



White River Valley  
Electric Cooperative

A Touchstone Energy® Cooperative 

# ANNUAL REPORT



20|20

# 2020 ANNUAL REPORT

## LEADERSHIP TEAM

Chris Hamon,  
*Chief Executive Officer*

John Combs  
*Manager of Operations*

Cassie Cunningham,  
*Manager of Communications and  
Member Engagement*

Larry Hughes,  
*Manager of Safety & Training*

Beau Jackson,  
*Manager of Engineering &  
Development*

Angie O'Dell  
*Manager of Executive Business  
Administration*

Tim Shafer,  
*Manager of Finance & Office  
Operations*

JC Zalog  
*Manager of Information Technology*

## Welcome

White River Valley Electric Cooperative is a member-owned business with a mission to provide safe, reliable, and affordable power – while enhancing the lives of those we serve. We were founded upon seven core cooperative principles that guide our day-to-day operations and how we prepare for the future. One of those principles is “Concern for Community.” 2020 brought a significant amount of adversity and hardship to many of our members, so “Concern for Community” might have been more important than ever before.

We take our responsibility as a source of stability in the community very serious, not just keeping your power on and making sure that outages are restored as quickly and safely as possible, but also in serving as a resource for our members and the communities in which we serve.

Alignment was key in being that resource. Our board voted to release capital credits in an unprecedented manner. We held record breaking fundraisers and hosted many other virtual events. We extended disconnects, made special payment arrangements, and rolled out a collaborative webpage cataloging numerous sources of additional monies to help in such a crazy time of financial uncertainty. All these things were done while maintaining affordable rates and delivering the reliability you expect from the Cooperative.

The 2020 year-in-review highlights how WRVEC continues the vision of energizing our communities through innovation, education, and best-in-class service. We also hope the report celebrates some of the victories that were accomplished during a tough year for our communities. We remain grateful for all our members and the continued support shown. We look forward to seeing even more victories in the years to come.



**CHIEF EXECUTIVE OFFICER**



Flag flying outside WRVEC

# About Us

White River Valley Electric Cooperative (WRVEC) is a member-owned business established in 1939 to supply electricity to 505 members. Since then, WRVEC's service area has grown to cover 2,500+ square miles across five counties in Southwest Missouri. The cooperative has 45,000+ member meters and 5,200+ miles of energized line.

## Our Cooperative Principles:

- Voluntary & Open Membership
- Democratic Member Control
- Member Economic Participation
- Autonomy & Independence
- Education, Training & Information
- Cooperation Among Cooperatives
- Concern for Community

Electric cooperatives operate on a not-for-profit basis. That means that 85% or more of the cooperative's annual income must be used for the sole purpose of meeting losses and expenses.

The Cooperative pays for things like power generation, maintenance, and operations. The money left over after those bills are paid each year is called a margin. Margins provide equity for the Cooperative and are assigned to the members through capital credits.

White River is owned by its members and governed by a board of directors. Members nominate and elect nine (9) representatives to the Board of Directors. Each board member is serving in a representative capacity for their respective districts as set forth in the bylaws. Directors have a unique position within the corporate structure and owe a high degree of fidelity, confidentiality, and loyalty to the Cooperative while serving their represented members.

Providing electricity was the founding goal for WRVEC. Today, our advanced power system is an asset for the communities we serve.

## 5 YEAR SNAPSHOT

**\$94,069,182**

### 2020 YEARLY REVENUE

2019-\$96,865,498 | 2017- \$89,00,635  
2018-\$95,250,797 | 2016-\$85,501,803

**735,482,972**

### 2020 kWh SALES

2019- 761,845,783 | 2017- 705,081,202  
2018 -787,047,904 | 2016- 727,752,445

**45,515**

### 2020 BILLED METERS

2019- 44,694 | 2017- 44,026  
2018- 44,447 | 2016- 43,610

**34,839**

### 2020 ACTIVE MEMBERS

2019- 34,333 | 2017- 33,546  
2018- 34,024 | 2016- 33,833

**198,413**

### 2020 PEAK DEMAND (kW)

2019- 218,497 | 2017- 210,017  
2018- 247,829 | 2016-214,457

## 2020 COOPERATIVE OVERVIEW

**502**

New Members

**24**

Miles of  
New Line

**89**

AVERAGE CUSTOMER  
SERVICE INDEX SCORE

**3.87**  
MILLION

PAID OUT IN  
CAPITAL CREDITS

**Since 2010, WRVEC has paid  
\$32 million in capital credits.**



## Energizing Our Communities

In 2020, White River Valley Electric Cooperative purchased a sleek Nissan LEAF as the Cooperative's newest all-electric vehicle. We knew owning an EV was a good fit for the Cooperative for many reasons, but we have listed a few benefits below.

