

Rachel Johnson (00:15):

Welcome back to Co-Op Energy Talk. I'm your host, Rachel Johnson, and you are listening to the board meeting brief for the board meeting on Monday, January 19th. Uh, five things I wanted to share with you from that board meeting. It was a, a pretty brief one, which often happens to us at the beginning of the year. Uh, first we took the board through a new member onboarding and email campaign that we'll be rolling out in February. I won't get into the details of it, but basically it's just our way of introducing new members to all the programs and services that are available to them. They will receive five emails over seven weeks. It covers everything from our rebate and renewable energy programs to how to use SmartHub. So just a, a better way of helping members get up to speed faster for those that are new to the co-op.

Rachel Johnson (00:52):

The second thing we took the board through, we have a new strategic impact plan at the co-op, and so we took that as also an opportunity to update our reporting to our board, and we rolled out to them a new board dashboard that they will receive every month. Basically just covers key KPIs, things you would expect in about six areas. One is reliability. How good of a job are we doing to keep the lights on? The other is cost control and operational efficiency. How good of a job are we doing of being really good stewards of the resources we have? Uh, member experience and satisfaction? Are we meeting your expectations? Uh, financial stewardship, so kind of the overall financial health of the cooperative safety and security, which includes both the safety of our, our employees and members, but also cyber security protocols and how good a job we're doing of managing risks.

Rachel Johnson (01:35):

And then finally, are people, are they happy? Are they staying at the co-op? Uh, do we have new people? Are they retiring? That kind of stuff. So, uh, just a nice way of keeping the board up to date and making sure they have access to the KPIs they need to perform their governance work on your behalf. The third thing, we talked to the board about a theme you've been hearing in this podcast for well over a year now. We, you know, we're getting really, really close to breaking ground on our new facilities. Um, we are right now in the process of working on some site layout modifications based on the feedback we got from, uh, Garfield Township staff, but we're working through that with them right now. Uh, we will close on the land in February. We hope to get the site plan approved by the planning commission in March.

Rachel Johnson (02:15):

That timeline could change a little bit, but forward we march. It's really exciting to continue to be making progress on your behalf with a facility that we think will help us provide you better service and in the long run, save you money because it'll allow us to continue to serve our rapidly growing service territory still from just one facility as opposed to having outposts. Uh, the fourth thing we talked about, well, and I just kinda wanted to also share with you this month, is it's been a, a pretty wild last month in terms of bad roads, bad weather, terrible kind of, uh, icy gunk going on. Um, we did have a, a couple of outages around the holidays. Nothing, nothing as bad as a lot of other utilities faced, but still lots of people on the roads in terrible conditions and our employees have managed to navigate that without any significant safety issues.

Rachel Johnson (03:01):

No accidents, anything like that. And I'm really, really proud of them because that <laugh>, any of you who are up here and driving on these roads know that is not a given. So just a, a, a safety shout out to our team and we also shared that with the board. I'm very proud of the team for the smart choices they make and our number one priority is making sure everybody gets back home to their family every night. And then finally, we just took a moment to celebrate the fact that the Michigan Electric Cooperative

Association has welcomed Clover Land Electric Cooperative back into the, uh, statewide family. We've always wanted to be united in the state and have all of our cooperatives be a part of the association so we can speak with one voice and also share best practices with one another and learn from one another. Clover land is such an excellent co-op and so I'm excited to have them inside the statewide system and, uh, back in the family. So that was kinda the highlights from this board meeting. Reach out if you have any questions. Our next board meeting is Monday, February 23rd. As always, we will start with member input at 9:00 AM so please feel free to swing by if you have any feedback for the board. Join us next time for more co-op Energy Talk.