



## THE COOPERATIVE DIFFERENCE AT WORK

When you flip a switch, log on to the internet, or receive help after a storm, it's easy to take reliable service for granted. But behind those everyday moments is something that sets your cooperative apart from other utilities: the *Cooperative Difference*.

Unlike investor-owned utilities, Southeastern Indiana REMC exists for one purpose—to serve its members. That difference shows up not only in how power and connectivity are delivered, but in how decisions are made, how communities are supported, and how the cooperative plans for the future.

### **Member-owned means member-focused**

As a member of Southeastern Indiana REMC, you're more than a customer—you're an owner. That ownership model shapes every part of the cooperative's work. Decisions aren't driven by shareholders seeking profits, but by what's best for the members who live and work here.

This structure allows the cooperative to focus on long-term reliability, affordability, and service quality. Investments are made with a community mindset, balancing today's needs with the responsibility to maintain and improve infrastructure for future generations.

## **Local decisions, local impact**

Because Southeastern Indiana REMC is governed by a board of directors elected from the membership, leadership understands the unique needs of the communities it serves. Board members live in the same neighborhoods, face the same weather challenges, and rely on the same infrastructure as the members they represent.

That local perspective matters—especially when responding to outages, planning system upgrades, or expanding fiber service. It ensures decisions are rooted in real-world experience and a clear understanding of what members value most.

## **Reliability built with purpose**

Reliability doesn't happen by accident. It's the result of careful planning, ongoing maintenance, and investments made well before problems arise. Line crews inspect equipment, trim trees, and upgrade systems year-round to reduce outages and improve safety.

When storms do cause outages, cooperative crews respond with urgency and care—often working long hours in difficult conditions. The goal isn't speed alone; it's restoring service safely and correctly, because the cooperative knows members depend on electricity and connectivity for health, work, and daily life.

## **Innovation that serves members**

The Cooperative Difference also means embracing innovation when it benefits members. Investments in modern grid technology, energy efficiency programs, and fiber broadband are made to improve quality of life and expand opportunity across the service territory.

High-speed fiber internet, for example, supports education, remote work, healthcare access, and local businesses—especially in rural areas where options were once limited. By offering both electric and fiber services, the cooperative is helping members stay connected in an increasingly digital world.

## **Strengthening communities beyond the meter**

Service doesn't stop at the meter. Through charitable initiatives like Operation RoundUp and partnerships with local organizations, Southeastern Indiana REMC reinvests in the communities it serves. Grants support programs that address local needs—from safety and education to food security and community development.

Employees also play a role, volunteering their time and talents to support local events, schools, and nonprofit organizations. These efforts reflect a core cooperative principle: concern for community.

## **Transparency and trust**

Being member-owned means being accountable. The cooperative prioritizes transparency by sharing information about rates, investments, and challenges. Through publications like REMC Connect, meetings, and digital communications, members are kept informed and encouraged to engage.

This open approach builds trust and ensures members understand not just what decisions are made, but why they matter.

## **The difference you help create**

Every time members participate—by voting in board elections, enrolling in programs, providing feedback, or supporting community initiatives—they strengthen the cooperative. The Cooperative Difference isn't just something the organization delivers; it's something members help create.

At work every day, Southeastern Indiana REMC remains committed to powering homes, connecting communities, and serving with purpose. That's the Cooperative Difference—and it's working for you.