
CEO'S REPORT



At the heart of your electric cooperative is something stronger than the poles and wires that carry electricity—it's the people who power our mission every day. From our dedicated lineworkers and office staff to the thousands of engaged members across our service area, you are what makes our cooperative strong, resilient, and community-focused.

This year, we were thrilled to see that connection in action during our Member Appreciation Days. Over 1,000 members came out to participate—an incredible show of support and engagement that truly reflects the spirit of cooperation that our co-op was built on. These events were more than just a thank you; they were a celebration of the people who keep our cooperative running.

Our commitment to innovation and sustainability also continues to grow. In 2024, over 308 members made the switch to paperless billing—a small change that makes a big impact. Not only does it help reduce our environmental footprint, it also increases efficiency and reduces operational costs, which allows us to reinvest those savings into better service and infrastructure for everyone.

When temperatures dropped in January 2024 and energy demand surged across the region, our members stepped up in a big way. By responding to our calls to conserve energy during peak hours, you helped us beat the peak of excessive energy use expectations. Together, we saved an estimated \$1.46 million. That's real money staying in our community and a powerful example of what can happen when people come together with a shared goal.

Looking ahead, we're taking proactive steps at our substations and investing in smarter, more intuitive systems designed to make managing your energy use easier than ever. These upgrades are part of a long-term vision to not only meet the needs of today but to anticipate the needs of tomorrow.

Behind every light switch, every comfortable home, and every community initiative, there are people working together—cooperative employees and members alike—who believe in a better way to power our lives. Thank you for being the people behind the power. We look forward to achieving even more together in the months to come. - *Chris Hamon, CEO*

FROM THE PRESIDENT

Thank you for the opportunity to serve you! At White River Valley Electric Cooperative, we remain committed to delivering value to our members through safety, strategic planning, and financial strength.

A major highlight in 2024 has been the success of our new fiber subsidiary. By connecting as many subscribers as possible, we're not only delivering vital high-speed internet to our communities but also helping offset project costs and strengthening the Cooperative's long-term financial sustainability.

Workplace safety continues to be a top priority across both our Electric and Fiber Divisions. This year, we've focused on real-world training, hands-on instruction, and stronger data tracking to reinforce a safety-first mindset and ensure compliance at every level.

We also collaborated closely with our staff to update our five-year strategic plan. This integrated roadmap assesses operations, financials, and construction efforts across both divisions—keeping us nimble and responsive to changing member expectations.

Financial strength remains at the core of our mission. As we navigate rising power costs and system upgrades, we're pursuing smart solutions like grant opportunities, capital planning, and budget analysis to preserve equity while expanding broadband and electric infrastructure.

Effective communication is essential to our success. Whether it's electric rates, broadband expansion, or local events, we're committed to keeping you informed and engaged through the platforms you trust most. You've asked for more access—and we're delivering.

As a member-governed Cooperative, your voice matters. Our Board of Directors—elected by you—helps guide strategic direction and ensure we stay focused on the needs of our membership. Together, we're building a stronger, more connected future. - *Neal Crum, District D (Douglas County), Board President*