- EV's cost less to operate than gas-powered cars. They also require less maintenance than gas-powered engines.
- Depending on the EV model, driving range is typically 80-330 miles on a full charge; that's more than the average American's daily round-trip commute. Fully recharging the battery is as simple as plugging it into an installed charger at the end of the night.
- EV's are quiet, smooth-operating, and have stronger acceleration than gas-powered cars. They also are more environmentally friendly due to having no tailpipe emissions.

We shopped many great dealerships, but purchased the Leaf because we were able to

capitalize on federal incentives and a sizable rebate from being a Touchstone Energy member. Yet another benefit to cooperative membership. Together we can help energize our communities!

### EV Charging

WRVEC currently offers our members a rebate for approved Level 2 home-charging stations. Level 2 charging is a more energy-efficient method of charging, as most EV's have on-board components that require additional electricity the entire time the EV is plugged in.

WRVEC intends to take a proactive approach to this exciting, developing technology. Whether it be through providing rebates on home-charging stations for our members or developing relationships with key partners to help ensure a reliable public charging infrastructure across our service territory; WRVEC will stay on the leading edge as this technology continues to grow over time. Visit our website to learn more about EV charging!

Stone County- WRVEC's EV visited Port of Kimberling

# 2020 ENERGY PROGRAMS

**\$22,768**

Commercial Lighting Rebates

**3**

EV Charger Applicants

**15**

Energy Audits Performed

**213**

Total of Rebates Given

**\$62,887**

Total amount of rebates paid to WRVEC members.

**\$12,100**

Paid in Water Heater Rebates

**72**

Smart Thermostat Rebates

**\$16,800**

Paid in Air Source Heat Pump Rebates

**62**

Water Heater Rebates

**\$20,850**

Paid in Ground Source Heat Pump Rebates

**\$599**

Paid in Home Weatherization Rebates

**325**

Total Net Metered Accounts to Date

**3,564**

Distributed Generation Capacity Installed (kW) to date

**78**

Net Meters Installed in 2020

White River is one of the Missouri Cooperative Leaders for installing net meters.

White River is one of the Missouri Cooperative leaders for industry distributed generation capacity.

## Green Power Program

Our Green Power Program sources renewable energy for residential, commercial, and industrial members. The program was enhanced in 2020 to better reflect the needs of our membership.

Program benefits include:

- A fixed-rate green power/renewable energy credit option for all members
- Allows members to purchase enough green/renewable energy to cover 100% of their energy use
- Completely voluntary program with six-month billing cycles

There is no noticeable difference in electric service with the Green Power Program. The renewable energy purchased by the members of WRVEC is pooled with other participants from our power provider, Associated Electric Cooperative, Inc. By choosing renewable energy, you are supporting the development of renewable energy sources — which is a benefit for everyone.

*Emerging Technologies: Our goal is be knowledgeable of Emerging Technologies and implement when beneficial. This is achieved by being an Industry Expert, Optimizing Processes, and Workflows.*

**2020** brought adversity and challenges for our communities, but it also showed the resiliency and generosity that make up the heart of the Ozarks. I am proud of how our members and employees were able to power through 2020 and I am looking forward to a great 2021.- *Jeff Hyatt, President*



*2020-2021 Board of Directors from left to right: Front Row: Dr. Jeff Hyatt, President (District C) & Jenny Whorton, Vice President (District A). Second Row: Lyle Rowland (District B) and Keet Short, Secretary/Treasurer (District A). Third Row: Donnie Rains (District B), Neal Crum (District D), Pat Funk, (District E), Jim Kyle (District E), & J.J. Leek (District C).*

## BOARD OF DIRECTORS

The White River Valley Electric Cooperative Board of Directors meets with the executive staff monthly to review key performance indicators that track the progress of objectives in the Cooperative's strategic plan.

WRVEC's Strategic priorities include: Equity Management, Member Education & Engagement, System Reliability, Workforce Development, Risk Management, Emerging Technologies, Commitment to Community, and Economic Development

### **Bylaws, Governance, and Engagement Committee**

Committee projects in 2020 reviewed industry practices to promote member engagement and cooperative betterment.

Works included:

Revised WRVEC Mission/Vision Statements, Member Alliance Program submissions, Employee Satisfaction Survey, CEO Evaluations, Numerous Policy revisions and rollout, Pandemic Policy, Election & Annual Meeting planning, Members Only – online portal, Member communication measurements, reviewed all WRVEC bylaws - Proposed and passed three amendments.

