

General Manager's Report

Preparedness and Proactivity:

How WEC responded to the events of 2020, and is ready for what 2021 brings

By Patty Richards

Just over one year ago, the COVID-19 pandemic became a public health emergency, with rates of infections seemingly on an unstoppable run. Quickly, the Governor declared a state of emergency and the rates of infection across Vermont slowed as Vermonters responded to the state's call of social distancing, mask mandates, and pleas to wash hands frequently. Meanwhile, other parts of the United States were less proactive, and their rates of infection soared.



Preparedness, planning, and acting in an emergency are not unusual steps for electric utilities.

Here in Vermont, in the early days, only essential workers were allowed to do their jobs on site, and that included WEC employees. We at WEC took action immediately and went into a new way of working. We now work with rotating schedules, with some in the office and others working remotely. All along we continued to provide high quality service and do the work that is necessary to keep everyone's lights on and questions answered. Our

new normal continues, but our priorities remain steadfast:

- We are acutely focused on maintaining the health of our employees so that we will be able to serve our members.

We must be able to answer members' calls and restore power in the event of storms.

- We know we must be resilient and prepare for whatever comes our way in order to keep the power on.

- We are looking ahead, taking immediate action to keep our workforce healthy and

isolated, and sharing information with all the other state electric utilities.

Preparedness, planning, and acting in an emergency are not unusual steps for electric utilities. Under normal conditions, we face these kinds of demands and stresses on a regular basis under the umbrella of storm restoration. That is, we prepare as if it is only a matter of time before a weather event will come our way. We stand

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One of the best parts of the Annual Meeting is the opportunity to see members who have long been engaged in Co-op life. Pictured here in 2018, Norma Dutil, Cedric Houston, and Steve Bellefeuille are regular Annual Meeting attendees, and have deep roots with the Co-op. WEC's staff and Board look forward to gathering again in person next year.

“It has to be fiber to home, and it has to be affordable.”

Nate Dudenhoeffer brought his family and business home to Corinth—but when affordable internet was tied to unaffordable housing, they couldn't find a way to stay.

In 2016, Nate Dudenhoeffer and his wife Hillary began talking about moving their young family from Wisconsin to his hometown of Corinth.

Then, in early 2020, just two and a half years after moving to Vermont, they returned to Fontelac, Wisconsin, to stay.

“There were a lot of factors that led to it not working out for us, but in general, communications

infrastructure was a challenge,” commented Dudenhoeffer.

Dudenhoeffer owns a company that provides cloud-based herd management software to dairy farms. “We have customers all over the US, all over the world,” he said. “It seemed like it would work pretty well to do most of the day to day stuff remotely.”

The Dudenhoeffers knew that

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Tune in to WEC's Annual Meeting!

WEC's 82nd Annual Meeting of the membership will be held virtually on Thursday, May 6, at 5 p.m.

To register for the meeting, email dawn.johnson@wec.coop for a link.

The 2021 Virtual Annual Meeting will include:

- Door prizes!
- Music!
- Updates and a Q&A with your General Manager and Board Officers!
- Certifying the results of the WEC's Board of Directors 2021 election!

Remember: Fill out and return the enclosed ballot. All ballots must be received at the Barre Post Office by 1 p.m. May 5 to count.

See you on May 6 at 5 p.m.!

Official Notice and Annual Report

Inside

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More kWh sales, but also more uncertainty: The Treasurer's report explains the financial situation of the Co-op. P. 6

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There will be no Annual Meeting gathering and dinner at WEC's Operations Center this year. The Board election will proceed by mail; members are encouraged to fill out and return the enclosed ballot.

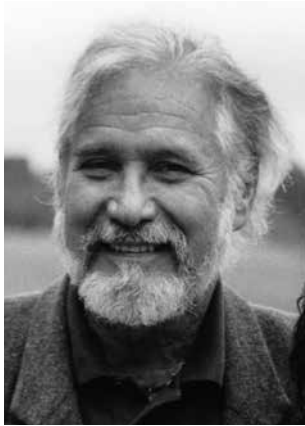
President's Report

"In the Middle of Difficulty Lies Opportunity."

by Barry Bernstein

This past year I have thought often of Albert Einstein's famous quotation: "In the middle of difficulty lies opportunity." It is so relevant to 2020, not only a very tough year in Vermont, but one in which in the US alone will have lost close 600,000 people to COVID by May, 2021. At the same time, our planet will have lost nearly three million people. Many of our member-owner neighbors have felt severe economic strains and we all shared the common experience of isolation and the feeling of our lives being in suspension.

However, there are many examples



of Vermonters, as neighbors, first responders, teachers, WEC employees, store clerks, small business owners and employees, and many others, who showed compassion and reached out to others in small and large ways. THANK YOU!

As the seasons turn to spring, daylight saving provides us more light at the end of each day, and more and more Vermonters are being vaccinated, let us carry the lessons and insights we have learned. Together we can get through very difficult times, if we seize the opportunities. Governor Scott, Dr. Levine, and the other members of the Governor's team set

a tone of respect and transparency all Vermonters can all be all proud of. THANK YOU!

Here at WEC, we're finding silver linings. For example, as so many of our residential member-owners worked and attended school from home in 2020, they required more electricity. As a result, WEC's kilowatt hour sales went up last year, which headed off an anticipated rate increase. We also received an \$843,000 Payroll Protection Program grant that will help reduce rate pressure in 2021.

At WEC, all of our Co-op employees, led by our GM, Patty Richards, kept vigilant about following health and safety guidelines, so crews were able to respond to storms, keep the power on, and restore it when it was out. If COVID spread within our ranks, that full team responsiveness would have been impossible. Our commitment to a strong culture of safety is top tier in the electric utility industry, state-recognized, and something our employees are proud of and your Board of Directors and members applaud. THANK YOU!

A record-setting year at Coventry

WEC continued our primary mission of providing our 11,800 member-owner households, small businesses, and schools with electricity from renewable sources of power. 85 percent of WEC power is generated in-state from landfill gas, hydro, wind, biomass, net metering solar during sunny periods, and 15 percent is from New York state hydro contracts from the 1950's. Our Coventry Landfill Gas-to-Electricity Plant, operating since 2005, had its best year ever, generating over 58,000,000 kilowatt hours—or 75 percent of our members' energy needs.

