

POWERLINES July 2025

Working with cooperative partners to keep your lights on at the lowest cost

by General Manager Steve Stroshane and Manager of Finance and Accounting Heather Gerber

Do you know that Polk-Burnett is a member of other co-ops? This month, we'd like to spotlight four cooperative partners that help us deliver reliable power with cost efficiency to you. All of these co-ops allocate margins and retire Capital Credits to us, just like we return to you. The Capital Credits retired to us as cash help to hold down our costs and stabilize your rates. Because Polk-Burnett is a member-owner of these businesses, we share in their success. These partner co-ops have an interest in developing goods and services to benefit their members, and all were created because there was a need to fill in the electric cooperative industry, much like Polk-Burnett's beginning. We were created out of a need for reliable electricity by rural families and farmers.

All four partners below are member-owned cooperatives; they are guided by a set of seven cooperative principles that reflect the best interests of their members.

1. NISC National Information Solutions Cooperative (NISC) develops and supports software used by Polk-Burnett and other utilities. The innovative technology is vital for our billing and accounting systems, enabling us to provide exceptional service and more choices for our members. A standout example is our SmartHub app, which empowers Polk-Burnett members to monitor electricity use, pay bills and manage your account with ease.



2. CRC Cooperative Response Center (CRC) is our dedicated after-hours call center. If you have an outage or need assistance after our office is closed for the evening or weekend, our partners at CRC are always available to greet you with a live, friendly voice. CRC operators can dispatch lineworkers and answer calls promptly. With CRC, SmartHub and our website, we are here for you 24/7/365. Polk-Burnett was a founding member of CRC in 1992, which today provides services for 535 utilities in 47 states.

3. CFC The National Rural Utilities Cooperative Finance Corporation (CFC) is a nonprofit financing cooperative created and owned by America's electric cooperative network. CFC plays an important role in grid improvements and investments by offering long-term loans and lines of credit. CFC is more than just a lender. We value our partnership and the resources they offer. Their support with strategic planning and financial education helps us maintain excellence for our members. In 2024, we received \$68,000 in Capital Credits from CFC.

4. RESCO Established in 1936, two years prior to Polk-Burnett, the Rural Electric Supply Cooperative (RESCO) was founded to provide electric cooperatives with wholesale materials that are essential for building and maintaining the rural electric system. RESCO supplies us with key items such as wire, transformers (above) and insulators. Last year, about 95% of our construction materials (\$3 million worth) came from RESCO. As a nonprofit cooperative, they are committed to keeping prices as low as possible, while ensuring product availability when needed most. With nine warehouses strategically located across the Midwest and a 24-hour storm response service, RESCO acts as an extension of our supply warehouse. We place weekly orders without us needing to maintain excess inventory. When severe weather strikes, RESCO is just a phone call away, ready to deliver the tools and equipment to restore power. Last spring, RESCO expanded its reach by opening a new warehouse in Stanley, Wisconsin.

These are just four examples of how cooperative partners not only fill a need, but also return a share of their margins to us over time as Capital Credits.

Right: Polk-Burnett received \$105,000 in Capital Credits from RESCO May 22. Heather Gerber accepted the patronage distribution from Dennis Gaffney, our RESCO account manager. It pays to be a co-op member!



Simplify

AUTO PAY from your checking or savings account is spectacular!

No paper. No stamps. No need to update credit card changes or expiration dates.

Sign up on SmartHub, polkburnett.com or give us a call. We're here to help. 800-421-0283



Rate increase on July bills

We'd like to remind you that a 3% electric rate increase will appear on your July billing statement. Large commercial members will see an increase of 4.7%.

"Rate increases are never easy, but this is necessary to cover the rising costs of delivering reliable electricity to members across our system."
~ Board President Ed Gullickson

Please call us at 800-421-0283 or visit our website for more information about electric rates, plus rebates and tips to save energy and money.




READ MORE


| July 2025 Rate Increase | Current | New |
|---------------------------|---------|-----------|
| Daily Availability Charge | \$1.219 | \$1.28233 |
| Summer kWh Energy Charge | 12.30¢ | 12.57¢ |
| Winter kWh Energy Charge | 10.71¢ | 10.98¢ |

July energy saver

During the summer, run large appliances that emit heat, such as clothes dryers and dishwashers, during the evening when outdoor temperature is lower. This reduces indoor heat gain and keeps air conditioners from working harder than necessary. See our website for more ways to keep cool and lower your electric bill.



DO THE SUMMER SHIFT: Shift energy use away from peak times when demand and price are high: **WEEKDAYS 1 to 6 p.m.**
Thank you! Your help lowers wholesale power costs, carbon emissions and stress on the grid.



Learn more and sign up to receive Peak Alerts.

Propane prebuy contracts available late July, due August 22

- Prebuy contracts lock in a price on a fixed number of gallons.
- Minimum prebuy purchase is 300 gallons with payment due August 22.
- If contracting isn't an option, sign up for our budget plan by August 22.