*Jenny Whorton, Committee Chair*

### **Finance and Equity Management Committee**

Committee projects in 2020 looked to evaluate processes for improving system reliability while promoting significant member savings.

Works included:

Revised Line Extension Policy, Construction Work Plan/System Improvements, Power Metrics, Pole Replacement Contracts, Annual Budget, Capital Credit Retirements and Communication Deployment Timeline, Class A Member Agreement/Rate Structure, Capitalization Threshold, Right-of-way contract extension, Consolidated Tax Return, Long-term Borrowing with CFC, Update on refinancing current debt for significant member savings.

*Pat Funk, Committee Chair*

# Reliability

## Construction Work Plan

This annual plan explains the results of engineering analysis and continually reviews our electric distribution system. Constant evaluation of the CWP is necessary to determine the construction needs of the Cooperative for providing new and existing service to all members. The plan also serves as a guide for system integrity and maintenance, incorporating multiple studies and monitoring to deliver the most value to our membership.

## Long Term Agreements

Our Cooperative is part of a three-tiered system. WRVEC receives all its wholesale power and related transmission services directly through contracts with Sho-Me Power and KAMO Power, the two generation and transmission (G&T) cooperatives serving WRVEC's service area. Associated Electric Cooperative (AECI) owns or contracts for all the generation that serves these G&Ts. The power generated by Associated is transmitted by Sho-Me and KAMO to WRVEC. WRVEC then distributes the power to homes and businesses in our service area.

The foundation of this three-tiered cooperative system is the Wholesale Power Contracts. Under these contracts, we agree to purchase all our power from KAMO and Sho-Me, who are then obligated to provide 100 percent of our energy 24/7/365. The contracts also enable the planning, building, and operation of a reliable transmission network. It would be difficult to justify and recoup the enormous cost of the physical assets that reliably transmit power through the tiers of the cooperative system without these agreements.

## Average Service Availability Index

To measure system performance, the electric utility industry developed the ASAI percentage. This calculation is complex, but involves the help of some other key indices. This combined information gives WRVEC an average availability of 99.69%, meaning that the Cooperative is undoubtedly reliable and that our members receive dependable power nearly 100% of the time.

## System Reliability:

*Our goal is to ensure continuous enhancements of service reliability to optimize the value in service and capital plant. It is achieved through multi-year planning, CWP, as well as establishing reliability goals.*

## SYSTEM INTEGRITY & MAINTENANCE

The pole maintenance program is critical to ensure system reliability for our members.

**12,000+**

Poles inspected in 2020.

**1,300+**

Poles replaced in 2020 by linemen and contractors.

**100,000+**

Poles throughout the WRVEC System

**2020**

**System Projects**

- Pole Replacements
- Cable Replacements
- Reconductoring
- Line Conversions
- Make-Ready

**5,287**

Total Miles of Line

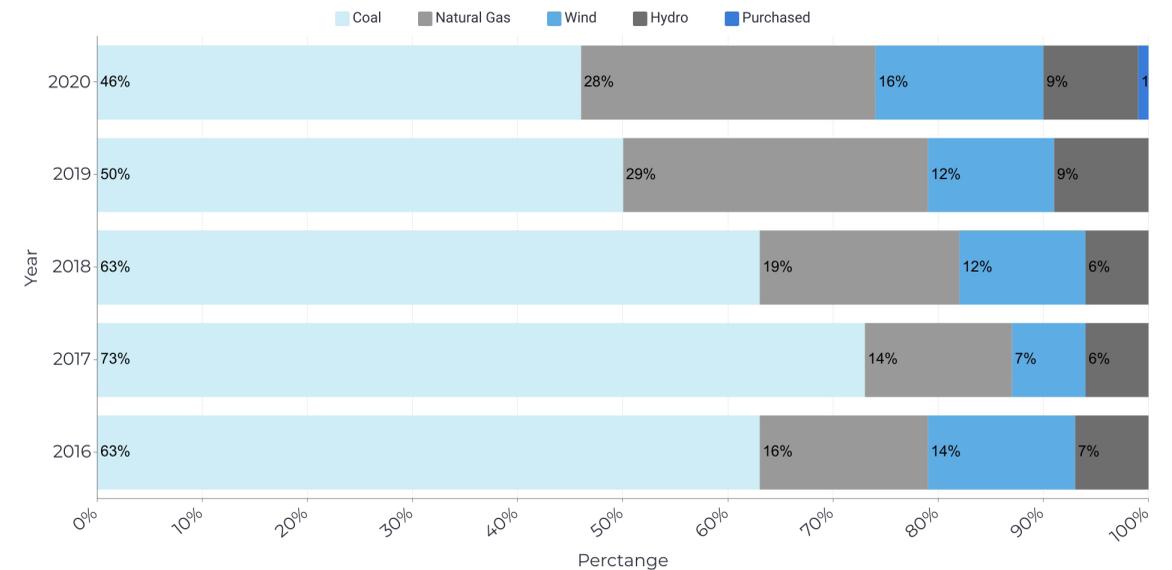


Taney County- Table Rock Dam

Ozark County- Linemen making repairs after a storm.