Special thanks to Dan Weston, recently retired WEC Director of Operations & Engineering; ARIA employees who operate our Coventry plant; Jeremy Labbe, Site Manager for NEWS-VT; and Casella, from whom we lease the gas rights, and with whom we have had a successful 18 year working relationship. Our eight megawatt plant prevents methane produced by the landfill, 40 times as toxic as carbon dioxide, from entering the atmosphere, and uses that methane to generate enough electricity

to power three quarters of our members' homes. That's a WIN/WIN.

High speed internet

2020 brought WEC closer to fulfilling our goal of helping to expedite the availability of high speed internet to our members. In January 2019, the WEC Board committed to exploring what role our Co-op could play in ensuring high speed internet, an essential service, reached our un- and underserved members at an affordable cost. The project is similar to our efforts to bring electricity to your homes in the 1940s through 1970s. WEC's Board and staff have worked diligently, building partnerships with whose efforts preceded us in working toward this goal. It has truly been a community team effort.

I've been honored to work with a supporting cast that includes Board Member Steve Knowlton; WEC staff...Brent Lilley; EC Fiber/Valley Net, CV Fiber, and Kingdom/Pear Fiber; Department of Public Service staff, VELCO staff (our state transmission company); Vermont House Energy & Technology, House Ways & Means, and Senate Finance Committees; and NRTC (National Rural Telecommunication Cooperative). THANK YOU!

We hope WEC will be able to obtain a \$25 million loan from our primary lender USDA Rural Utilities Services (RUS), and receive approval from the Public Utility Commission (PUC), to begin building out 800 miles of fiber on WEC's poles in 2022. WEC hopes to complete our part by the end of 2025. As we build out mile by mile, our fiber partners, working alongside us, will begin to offer high speed internet services to our WEC member-owners. It has been an extra workload for everyone, but your WEC team is excited, as are all on our supporting cast, together expediting deployment of broadband to the communities we serve. We know it will enhance the vitality of our communities and the economic, educational, and health opportunities of everyone we serve.

On behalf of the WEC Board and all of our employees, we encourage everyone to get vaccinated. Continue safe practices, including wearing masks. Hopefully, we will be able to all enjoy our summer together. 🐝

Co-op Currents

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WEC is part of the alliance working to advance and support the principles of cooperatives in Vermont.

Board of Directors

President	BARRY BERNSTEIN (May 2022)	1237 Bliss Road, Marshfield, VT 05658 Bbearvt@myfairpoint.net	456-8843
Vice President	ROGER FOX (May 2021)	2067 Bayley-Hazen Rd., East Hardwick, VT 05836-9873 rfox@pivot.net	563-2321
Treasurer	DONALD DOUGLAS (May 2023)	21 Douglas Rd., East Orange, VT 05086 dondougl@gmail.com	439-5364
Secretary	ANNE REED (May 2022)	3941 Hollister Hill Rd., Marshfield, VT 05658 annereed48@gmail.com	454-1324
	STEVEN FARNHAM (May 2022)	125 Farnham Road, Plainfield, VT 05667-9660 steven4wec@gmail.com	917-2581
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	STEPHEN KNOWLTON (May 2021)	160 White Rock Drive, #2, Montpelier, VT 05602 knowlsf@auburn.edu	223-2230
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TIM NEWCOMB
Layout

Editorial Committee

Patty Richards Donald Douglas Jean Hamilton Anne Reed Katie Titterton

The Board of Directors' regularly scheduled meetings are on the last Wednesday of each month, in the evening. Members are welcome to attend. Members who wish to discuss a matter with the Board should contact the president through WEC's office. Meeting dates and times are subject to change. For information about times and/or agenda, or to receive a copy of the minutes of past meetings, contact Administrative Assistant Dawn Johnson, at 224-2332, or visit wec.coop/board-of-directors.

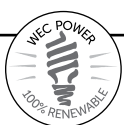
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WEC Office Closed to Public: Call or Email

WEC's office in East Montpelier is now closed to members of the public due to the spread of COVID. Thank you for understanding. You may reach any staff member or Board member by phone or email.

WEC's website is wec.coop and phone numbers are 802-223-5245 and toll free at 1-800-932-5245.

Thank you for doing your part to keep our community healthy and safe.



Manager's Report

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ready to restore power whenever Mother Nature hurls her next challenge at us. To remain ready, keeping the WEC workforce healthy and isolated from the coronavirus was and still is of paramount importance.

Outages

In 2020, there were 730 separate outages on Washington Electric Cooperative's system, compared to 589 in 2019. Despite the pandemic, WEC staff responded to calls and jumped to action during each event. The total number of consumer hours out in 2020, excluding major storms, was 105,636 hours. Importantly, 58,376 of those hours were the result of Green Mountain Power losing high voltage transmission service to WEC's substations. During a transmission provider outage, there is little WEC can do in the moment, because those outage conditions are outside our service territory. However, we are actively working with our transmission providers to reduce the impacts to WEC members when transmission outages occur. I want to recognize all our amazing operations staff who help restore power during outages. We have 27 dedicated and devoted staff members who are directly involved in outage restoration, and 10 office staff who jump in and do what's needed to support our team. When that happens, it is truly all hands on deck. I applaud all of WEC employees for all that they do. It is amazing to see the team in action, and I am especially proud of everyone's efforts during the pandemic.

Arrears assistance

This past year our Member Services Representatives (MSRs) were busy helping members who were unable to pay bills due to pandemic-related economic hardship. The state suspended disconnections for those unable to pay their bills, but the amount customers owed to utilities did not go away. State lawmakers allocated \$8 million to help electric utility consumers with COVID-related struggles pay down their bills. The state created a plan and advanced the Vermont Consumer Arrears Assistance Program, or VCAAP. The Vermont Department of Public Service (DPS) developed the program. It was rolled out at the end of August, and it ended on December 15.

WEC reached out to get as many eligible members as we could into the state programs that could help offset these growing bills. WEC had 237 members make use of VCAAP funding, which provided relief on unpaid bills for a total of \$214,491. Of these 237 members, two were

commercial members (\$4,445) and 235 were residential members (\$210,046). VCAAP funds are a significant help, lessening the financial impacts to members and WEC from those who are unable to pay their bills. I want to acknowledge the MSR group in getting the message out and the successful work getting members signed up with the VCAAP program. Great work, Susan, Beth, and Elaine!


