

While UDWI remains committed to supporting our local communities, we recognize the need to find a balance that allows us to continue providing donations, while also delivering on our commitment to decrease rates for our members.

In 2014, charitable contributions made up three-tenths of one percent of the co-op's budget. Since 2014, we have decreased charitable giving by 31.3 percent - a savings that is passed onto our members.

What should members expect on their electric bills this year?

Over the past year, UDWI has been implementing an array of cost-cutting measures to benefit our members. We have been able to reduce the tracker charge by 3.5 percent.

In 2017, we project our members will see a further decrease in their electric bill of more than four percent.

What is UDWI doing to help prepare for the future?

UDWI is always looking out for its members by planning for the future. The co-op continually researches renewable energy and has implemented new sources of energy over the past 10 years, including solar and wind technologies.

In 2016, UDWI participated in a successful pilot program using capacitors to reduce peak demand and save money. The program will be expanded to include three substations in 2017.

What should members do if they have questions or concerns?

As a cooperative, we are committed to serving our members and to addressing concerns that are raised.

We will continue to engage with our members and to respond swiftly and appropriately. Please contact us at 1-800-489-7362 or email us at remc@udwiremc.com.