

in the past...

What was accomplished in 2007? We have reviewed both our work order process (the process we use for any construction, including new member application for service) and our billing process. Becoming more efficient and effective will help us better achieve our goal of providing better service to you and other members. Since many employees will be retiring over the next few years, we are well underway toward taking the necessary steps to assure a smooth transition. Tipmont has begun to sell and install standby generators for our members. This is a service that a number of members have requested. This year we reached milestones in both Operation Round Up and EnviroWatts. We exceeded the \$500,000 mark in Operation Round Up grants, while EnviroWatts has approved more than \$100,000 in grants. Finally, we continued our emphasis on safety in our cooperative, resulting in no lost-time accidents during 2007.

... in the future

What about 2008? We will begin the process of educating members about the very difficult power supply options and decisions that Tipmont and all other electric utilities face. A new building will be constructed in Battle Ground to serve the growing needs of our members in the area surrounding Lafayette and West Lafayette. Our retail rates will be redesigned. We will also redesign our web site and keep it updated. We will commence the process of revamping our power restoration plan, with a particular emphasis on improving communication to our members. Tipmont will complete a review of our construction needs for the long term. We will implement the changes that were identified in our Work Order Process review of 2007. The Business Resumption Plan will be completed. We once again hope to improve and expand our high-speed wireless internet service this year. Safety to our employees and our members will also remain one of our highest priorities.



Ken Ritchey
General Manager