Safety steps

I know people feel overwhelmed and exhausted from restrictions put on them from the pandemic. I want to say thank you to everyone for understanding and doing your part. This is an event that requires all Vermonters to pull together, just like a successful cooperative. We want to make sure you know here at WEC we are stepping up too, and we continue to respond to our community's needs, despite the difficult times. These are just a few of the steps WEC took to protect the health and safety of our staff and communities:

- Closed the office and warehouse to the general public
- Eliminated non-essential work travel
- Increased office cleaning and disinfecting
- Implemented social distancing within the office (separated work areas and limited contact among employees)
- Requested employees limit personal travel to within Vermont

In addition, all Board meetings are conducted virtually, and the 2021 Annual Meeting of the membership will be held virtually, too. We are actively monitoring and engaged with our fellow utilities and agencies and are responding to planning, response, and mitigation efforts. We are:

- Working to provide situational awareness from local, state, and federal government officials
- Evolving our response and plans as more data become available
- Limiting access to line workers and field staff
- Enhancing preparedness at generation plants
- Connecting and enabling mutual aid assistance
- Working with suppliers and vendors to ensure equipment is available
- Incorporating practices that mitigate cross-contamination risk
- Enhancing website capacity and usefulness
- Communicating updates swiftly to members and news outlets

The health and well-being of our employees, members, and the communities we serve is our highest priority. If you have any questions you can reach us at 802-223-5245 or by email at wecMembers@wec.coop. 

For the Record: Barry Addresses Common Themes in the 2020 Member Survey

by Barry Bernstein

WEC is required by the Department of Public Service to survey our membership every five years. We completed our survey in December 2020. I want to respond to some of the basic themes and comments we heard from our member-owners. These focused on cost, reliability, renewables, net metering, and service. On the whole, WEC received high marks in most areas, consistent with previous years' survey results.

Cost: "WEC's rates are so much higher than other electric utilities, and they keep raising their/our rates."

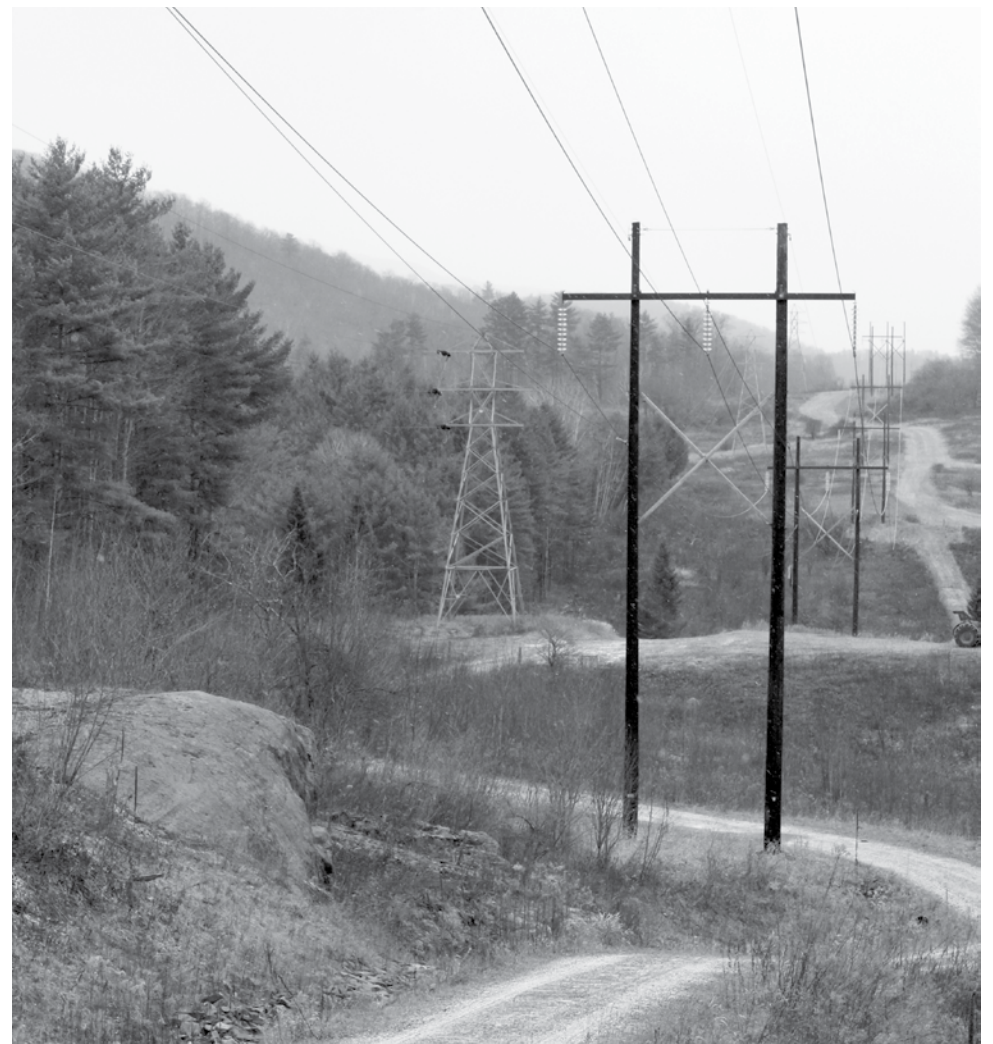
When WEC was incorporated in 1939, as a not for profit, by a group of farmers and their neighbors in Central Vermont, it was because GMP and CVPS, the two large investor owned utilities, refused to bring electricity to folks who lived in the hills and off the pavement.

Your electric Co-op has 1,300 miles of distribution line, over 25,000 poles, covers the more rural parts of 41 towns, with an average of eight members/mile, in what was once farm fields. Your Board of Directors and staff continue to balance reliability with the need to keep a tight rein on rate pressure. WEC has had the same number of staff (between

37-40) for decades, while increasing to 11,800 member households, serving over 30,000 people, nearly all of whom are rural residential. Our commercial members, the largest a school and farms, represents less than 13 percent of our load. Our average member use is 450 kilowatt hours per month. Our most significant rate pressure comes from major storms of increasing frequency and intensity, and revenue erosion as a result of lost kilowatt hour sales due to net metering and energy efficiency (both of which WEC has supported since the early 90's).

These factors mean yes, our rates are near the highest in the state. However, we are phasing in a new rate design structure that lowers the cost of each kilowatt hour, in order to make our electricity a more affordable option to member-owners transitioning away from fossil fuels. Also, because we are a cooperative, our members can factor in the over \$8 million we have returned to our members, as credits on your bills every November, with your annual credit based on your usage and length of time as a WEC member-owner. In investor-owned utilities, margins enrich shareholders. In Vermont, only WEC and our sister electric co-op VEC return margins to our ratepayers, our member/owners.

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More than half of WEC's consumer hours out in 2020 were a result of outages on transmission lines outside WEC's service area. WEC leadership is working with GMP and VELCO to improve transmission reliability.