## 5 Year Generation Mix Snapshot

Associated Electric Cooperative Inc. (AECI), our local power provider, uses the lowest-cost generation resources first to serve member electric requirements.



## Operations

### Hurricane Laura: WRVEC Lends a Hand

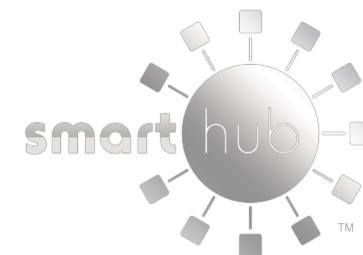
September of 2020 twenty-four linemen from WRVEC traveled to Louisiana in three waves to help restore power in the wake of Hurricane Laura. They were joined by 126 other linemen from Missouri's Electric Cooperatives to assist Beauregard Electric Cooperative, which serves 42,000 members in an area just north of where the storm made landfall.

The hurricane left the area ravaged, with much of the electric grid destroyed. Transmission was a big problem as many large towers crumpled by the powerful hurricane.

The work conditions proved to be challenging with extreme heat and humidity, and there

was still a need to maintain social distancing between crews. Many steps were taken to protect them from COVID-19. Special air filters capable of removing 99.4% of the virus were installed on the HVAC equipment and beds were spread out farther than normal. Bathrooms were sanitized after every use and meals were served in separate containers and eaten apart from others.

WRVEC linemen were just returning a favor as Louisiana Cooperatives sent assistance to the area during the ice storms of '07 and '09. "Cooperation among Cooperatives" is one of our guiding principles.



### SmartHub

For the fastest outage reporting and real-time updates, SmartHub makes it convenient and quick for you to get information on-the-go right from iOS or Android device. To learn more about Smarthub or register, visit whiteriver.org.

## Integrated Vegetation Management

**1,252** Miles of Low Volume Herbicide Treatments

**372** Miles of Trees Trimmed

## Average Restoration Time

**122** MINUTES

## Service Orders Completed

**262** Total of Tree Orders | **10,004** Total of Line Orders

# Financials

## Financial Statements

For the year ended December 31

	2019	2020
Assets	312,364,727	347,762,176
Liabilities	166,946,284	189,696,778
Net Worth	145,418,443	158,065,398
Revenues	100,131,327	100,467,407
Expenses	87,382,472	85,010,499
Net Margins	12,748,854	15,456,908

## Mitigating Costs

Lowering incremental cost, or controllable cost, is a daily effort at the Cooperative. Improving our efficiencies in managing our assets like trucks, warehouse materials, operational equipment, and supply contracts help to pass savings onto the membership. Aside from direct savings from wholesale power rates, being fiscally responsible helps to lower your bill. Evaluating costs is just one of many things we can offer aside from energy efficiency tips and rebates to help reduce the amount of energy used.

## Wholesale Power Costs

Our long-term power contracts deliver energy at prices competitive with other utilities. Currently, WRVEC's wholesale electric rates are among the lowest in the nation. By paying lower rates for wholesale power, we can continually invest in our infrastructure. The utility industry is capital-intensive and requires sizable, long-term loans to develop and operate facilities effectively. These long-term loans require similarly long-term contracts to secure the best interest rates.

## Capital Credits

The Cooperative pays the bills for things like power generation, maintenance, and operations. The money left over after those bills are paid each year is called a margin. Margins provide equity for the Cooperative and are assigned to members through the capital credits. Traditionally, the co-op pays these credits in July. In 2020, the Executive Staff and Board of Directors voted unanimously to release 3.87 million dollars in credits early.

