

IN THE PAST...

2008 was a busy year! Hopefully, our efforts will pay off in the service we are able to provide you and all our members as we move forward. This year, in addition to keeping up with all the normal line maintenance and request for new services, the organization saw many changes begin to take shape. We began construction on a new facility at Battle Ground to serve our growing member base in the northern end of our service territory. For years our employees have done their best to serve this area from what was affectionately referred to as "The Shed." This facility was essentially an old pole barn and was years beyond its useful life. We completed a long range work plan that mapped out system requirements for future load growth and balance. We lowered our billing cost by eliminating separate disconnect notices on delinquent services. This change also allowed our members additional time to pay their bills. A rate study was conducted to make sure we are allocating cost appropriately across the membership. Finally, our employee's professional approach to their jobs and their emphasis on safety paid off as Tipmont was recognized by the National Rural Electric Cooperative Association and achieved their Safety Accreditation Certificate. The best part of this news is that once again, there were no lost time accidents involving our employees in 2008.

IN THE FUTURE...

2009 will be a time of transition. Ken Ritchey, our long time leader, is retiring. This can be viewed by some as an unsettling change. However, your Board of Directors had the foresight to hire Ken's replacement well in advance. This has allowed for a lengthy transition and time for planning as the leadership of the organization changes hands. This year we will focus on completing the construction of the facility at Battle Ground. We will review many of our internal processes and services to determine their ongoing viability and continue to work on new or revamped offerings. We will begin construction on new substations identified in our long range work plan. Along with these projects we will begin to lay the ground work to upgrade our metering system. Just to name a few benefits, this project will help us recognize power outages in a more proactive manner, it will eventually allow greater access to usage information for all our members, it will allow us to access member's meter readings in a more expedient fashion, and it will allow for greater flexibility in the design of future rates. Hopefully, you will all notice that we will step up our efforts this year to communicate with our members. You will all receive information about the "Our Energy, Our Future" campaign and we will begin to hold CEO luncheons and dinners so randomly selected members can meet face to face with our leadership team and exchange thoughts and ideas in a more intimate setting. As always, an extreme focus will be placed on the safety of our employees, our members, and our distribution system. We look forward to another great year of providing service to you, our members!