Got something to say?

Letter to the editor, comment, or a story tip? Drop us a line at currents@wec.coop or Washington Electric Cooperative, Inc., P.O. Box 8, East Montpelier, VT 05651, Attn: Co-op Currents.



Position Statements of the 2021 Candidates for the Co-op Board of Directors

Roger Fox

I live at Dows Crossing in Walden, in the northern part of WEC's service territory, and I've been a Co-op member in Walden since 1971. You can contact me at 2067 Bayley-Hazen Road, East Hardwick, VT 05836, or at (802) 563-2321 or rfox@pivot.net.



Roger Fox

After receiving a bachelor's engineering degree from M.I.T. in 1968, I worked on aerospace engineering projects in Florida and Massachusetts prior to becoming a Vermonter. Since 1974, I've operated a printing and graphic design business, Apocalypse Graphics, in Walden.

I currently serve as Walden's town moderator, and as a justice of the peace and chair of our town Board of Civil Authority. I've previously served as selectman and town energy coordinator. I'm a long-time member of several other Vermont consumer cooperatives, including Buffalo Mountain Food Co-op, VSECU, North Country Federal Credit Union, and Co-operative Insurance Companies.

I was first elected to the WEC Board of Directors in 1991, and have served as Vice President since 1998. My current assignments include membership on the Board's Finance, Administration & Power Planning; Power & Operations; and Policy Committees, as well as a regional representative on the National Rural Electric Cooperative Association Resolutions Standing Committee. I also regularly confer with and provide ongoing support for the Board President in overseeing the Board's governance responsibilities. In the past I've served on the Board's Members & Markets and Editorial Committees, and as treasurer of the Northeast Association of Electric Cooperatives (covering the upstate New York and northern New England area.)

I have an abiding passion for cooperatives and for WEC's mission of improving Co-op members' quality of life. I offer over thirty years' knowledge of and experience with WEC's governance and administrative functions.

WEC's current challenge is to provide accessible high-quality digital telecommunication capability in its territory. This is the most significant endeavor our Co-op has undertaken since its original commitment to bring reliable and affordable electric service to the unserved portions of rural north-central Vermont in the 1930s. This new initiative has involved a major effort on the part of both WEC staff and Board members, and will continue to be a major focus.

Steve Knowlton

I live in the White Pine Co-housing community off of Dillon Rd. in East Montpelier.

I have resided there since 2012, and I have been a member of Washington Electric Cooperative since 2001. Members may contact me by mail at 160 White Rock Dr. #2, Montpelier, VT 05602, by email at knowlsf@auburn.edu, or by phone at 223-2230.



Stephen Knowlton

I have lived in a number of different places around the US and abroad as a result of being raised in a military family. I graduated from Middlebury College in 1975, and received a Ph.D in physics from MIT in 1984. My working life has been as a physics professor and as a researcher in the science of alternative energy, both domestically and overseas. After working at an international plasma physics and fusion energy laboratory in England for several years, I spent my career at Auburn University, where I taught physics at all levels from introductory physics to graduate courses. I also led a federally-supported experimental fusion energy research laboratory at that university, supporting staff, students, and post-docs. While I am retired from that job, I continue to work with my colleagues at my former institution, and I participate in scientific program reviews and advisory panels at the request of the U.S Department of Energy and the National Science Foundation.

Locally, I have been a mentor in U-32 high school's Branching Out program on several projects, and also serve as a science advisor to the Vermont Energy Education Project. I am a board member and treasurer of the Vermont Academy of Science and Engineering. I also serve as a volunteer on several ad hoc and standing committees for the town of East Montpelier.

By the time of this election, I will have served a little over two full terms on the Board of Directors. In trying to act on behalf of WEC's members, I have worked diligently during my time on the board to understand the basics of WEC's business and how it functions within the political, regulatory, and technical environment of Vermont's utility world. During my last term, I educated myself on the possibility of all WEC members achieving access to affordable high-speed broadband, and began exploring the feasibility of WEC implementing broadband service by fiber in partnership with non-profit Communication Union Districts. This effort is now spearheaded by the leadership of WEC, and I continue to participate in its

Richard Rubin

I have lived on East Hill Road in Plainfield for more than 40 years. I have been a Co-op member since 1973. I can be reached by mail at 3496 East Hill Road, Plainfield, VT 05667 or by phone at 454-8542. My email is richardirubin@gmail.com.



Richard Rubin

I am 75 years old and have lived in Plainfield since I moved to Vermont 42 years ago in 1972. I was born and raised in the Boston area, attended Harvard College, and then the University of Pennsylvania Law School. After graduating law school in 1970, I practiced law in Boston, representing low-income clients for two years before moving to Vermont. I have practiced law in Central Vermont since 1972, and in Barre since 1977. My law firm – Rubin, Kidney, Myer & Vincent – has been in downtown Barre since 1982. We handle a wide variety of cases, and we are primarily trial lawyers. We also have been the public defenders for Washington County for many years.

I am a member of VLITE, a non-profit organization that receives over \$1 million annually from stock we own in VELCO, Vermont's Electric Transmission Utility. We use these funds to award grants to groups and projects that further the goals of Vermont's Comprehensive Energy Plan, with an emphasis on the needs of low-income Vermonters.

I am also a member of the Board of Directors of the AAJ, an organization of Vermont trial lawyers, as well as on the Board of the Dragon Dance Theatre and Upper Valley Arts. I am a former board member of Vermont Legal Aid and served for five years on the Twinfield School Board.

I am married to Jayne Israel and have three grown children, two of whom live in central Vermont. We also have five grandchildren.

Several years ago, I was involved with my brother Mathew Rubin and John Warshow in the development of the Wrightsville and Winooski 8 (East Montpelier) hydroelectric facilities.

I enjoy hiking, gardening, golf, and generally being outside with my family.

I have been a Co-op Board member for 18 years and have enjoyed my experience on the Board a great deal. I enjoy working with my fellow Board members and management and would like to serve another term. I believe in cooperatives and cooperative principles and I am committed to keeping our Co-op strong. My experience as an

Candidate Profiles

Three candidates seek election to three available seats on WEC's Board of Directors. Each member of the nine-person board serves a three-year term. Members may vote or write-in a maximum of three candidates. **Ballots must be returned by mail this year**, and must be received by the Barre Post Office before the **May 5, 1 p.m.** deadline.