## 2020 FINANCIAL OVERVIEW

**\$94,069,182**

Electric Revenue

**\$139**

Average Residential Bill

**\$328**

Average Commercial Bill

**\$3,871,306**

2020 Capital Credits

2019-\$2,107,844

2018-\$4,024,973

2017-\$2,765,549

2016-\$1,000,004

**1,363**

Budget Billing Members

**3,093**

Prepay Billing Members

**8,646** Paperless billing members to date

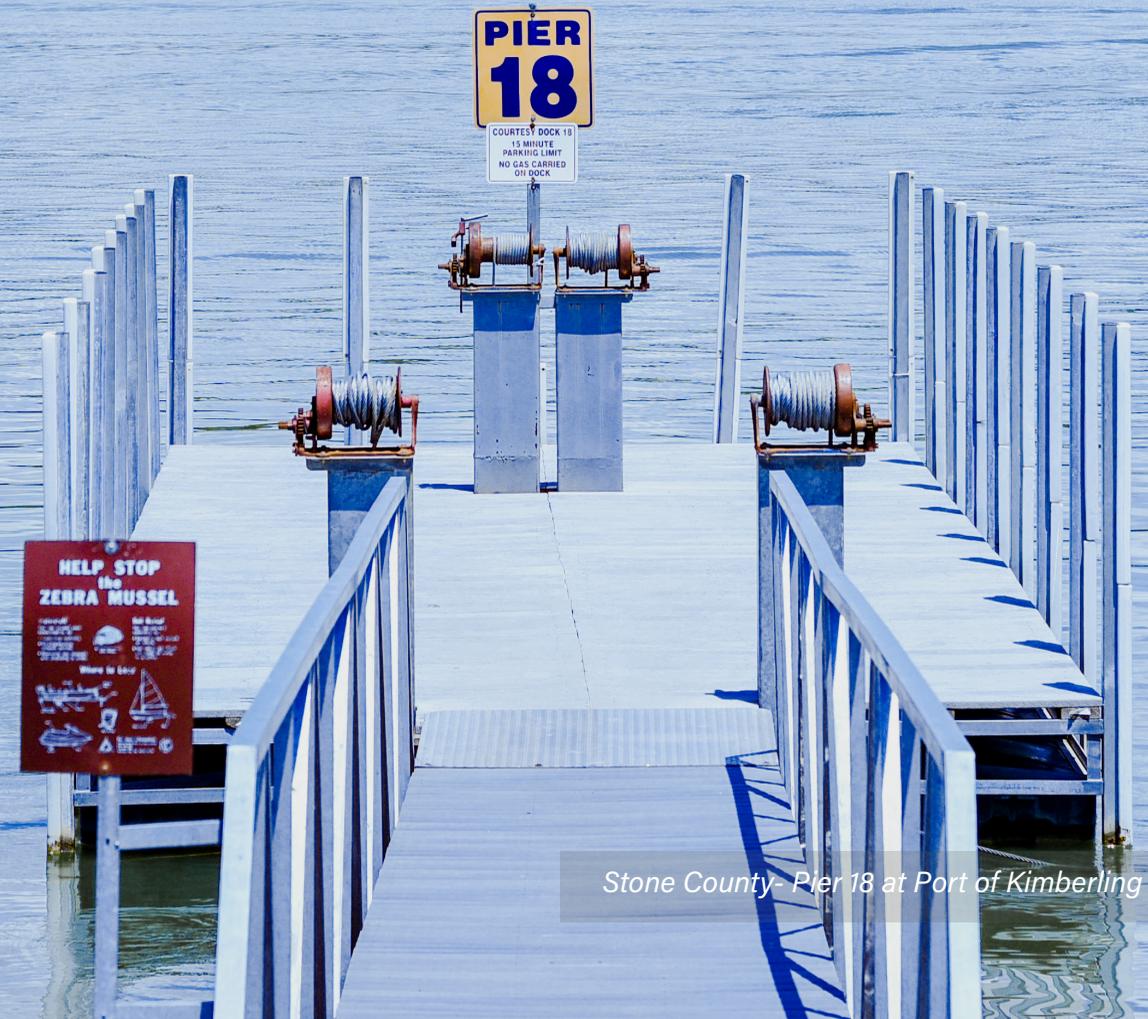
**\$46,416,710**

Wholesale Power Costs

**\$20,884,572**

Annual Controllable Cost

*Equity Management:  
Our goal is to align corporate costs with the strategic plan, while lowering incremental costs. We do so by establishing KPIs to measure and monitor all costs, and through accurate budgeting to past trends and projections.*



Stone County- Pier 18 at Port of Kimberling

## 2020 IT SUMMARY

24/7/365

Monitoring

95

Switches

28

Substations

21,055

SmartHub  
Users

2,064

Employee Cyber  
Training Sessions

2,184

Network Connected  
Devices

### *Risk Management:*

*Our goal is to establish and implement an enterprise risk management plan. To do so, we define risk, set tolerance, rank risk, and prepare a plan of action. This allows for outcomes such as quicker mitigation and sustainable business.*

## Advanced Technology

### **Emerging Technologies**

New technologies allow for enhanced knowledge of our systems, and knowledge is power. Using programs like Power Metrics and Supervisory Control and Data Acquisition (SCADA), we can predict where outages may occur and maintain those areas to keep power flowing. We can overlay elements, such as lightning strike data, to know which equipment might need replacing before it fails. This same technology allows us to compute lost revenue from outages and helps to recover costs from service interruptions.

