

CEO'S REPORT

White River Valley Electric Cooperative is built from the ground up as a community-driven network. We're making responsible and responsive investments in new technology, and remaining focused on the delivery of safe and efficient power through our operations, right-of-way and system maintenance schedules. We are committed to engaging with our members where you want and need us most.

We monitor best practices, both locally and nationwide, to provide continued top-notch service for the entire membership. We have a diverse territory and we cover it all - farmlands, beautiful Ozark Mountains, and the all lakes, streams, and rivers in between. Combining our technical achievements and monitoring systems with the support of our power provider's diverse energy portfolio, we can meet the needs of 100 percent of our members 100 percent of the time.

An organization is only as good as its employees. We said goodbye to many retirees in 2019. We are thankful for their years of dedication

and talent. To prep for future needs, many departments and positions were restructured. Several recruits have joined the workforce, while many returning employees have embarked on new roles with the cooperative. This reorganization has allowed for thoughtful communication and increased collaboration between departments. Our team is vested to share ideas, display creativity, and bring about innovation to achieve the desired objective of providing safe, reliable, and affordable power - while enhancing the lives of those we serve. As much as we cherish our past and our roots, we believe the best days at WRVEC are still to come.

This has a positive impact for you, our members. New committees were formed, with both executive staff and board members, to evaluate our governance practices and fiscal operations. Each committee serves by the betterment of the membership and our cooperative. Equity management models and construction work plans have been reviewed and redeveloped to cut incremental costs and evaluate future

needs from a methodical and very strategic approach. The road ahead encourages more engagement with our members and an opportunity for everyone to be involved in the decision-making process.

We have implemented new ways to deliver key information, including a members-only section of the website and our first-ever annual report. We understand that solid relationships with strong foundations are built from being transparent. Enhanced communication is the brick-and-mortar of our new structure.

Without your support and commitment, we would not exist. Your membership comes with the right and responsibility to elect your board of directors, vote on cooperative bylaws, and understand the operational model that has given back to the community for years. More than ever, your input is needed as we navigate a changing industry. We appreciate each and every member and look forward to many more successful years ahead.

FROM THE PRESIDENT

Over Eighty years ago, hardworking community members formed White River Valley Electric Cooperative with the purpose of electrifying rural Southwest Missouri. Providing electric power in their homes and businesses meant not only an improved quality of life for themselves, but it ensured a positive future for generations to come. Their vision made it possible for us to thrive and grow, and we have inherited a tremendous legacy from the commitment to principles and service to one another. With more than 44,000 meters across Southern Missouri that serve our members, we're proud to be one of the largest electric cooperatives in Missouri.

We work hard to keep your

rates low through comprehensive operations and cost control measures. We focus on the reliability of your electric distribution system, which is continually strengthened through upgrades and proactive maintenance. We protect our members from electrical hazards, scams, and other dangers with active communications, system safeguards and education. We are honored to give back to our communities through partnership programs and employee dedication.

WRVEC has been committed to paying back our members. In May, our board approved 3.8 million in early capital reimbursements to our members to help offset COVID-19 shortfalls. Our staff has been working

closely with members to aid in the pandemic. The engineering and operations department are focusing their efforts on improved electrical system infrastructure by focusing on yearly pole change outs and consistent right of way clearing.

We believe it is our duty and a privilege to carry forward the proud legacy of service set forth by the first WRVEC members over eighty years ago. From the beginning, your cooperative has been committed to principles, not profit. We are an organization run by our members, for our members. Thank you for making WRVEC one of the best electric cooperatives in Missouri.