Each year, candidates are invited to submit a statement in response to five prompts:

1. Please introduce yourself.
2. Please briefly describe your background.
3. Why are you seeking a position on the Co-op board? Why would you make a good director?
4. What do you think are the most important issues that the Co-op must face in the next few years? What should WEC do about those issues?
5. Is there anything else you would like to tell the membership?

Report of the 2021 Committee On Candidates

The 2021 Committee on Candidates convened a teleconference on Wednesday, March 10 at 3 p.m. to review the petitions and qualifications of those members who submitted their names as candidates for the Board of Directors prior to the teleconference. There are three (3) positions to be filled. Three (3) members of the Washington Electric Cooperative, Inc. submitted their names as candidates for the three (3) Board positions to be filled. The Committee on Candidates hereby affirms:

- that each candidate submitted a valid petition in accordance with Article III, Section 3A of the Bylaws;
- that each has signed a statement of affirmation indicating that they:
 - have been a member of the Co-op in good standing for at least six months;
 - are residents of Vermont;
 - are not employees of the Co-op;
 - do not have a conflict of interest as defined in Article III, Section 2 of the Bylaws; and

- have received and understand the responsibilities and time commitments required of a director.

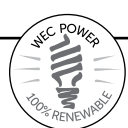
Therefore, the Committee determines all of the candidates to be qualified for the position of director in accordance with the Cooperative's Bylaws, and hereby presents the following official listing of candidates for the Washington Electric Cooperative 2021 election of Directors:

Roger Fox
Steve Knowlton
Richard Rubin

2021 Committee on Candidates:

Dale Bartlett	Dorothy Naylor
Michael O. Duane	Carla Payne
Bud Haas*	Joe Safranek
Ben Hewitt	James Shanley

*did not participate in teleconference



Roger Fox

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The COVID pandemic has made it even more evident why this project is essential to sustaining the economic and social viability of our communities into the future.

It's important to me that WEC continues its commitment to providing 100 percent renewable power to all its members. We must also address various other environmental concerns. These include diverse threats, such as the emerald ash borer attack and climate volatility, which impact service reliability and system maintenance costs.

I appreciate the efforts of the other WEC members who serve, and have served, on our Board for their commitment to keeping the best interests of our Co-op's membership front and center in an increasingly complex business environment. However, there are also benefits to bringing on new energy and capabilities. To secure WEC's ongoing value as a locally-based institutional resource, we're going to need a new generation of leaders and engaged citizens. Please consider contributing to your community in this way. 🐸

Steve Knowlton

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progress toward an equitable solution.

Secondly, I and several other board members have begun a process for the Co-op to develop a comprehensive strategic plan to guide WEC's journey through the future challenges and opportunities facing Vermont's utilities. The strategic plan will impact the design of rates and allocation of resources, so is important to take seriously.

Third, we also are pushing to clarify and improve the procedures that the Board uses to conduct its business. If successful, this effort should, among other benefits, make it easier for all Board members to carry out their fiduciary responsibilities, and make them more transparent to members coming in to replace others on the Board as they cycle off.

As a cooperative, WEC is operated for and overseen by its own members. As a Board, we try to make decisions that benefit the whole of the membership, and that all members are treated as equitably as possible within the regulatory framework in which the Co-op operates. In trying to adhere to these co-op principles, I've found my work on the Board to be educational and enlightening. If I am elected to the Board for one more term, I look forward to making further progress on the three issues I've listed above. I also encourage other interested members to consider serving on the Board for a time to engage in providing essential services to the community in which we live and work, since democracy works best when exercised. 🐸

Richard Rubin

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attorney brings a critical perspective to the Board and helps me ask the hard questions.

I am particularly proud that our Co-op obtains its energy from renewable sources such as the Coventry landfill methane generation plant and the Sheffield wind farm.

Washington Electric Co-op has been able to rid itself of dependence on Vermont Yankee and the use of fossil fuel to generate our energy. Much of our power is also produced inside Vermont. Our Co-op's example is an important one to our policy makers and to other utilities as we move deeper into the 21st century. It was exciting to see the Sheffield project come on line. We received a \$1 million grant through Bernie Sanders' efforts and invested in this project several years ago. It took a long time, but as a result, we now have a 20-year contract for energy from that project at very favorable rates.

Our landfill gas-generation plant in Coventry was also an excellent

investment. We are able to produce renewable electricity from garbage at rates below market.

I also continue to be proud of the efforts of our Community Fund, which now donates more than \$45,000 each year to non-profit groups in our service area, all from members turning back to the fund their annual patronage refunds. I urge all members to sign up and contribute. It's a good way to help our neighbors.

In addition to becoming 100 percent renewable, we have redone our office building using the best and greenest building techniques, providing an efficient and comfortable working environment for many years to come. I am particularly proud of our entire staff and the work they do for all of us in good weather and bad. Patty Richards, our manager, and Barry Bernstein, our Board President, continue to provide strong and clear headed leadership.

We are a small business with high rates largely due to our rural nature and lack of large commercial and industrial customers. We run a tight ship, but are continually faced with pressure on our rates outside

our control. We are also faced with adapting to a new energy future in which more of our members are using solar energy and installing energy efficient heat pumps which will save fossil fuel, but burn more electricity. We need to be nimble and creative to adapt what we do to meet our members' needs and fulfill our mission.

I am confident the Co-op can continue to be a leader in both the energy arena and as a model for how locally owned and non-profit cooperative enterprises can provide our essential services while keeping our capital and "profits" in our local communities. Green Mountain Power is owned by a Canadian company and pays its management very high salaries. All its profits and return on its investments leave the state and the country as well. This is not a model for the delivery of energy that I support.

I am committed to a Co-op that is a leader in environmental stewardship based on non-profit cooperative principles which operates reliably to provide electricity at all times to our members. 🐸

Dudenhoeffer

continued from page 1

Nate wasn't going to be able to work remotely from the house they initially bought in Corinth. With no high speed internet and no home office, he commuted to a rented office in Bradford. That was fine, because they had a plan: they'd stay in the house they bought for a couple of years, settle into the area, and then locate an affordable house that had the space they needed for their two kids, plus the communications infrastructure that would support a home office linked to a worldwide software company.

But soon, the Dudenhoeffers discovered that nothing met their criteria. They didn't realize, asking for a home office with broadband and cell service, "how much that limited our options and put us into much more expensive markets right away. That wasn't something we anticipated," reflected Dudenhoeffer. As they expanded their search to Thetford and Stratford, the houses only grew pricier. And the farther they looked from Corinth, the farther they were from Dudenhoeffer's mother, Birdi Kaplow, when being near her was the point of moving home in the first place.