### **Cyber-Safety**

Cyber-Safety continues to be a top priority. We continuously ensure equipment and software are up to date and the latest security updates are in place. Advanced Threat Protection (ATP) and Extended Detection Response (XDR) software protect our networks from outside threats. We use outside cyber experts to perform penetration testing to confirm our safeguards are protecting the Cooperative. Employees, who are our last line of defense, receive ongoing training and are evaluated on their cyber awareness.

### **Substation Upgrades**

All substations which serve White River members are now Ethernet connected. This provides reliable communications, allowing the cooperative to monitor and control the substation while we expand communications to downline equipment. We have hardened security by adding firewalls and multiple-layers of security on our operational network to protect it from cyber threats. This also keeps our operational technology (OT) network separated from our corporate information technology (IT) network and the Internet.

### **Data Collection & Reporting**

We collect data like hourly usage, demand, voltage, and blinks from your meter as well as readings from our equipment. Organizing and reporting these data as Key Performance Indicators is essential to great decision making and enhances the knowledge of the Cooperative.

# Safety

## Pole Top Rescue

White River Valley Electric Cooperative has always considered safety a top priority for not only its membership, but its employees as well. Each year, WRVEC linemen and operators participate in pole top and bucket truck rescue training.

Pole top rescue training is required by the United States Department of Labor. In order to successfully complete training, a lineman must perform in a hurt-man rescue scenario which finds a fellow worker unconscious atop a utility pole.

The lineman must radio for help utilizing the proper mayday procedures, put on

full climbing gear, climb a pole, remove dangerous obstacles like hot wire, and safely master a rigging procedure which secures the "hurt-man" in order to safely lower him to the ground.

WRVEC pushes their linemen to complete this scenario within four minutes - the time a non-breathing person has before permanent brain damage starts to occur.

WRVEC linemen must perform this training annually, as well as, be certified in first aid, AED (defibrillator device that can re-establish a heartbeat), and CPR. They also attend monthly safety courses.

## Commitment to Zero Contacts

Commitment to Zero Contacts works to reinforce the right behaviors and procedures and reduce the chance of serious injuries and fatalities. WRVEC is one of 480+ cooperatives around the country that have taken the pledge.

## OSHA DART

DART stands for "days away, restricted or transferred." This metric is mandated by the Occupational Safety and Health Administration. It helps determine how many workplace injuries and illnesses required employees to miss work, perform restricted work activities or transfer to another job within a calendar year.

## S.A.F.E. App

The S.A.F.E App is used by each line crew and requires them to complete a briefing before each job that covers proper PPE, equipment, and hazards of the job. These briefings are designed for lineworkers to stop and focus everyday (SAFE).

## All Ways Safe

"All Ways Safe" is WRVEC's internal communications and culture-building program to ensure that safety is always the top priority at the Co-op. Keeping our employees safe is the right thing to do, and it is also key to fulfilling our mission to provide low-cost, safe, and reliable energy to Southwest Missouri.

### Safety:

*Our goal is zero incidents and contacts Inside and Out. This is achieved by Education and Accountability. Through tactics such as Safety Culture, Ride-Alongs, and the Safe App, we work together to achieve this strategic initiative.*



Pole Top Rescue Training 2020 at WRVEC Branson

## ECONOMIC DEVELOPMENT

While competitive rates continue to be one of White River Valley Electric Cooperative's (WRVEC) greatest contributions to the economy of Southwest Missouri, it is our economic development programs that help attract new businesses and expand others in rural communities.

WRVEC is focused on improving the quality of life of our members and the economic and social well-being of the area with programs including the Rural Development Loan & Grant Program (REDLG). The REDLG program provides funding for projects in rural areas or towns with a population of 50,000 or less. These funds are provided by the USDA.

WRVEC has aggressively played key roles in several important development projects in Southwest Missouri, through financial support, energy assistance, economic development incentives rates, and efficiency incentives.

## RURAL ECONOMIC DEVELOPMENT LOAN RECIPIENTS

### Gainesville School District

In 2020, Gainesville School District was able to secure a revolving loan through WRVEC's Rural Economic Development Loan and Grant program. The loan will fund projects such as replacing the roof at the high school and replacing the HVAC system at the elementary school.