Online accounts are available to view past deliveries, account balance and make payments. Sign up on polkburnett.com; look for Propane Center. **800-421-0283, ext. 378 or 411.**

POLK-BURNETT

PROPANE
SERVICES INC.

Engaging a new generation, Kasper and Pickard are local Youth Tour delegates

Congratulations to **Lily Kasper**, *left*, and **Christine Pickard**, *right*, who were selected as Polk-Burnett Electric Cooperative's delegates for the **Youth Tour of Washington, D.C.** They joined 1,500 students from electric co-ops across the country in our nation's capital June 15 to 21 to learn about rural electric cooperatives, U.S. history, government and democracy. They met congressional leaders and toured national monuments, Arlington National Cemetery and Smithsonian Museums. The tour was hosted by the National Rural Electric Cooperative Association (NRECA) and the Wisconsin Electric Cooperative Association, with local sponsorship by Polk-Burnett.

To be selected, Kasper and Pickard demonstrated community service and wrote essays about the value of electric cooperatives in our community. Kasper is the daughter of co-op member Ramona Lockwood. She is a 2025 Amery High School graduate and plans to attend Winona State University this fall to study nursing. Pickard is the daughter of co-op member Kent Pickard. She is a 2025 Clayton High School graduate and plans to attend Bellin College in Green Bay this fall to study nursing.

"It's important to engage and educate the generation that comes after us," said General Manager Steve Stroshane. "These students are our future members, employees and leaders. Our future rests in their hands."

Youth Tour is funded with unclaimed and donated Capital Credits. Learn more on polkburnett.com/youth-tour.



Why it's good to see co-op workers on your property



Polk-Burnett employees and contractors work throughout our service territory in the rights-of-way and easements, and across your private property and driveways. We *proactively* work to ensure reliable power for you and your neighbors, and that means we must cross your property from time to time. You may see us:

- Making routine repairs
- Replacing meters
- Trimming trees and brush
- Restoring power outages
- Locating buried utilities for construction and digging projects
- Working to upgrade poles, wires, transformers and equipment
- Inspecting lines, power poles, transformer boxes and equipment

All field work, except emergency power restoration, is conducted during normal working hours, 7:30 a.m. to 4 p.m. Monday through Friday. Every effort is made to avoid damage and unnecessary intrusion. If you have concerns about our work, contact us at 800-421-0283.

We appreciate your cooperation.

Who owns what?

It's important to know before storms and outages

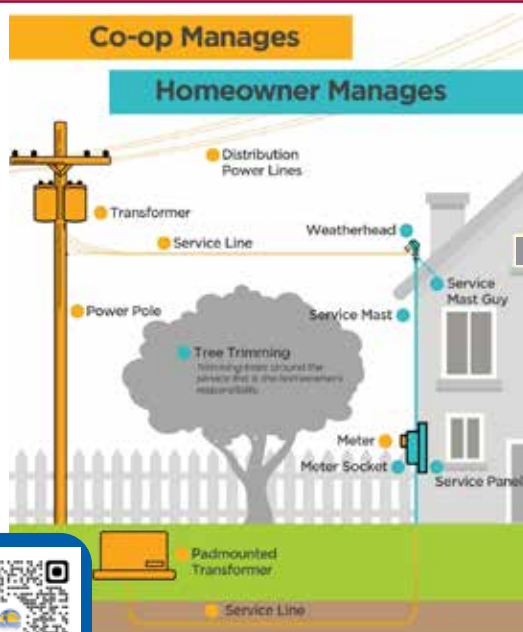
Summer storms can damage essential electrical equipment. Our crew is prepared to respond quickly, but it's important to know which parts of the electrical system are maintained by the co-op and which are the responsibility of the property owner.

Right: Co-op equipment is gold, member equipment is blue.

Polk-Burnett is responsible for maintaining and repairing power poles and distribution power lines, the service line that runs from the transformer to your home, the electric meter, and the overhead or underground transformer. (Tip: Know your transformer type!)

You are responsible for the meter socket, electrical panel, service mast and weatherhead. If a storm damages member-owned equipment, **you** are responsible for making repairs to your equipment **before** Polk-Burnett can restore power to your home. Work should always be done by a licensed electrician.

If your lights go out this summer, check breakers, fuses and the neighbors. Report outages on SmartHub or 800-421-0283. See outage map and FAQs on polkburnett.com. Stay away from fallen power lines and trees on lines.



Scan to learn how to convert your service line from overhead to underground.

IF YOU RECEIVE AN EMAIL SURVEY, WE APPRECIATE YOUR FEEDBACK TO HELP US IMPROVE.

All members who submit a survey will be entered in a drawing for a \$50 bill credit.

Polk-Burnett is your local Touchstone Energy Cooperative. Reliable power with efficiency and extraordinary service.

Follow us on Facebook. Sign up for our SmartHub app.

800-421-0283 • polkburnett.com



Equal Opportunity Provider and Employer | Member Owned | Community Focused