Instead of giving up, Dudenhoeffer jumped in, to see what he could offer his home community in terms of leadership and advocacy. He joined the REDInet board in Newbury, whose purpose is to bring affordable high speed internet to the Newbury community, and met with WEC leadership as a representative of a working group based in Corinth.

But solutions were too fragmented and far away for the Dudenhoeffers' timeline. "It seemed like there was no money and no administrative support. We had a group of people at REDInet

who really cared a lot, but we had nothing to start with, and set out to find money through grants. It didn't feel like we had real support from the state: there was lip service, but there wasn't money at that time," he reflected.

After just a year and a half in Corinth, the Dudenhoeffers took stock of their situation and decided to move back to Wisconsin. It wasn't long after that that REDInet received a major grant that helped that group move forward, Dudenhoeffer noted. But, he added, for his family and business, it was the right move to return to Wisconsin.



Nate Dudenhoeffer, formerly of Corinth, moved his family and business from Wisconsin to his hometown--and then back to Wisconsin, after finding no affordable housing stock with adequate internet and other communications infrastructure. Dudenhoeffer's observations may be key to helping solve the linked problems of resource inequity and Vermont's declining population.

That's because the lack of high speed internet is not an isolated issue: is an important piece that's interwoven with other problems faced by rural Vermont. There are factors "that accentuate Vermont's huge gap between haves and have nots," Dudenhoeffer said, like housing markets, cell service, and high speed internet access.

In other words, expanding broadband could be a big lever of change in Vermont, providing access to business and educational opportunities for people who can't afford to—or don't want to—move from underserved rural corridors. Without high speed internet, people can get stuck in an eddy of limited resources; meanwhile, people with high speed internet have the world's opportunities available at all times.

"It has to be fiber to home, and it has to be affordable," insisted Dudenhoeffer. "Hopefully, the Co-op can play a role in making it affordable. To put things in perspective, a DSL connection in Corinth cost three times as much as the high speed cable connection I have now. I have 120 mbs [megabits per second download speed] here, and had 5 to 7 mbs there." His family's internet service costs less than \$50 per month. Moreover, they don't have the added bills for a landline phone or TV service. And that, Dudenhoeffer said, is normal. Or should be.

Quarantining with his family while shepherding his company through the pandemic has been easier in Wisconsin than it would have been if they'd stayed in Vermont, he said. He's glad they returned. But, he added, the move is not without its losses: it would be great to raise their kids closer to their grandparents. 🐸

Treasurer's Report

The Unknown Long-Term Financial Impacts of the Pandemic

Increased kilowatt hour sales in 2020 head off a rate increase, but arrearages are rising

by Don Douglas

Washington Electric Cooperative works hard to provide the excellent service our members need and deserve. The pandemic has been a catastrophe on many levels for many of us. For the first time, WEC has been forced to close the doors to our members. To date most of our employees have not been vaccinated, due to the State's rollout of a phased approach, starting with the most at risk, elderly Vermonters. This leaves WEC employees vulnerable to getting COVID-19. The risk of having employees sick or in quarantine when they might be needed to restore service was and is too great to not take proactive measures to protect their health. We have so far been very lucky that we did not have a major storm, and all of our line crew are ready if needed to work on restoration when Mother Nature decides it is time.

Like many other businesses, the Co-op was in an area of unknown when the COVID-19 pandemic first hit home in March of 2020. Early on, WEC saw an immediate drop in Renewable Energy Credit market sales. We also saw increased expenses and increased lost time for our employees. Even though we purchased additional software and hardware to allow for employees to work remotely, not all positions had that capability. Along with many others, WEC filed with the Small Business Administration for a loan through the Paycheck Protection Program (PPP) and ultimately received



Our revenue could continue to be higher than we had anticipated when we made our budget assumptions. However, trends also show WEC will continue to face increased expenses from those who can't pay their electric bills.

approval for loan forgiveness, which provided \$842,725 in grant funds.

It was unknown at that time what the true impact of the pandemic would be. Many schools and businesses closed. WEC is a predominately residential electric cooperative. With nearly everyone at home working remotely or helping with children in virtual school, our revenue from the sale of electricity went from \$15,537,555 in 2019 to \$16,854,741 in 2020. While this increase in sales is good for WEC's bottom line, the reality is that many of our members struggled to pay the increase in utility bills. WEC saw an increase of more than 400 percent in over 90 day receivables, meaning that the number of people more than three months past due quadrupled. As a result,

many WEC members took advantage of the Vermont COVID-19 Arrearage Assistance Program (VCAAP) to help offset some of this. Unfortunately, the trend continues to grow, with an increase in our 60 and 90 day account receivable balances into 2021.

Given the increased sales, WEC determined it would not need to use the PPP grant monies in 2020, and requested an accounting order to defer the funds to be used in 2021, as the pandemic continues and its impact is still not fully known. These funds have helped to deflect the need to file for an anticipated rate increase for 2021. WEC ended 2020 with net margins of \$1,720,570, a significant increase over the 2019 year end net margins of \$959,235. Exactly what happens with energy sales after the pandemic is over is unknown. Perhaps many people

will continue to work from home, and our revenue could continue to be higher than we had anticipated when we made our budget assumptions. However, trends also show WEC will continue to face increased expenses from those who can't pay their electric bills, as we see a substantial increase in accounts more than 90 days late.

Storms are a reality that always draw concern, and this is a variable we cannot control. While we can control tree growth in and around our lines through trimming and cutting, we will always have some exposure to storm related outages due to the rural nature of WEC's service territory and the number of miles of line we have to maintain. In 2020 our outage numbers improved as compared to past years, but 55 percent of our outages were due to problems with the transmission lines outside of WEC's control. Typically, tree related outages are the largest driver of outages, but this year it was providers upstream from WEC. GMP and VELCO are responsible for major transmission lines that are crucial for connecting WEC to the grid. When outages occur outside of WEC's system, we must wait for the problems to be fixed before we can energize our lines.

As a not for profit, WEC returns excess funds to its members through what are known as capital credits. Capital credits are unique to cooperatives. All money collected in excess of what is needed to run the business must be allocated to the members and ultimately retired (returned) to them over time. Over two decades WEC has been retiring capital credits to both current and former members. We began returning capital credits 17 years ago and thus far have returned nearly \$8,000,000 to our members. Each year the Board of Directors must decide if we can retire capital credits and how to divide the money equitably among former members and current members, both

longtime and new to the lines. Active members receive credits on their November bill and inactive members receive checks if the amount is greater than \$20. In 2020 the WEC Board of Directors authorized the return of \$770,000 to its members. We also invite members to donate their capital credits to WEC's Community Fund, which provides helpful grants to community based organizations in the four counties we serve. This is a great way to make a real difference, especially as contributions add up over time. We have roughly 1,400 members contributing about \$55,000 every year. We welcome more members to participate, and I hope you will consider donating your capital credits. For more information, please follow up with WEC by calling us at 1-800-223-5245 or emailing to wecmembers@wec.coop.