These improvements will allow the Gainesville School District to continue fulfilling its vision to challenge students to become problem solvers and reach their highest potential.

### Combs Filling Station

The Combs Filling Station provides valuable services such as fuel and groceries to the residents of Bradleyville and surrounding areas. In 2020, they used the REDLG program to secure funding for a complete renovation of their business. They also made use of the 0% loan to become DNR compliant with their fuel sales. These important improvements will ensure that their local community continues to thrive for years to come.

### Chadwick School District

The Chadwick School District took advantage of rebates offered by WRVEC and replaced an old, expiring heat system with heat pumps. The REDLG program made funding the project possible.

### *Economic Development:*

*Our goal is to promote ED to attract large power users that increase load factor and drive community development. It is achieved through maintaining a network of Education, Communication, and Collaboration.*



# Culture

At White River Valley Electric Cooperative our goal is to serve our members as effectively as possible. We believe that the best way for us to do that is to invest in our workforce because satisfied employees are the best employees! We want to make sure that employee morale levels stay high by communicating inspiration and encouragement at every level throughout the Co-op.

We seek to create a work environment that is built around professionalism while also allowing for the ability to have fun. We hope to grow this kind of environment by encouraging an atmosphere of teamwork, respect, and quality in our day-to-day operations. We strive for co-op employees to be provided the same concern, respect, and caring attitude when they arrive at work each day. They are expected to share that same mentality with co-workers and every WRVEC member.

We also hope to grow an atmosphere that promotes and encourages professional challenges and continued education. Open, safe, and secure, communication will help us determine how to best invest in the development of our workforce through various trainings and educational opportunities.

Promoting this type of culture within WRVEC helps to ensure our members are being served by the most knowledgeable and member-focused employees in the industry.

## *Workforce Development:*

*Our goal is to create a unified workforce. This initiative is achieved by building a team atmosphere, building and boosting employee morale and relationships, as well as communicating WRVEC's Mission & Vision.*

## WRVEC WORKPLACE

<b>5</b> Offices	<b>111</b> Employees	<b>62</b> Units of Blood Donated at Employee Blood Drives	<b>83</b> Hours of Employee Workforce Development Training
<b>\$5,000</b> In Employee Community Christmas Donations	<b>Countless</b> Virtual Meetings & Webinars		



Christian County- Double E Burger & Ice Cream Shoppe

# 2020 COMMUNICATIONS BREAKDOWN

<b>24/7/365</b> Transparency	<b>631,771</b> Direct Member Notifications	<b>23,392</b> Email Subscribers	<b>2,678</b> Contact Us Submissions
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<b>11,686</b> Social Media Followers	<b>282,072</b> Website Pageviews	<b>84,195</b> Website Visitors	Spotlight on Excellence Award Winner for Best Digital Storytelling
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www.whiteriver.org



## Communications

### Member Engagement

“Education, Training, & Information” is one of our core principles. It is our duty to educate members about our various programs and their benefits – ex. safety, energy efficiency, outage restoration efforts, and the overall operations of the Cooperative. Money is allocated each year for member communications. This amount represents a small fraction of the overall expenses of a cooperative and does not affect member rates. Strategic communication allows for more accurate information to be delivered in a timely manner. It also ensures that everyone, both members and employees, have adequate information to maintain consistency and prevent ambiguities.

### Transparency & Accessibility

Whether it be through educational programs or technologies, we communicate with you to meet you where you need us. Enhanced communication has helped us deliver transparent information about our business operations, showcase features and program benefits, explain industry trends, and highlight what’s going on in your Cooperative. The push toward digital and Online communications have put convenience at your fingertips and allowed significant cost-savings that are passed back to our members.

WRVEC has many different platforms to deliver the information you need. Members learn about the Co-op through our monthly Current Times publication in the Rural Missouri Magazine. We now have an e-version as well. You can also follow us on any of our digital platforms.

### *Member Education & Engagement:*

*Our goal is to strengthen and sustain a unified brand and to demonstrate and enhance the value of membership thru positive engagement. This is achieved by implementing a Strategic Plan and offering best-in-class service.*



Taney County- Branson Ferris Wheel

# Community

## Turning Hunger Into Hope

2020 was an unprecedented year that required unique adjustments, solutions, and innovations. One way we adjusted in 2020 was by shifting our annual food drive, Power to Turn Hunger into Hope, into a virtual format. In previous years, you may have seen White River Valley Electric employees at grocery stores collecting cash or food donations. Amid the COVID-19 pandemic, we partnered with Ozarks Food Harvest and their Stand Against Hunger month. This partnership allowed us to accept monetary donations online.