On behalf of the Board of Directors, I want to thank the entire Finance Department for their hard work, attention to detail (every dollar), and dedication to Washington Electric Cooperative. Copies of our audit can be found on the website or in the office (after the pandemic is over).

Emergency Resources

Fuel

Running out of fuel? No matter where in Vermont you live, if you are in danger of running out of fuel this winter, call the toll-free Emergency Fuel Assistance number: 1-800-479-6151

Mental health

Crisis lines:

Washington County:

802-229-0591

Northeast Kingdom

Human Services Crisis Line:

(Derby) 802-334-6744;

(St. Johnsbury) 802-748-3181

If you are in crisis and prefer to text, text VT to 741741 to reach a crisis counselor quickly.

Food

Vermont Foodbank:

1-800-585-2265.

Capstone Community Action:

capstonevt.org

NEKCA: nekcavt.org

Everyone Eats:

vteveryoneeats.org

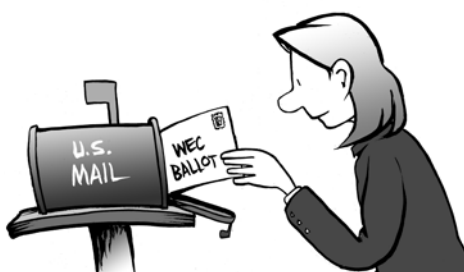
211

Call 211 to find any emergency resource you need: food, mental health, fuel, shelter, and anything else.

Notice

Mailed ballots must be received at the Barre Post Office no later than 1 p.m. on Wednesday, May 5 in order to be counted. Please allow 3-4 days for in-state delivery and 6-8 days for out-of-state delivery. Ballots mailed or dropped off at the Co-op will NOT be counted.

Contact Dawn Johnson with questions: 802-223-5245.



Member Survey

continued from page 3

Reliability: "We are constantly out of power and sometimes for several days." "Your reliability continues to improve."

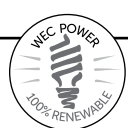
These are two members' perspectives, and we acknowledge and continue to focus on both of them. As a WEC member-owner for nearly 50 years, I know how much progress our Co-op has made, while more than doubling the number of meters and miles of line. We currently spend over \$1.3 million on line maintenance each year, including removal of danger trees and right of way clearing. In addition, we spend \$2.1 million per year on reconstruction, strengthening and

rebuilding our lines. We have been increasing our focus on lines that have had the greatest frequency of outages each year, even though they may have the fewest members and be at the end of our lines.

Unfortunately, as the reality of climate instability increases, all electric utilities in Vermont are experiencing more severe and frequent storms. If you access our webpage or search for the Vermont storm map during a statewide weather event, you will find all utilities average similar numbers of hours or days to restore power to all members. Please take a look at the February *Co-op Currents*, and read Patty's report in this issue.

And on the subject of storm

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Consolidated Balance Sheet

Assets and Other Debits

	12/31/19	12/31/20	Increase (Decrease)
Utility Plant			
Total Utility Plant in Service	\$82,484,415	\$83,670,560	\$1,186,145
Construction Work in Progress	494,164	548,255	54,091
Total Utility Plant	82,978,579	84,218,815	1,240,236
Accum. Provision for Depreciation	33,233,211	35,348,326	2,115,115
Net Utility Plant	\$49,745,368	\$48,870,489	\$(874,879)
Other Property and Investment - At Cost			
Invest. in Assoc. Org. - Patronage Capital	440,665	460,266	19,601
Invest. in Assoc. Org. - Other	440,209	405,045	(35,164)
Other Investments	8,202,193	8,504,993	302,800
Total Other Property and Investments	\$9,083,067	\$9,370,304	\$287,237
Current Assets			
Cash - General Funds	578,448	1,611,281	1,032,833
Cash - Restricted	0	842,725	842,725
Notes Receivable - Net	99	99	0
Accounts Receivable - Net	3,723,592	3,837,860	114,268
Materials and Supplies	325,036	293,818	(31,218)
Prepayments	607,195	695,784	88,589
Total Current and Accrued Assets	5,234,370	7,281,567	2,047,197
Deferred Debits	820,654	668,641	(152,013)
Total Assets and Other Debits	\$64,883,459	\$66,191,001	\$1,307,542
Number of Consumers	11,613	11,711	98
kWh Sold	68,358,241	73,164,749	4,806,508

Liabilities and Other Credits

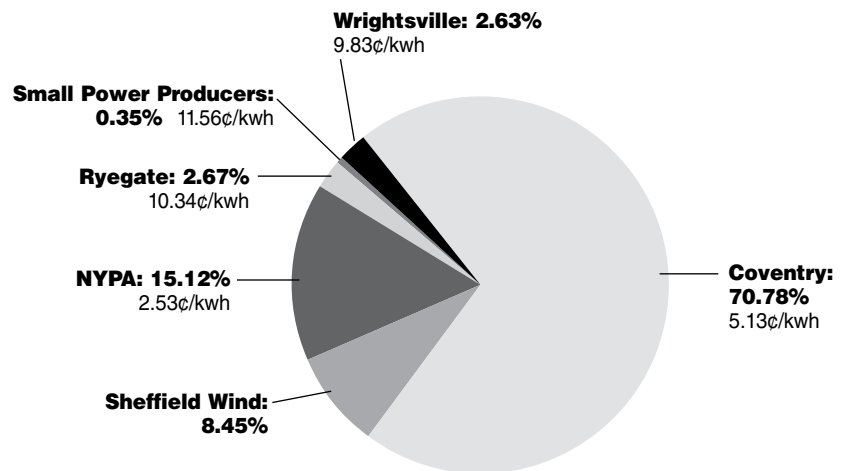
	12/31/19	12/31/20	Increase (Decrease)
Memberships	\$146,865	\$150,410	\$3,545
Patronage Capital Credits	22,701,604	22,923,226	221,622
Operating Margins - Current Year	(162,792)	607,582	770,374
Non-Operating Margins	1,122,027	1,112,989	(9,038)
Other Margins and Equities	280,334	288,269	7,935
Total Margins and Equities	\$24,088,038	\$25,082,476	\$994,438
Long-Term Debt			
Long-Term Debt - RUS	3,694,820	3,346,976	(347,844)
Long-Term Debt - FFB	20,291,621	21,928,233	1,636,612
Long-Term Debt - NRUCFC	11,106,252	9,744,378	(1,361,874)
Total Long-Term Debt	\$35,092,693	\$35,019,587	\$(73,106)
Current Liabilities			
Current portion of Long Term Debt	2,431,476	2,482,245	50,769
Line of Credit - CFC	425,232	0	(425,232)
Accounts Payable	1,489,255	1,474,429	(14,826)
Consumer Deposits	213,689	201,470	(12,219)
Other Current and Accrued Liabilities	936,833	876,864	(59,969)
Deferred Regulatory Liability	-	842,725	842,725
Total Current and Accrued Liabilities	\$5,496,485	\$5,877,733	\$381,248
Deferred Credits	206,243	211,205	4,962
Total Liabilities and Other Credits	\$64,883,459	\$66,191,001	\$1,307,542