The Power to Turn Hunger into Hope campaign ran throughout the month of September. All funds raised supported a dedicated pantry in each of our five counties. Power to Turn Hunger into Hope has provided community food pantries with essential funding and assistance since 2014. In prior years, a large emphasis was placed on donating material goods. However, WRVEC's new partnership with Ozarks Food Harvest has been utilized for greater impact. Every dollar now donated provides four meals.

When all was said and done, WRVEC donated \$10,000, which was matched with a \$10,000 Sharing Success grant from CoBank, a cooperative bank serving vital industries across rural America. Combined with donations from WRVEC employees and community members, Power to Turn Hunger into Hope raised a record breaking \$25,974 that provided 103,896 meals to food pantries across our five-county service territory.

There is no question that 2020 presented unique challenges throughout our communities, but the resiliency and generosity of the Ozarks overcame those challenges again and again. The overwhelming support shown through 2020's Power to Turn Hunger into Hope food drive was another great example of what makes the Ozarks such a great place to live.

# 2020 YOUTH PROGRAMS

**\$85,490**

Awarded through Power Up Grants to

**135**

Teachers

**in 19**

School Districts

**\$12,000**

Awarded in Scholarships to Youth Tour participants

**3**

Students Attended Youth Tour

**\$1,000**

Awarded in Scholarships to CYCLE participants

**2**

Students Attended CYCLE

### Commitment To Community:

*Our goal is to provide community support thru sustainable, flagship company events. This is achieved by seeking input from employees, communities, and community leaders.*

## IN 2020, WRVEC AWARDED

**\$120,090**

Given by Operation Round Up in 50 organizational & individual grants

**4.1 Million**

Dollars given to the community by Operation Round Up Since 1992

**\$26,000**

Raised For Local Food Pantries through Turn Hunger into Hope.

**\$154,000**

Scholarships approved for area students.

**2.1 Million**

Dollars awarded in Scholarships by Operation Round Up Since 1992

**2,500**

Pounds of meat distributed throughout WRVEC territory to Share the Harvest from 63 donated deer.



Douglas County- MO Fox Trotters Assoc



## COVID-19 EFFORTS

### Ongoing

Online educational, financial, and healthcare resources available to members.

### Early

Release of 3.87 million dollars in capital credits by unanimous vote of Executive Staff and Board of Directors to help our members during the pandemic.

### Virtual

Youth Tour & Cycle went to a 3 day virtual conference for student safety.

### Free Wi-Fi

WRVEC, in a partnership with Sho-Me Power and Wisper Internet, provided free public Wi-Fi at all office locations. People were able to park in designated spots within our parking lots and connect to the Internet.

## Covid Response

### WRVEC Responds

WRVEC monitored the threat and discussed plans to protect our members and maintain critical business operations in the face of the Covid-19 pandemic. We focused on a healthy workforce and kept key personnel available to continue providing the excellent service you expect from us. Our office lobbies closed to any members and vendors on March 13, 2020 to prevent the spread of Covid. This closure continued throughout the pandemic to keep our members and employees safe. WRVEC personnel were also provided Pandemic time and the opportunity to be vaccinated, if they wished.

### Change of Work Environment

WRVEC utilized technology as COVID changed the way we all live and work. New tools like Microsoft 365 and Microsoft Teams allowed us to efficiently work while remaining distanced; whether in the office working staggered shifts or working from home. These Microsoft platforms allowed us to meet virtually or send a quick message; keeping us all connected in real-time.

### Financial Resources

During the pandemic, WRVEC provided resources and assistance to members in an unprecedented fashion. We created a page on our website to make sure our members had all the current resources to financial assistance available to them during the pandemic. We served as an outreach during closures by always being available to answer questions and provide account assistance. Additionally, WRVEC suspended disconnects from April – September in 2021.

### Annual Meeting & Virtual Election

Due to the outbreak, Missouri was issued a state of emergency allowing WRVEC to host a virtual annual meeting for the first time ever. Due to the online format, members could confidentially cast their ballots to safely participate in the meeting. This change resulted in the greatest member participation in elections to-date.

### Community Partners

WRVEC's trust program, Operation Round Up, pledged 50,000 dollars that was matched by Community Foundation of the Ozarks in the COVID-19 Response and Recovery Grant. ORU's matched donation was earmarked for the five counties that the Cooperative serves and was targeted for nonprofits serving vulnerable citizens affected the coronavirus outbreak across the region.



WRVEC Headquarters Entrance

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