2020 Statement of Operations

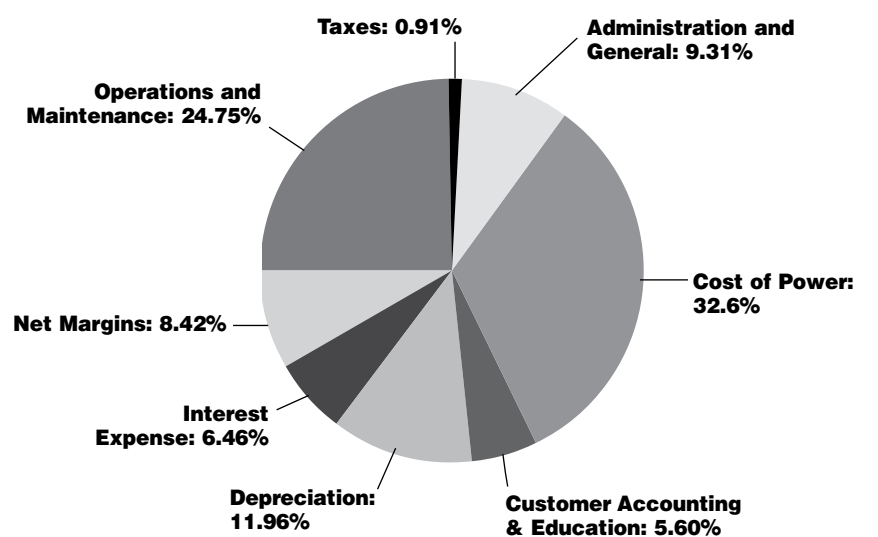
Item	Actual 12/31/19	Actual 12/31/20	Increase (Decrease)
Operating Revenue	\$18,114,646	\$19,333,465	\$1,218,819
Cost of Purchased Power	4,756,109	4,558,873	\$(197,236)
Cost of Generated Power - Wrightsville & Coventry	2,046,926	2,106,684	\$59,758
Total Cost of Power	\$6,803,035	\$6,665,557	\$(137,478)
Other Operation & Maintenance Expense			
Transmission Expense	118,879	103,783	(15,096)
Distribution Expense - Operation	2,028,701	2,185,089	156,388
Distribution Expense - Maintenance	2,747,971	2,771,893	23,922
Consumer Accounts Expense	757,870	771,598	13,728
Customer Service & Education	272,216	372,529	100,313
Administrative and General Expense	1,604,020	1,902,982	298,962
Total Other Operation and Maintenance Expense	\$7,529,657	\$8,107,874	\$578,217
Fixed Expenses			
Depreciation and Amortization Expense	2,416,900	2,445,668	28,768
Tax Expense - Other	172,989	185,976	12,987
Interest on Long-Term Debt	1,349,505	1,312,990	(36,515)
Interest Expense - Other	5,352	7,818	2,466
Total Fixed Expenses	\$3,944,746	\$3,952,452	\$7,706
Total Cost of Electric Service	\$18,277,438	\$18,725,883	\$448,445
Operating Margins	(162,792)	607,582	\$770,374
Non-Operating Margins - Interest	1,075,101	1,075,038	(63)
Non-Operating Margins - Other	46,926	37,951	(8,975)
Net Margins	\$959,235	\$1,720,571	\$761,336
Times Interest Earned Ratio (TIER)	1.71	2.31	0.60

2020 Sources and Costs of Power

(Total kWh Purchased and Generated)



2020 Where the Dollars Went



Member Survey

continued from page 6

restoration, THANK YOU!, members, for your many very supportive comments on the great work our employees do, especially during major storms, when they are out in the elements for the whole duration.

Renewables/Net Metering/ Power Supply/Efficiency: "WEC should use less Hydro Quebec power." "WEC should pay more for net metering and promote it more." "WEC should use more in-state power."

While WEC does contract for power from Hydro Quebec, we are not using it to serve members' needs. In fact, WEC has not taken energy from Hydro Quebec since 2015. We are currently transferring our contract rights to

Vermont Electric Coop (VEC), our sister co-op. Under our agreement we can use Hydro Quebec power in the future if we need it, but WEC is not projecting any such need for many years to come.

WEC has been a leader in energy efficiency since the early 1990's, aggressively working with our member-owners' households, small businesses, and schools to help lower their electric bills. In 2001, WEC made a commitment to have an all renewable power mix, as economical as possible, as close to home as possible. In 2005, Coventry came on line; in 2011, we contracted with Sheffield Wind. Today, our mix is 100 percent renewable, 85 percent is generated in northern Vermont, and our decision to invest in Coventry continues to pay off, this year meeting the power needs for more than three quarters of our members.

To go a little deeper into net

metering: The Vermont Public Utility Commission (PUC) sets the rules and reimbursement rates for the net metering program. It's the same rules for all electric utilities. At the end of 2020, WEC had 595 members with solar net metering installations, generating five million kilowatt hours, equivalent to 31 percent of our peak, and 5.6 percent of our energy. However, your Co-op is a winter peaking utility, and since 2009 we have been under contract for all of our generation needs till 2038.

WEC was the first utility to meet and surpass the first two levels of

installations for net metering set by the PUC, at four and ten percent of peak load. After factoring in the benefits of energy generated, the net revenue loss has been sizeable, in that we have lost \$736,000 from net metering installations. Remember, we pay 16 cents per kilowatt hour for excess generation, and sell it on the market for two to three cents. The power used at home is a loss of 15 cents per kilowatt hour, as we are already fully committed for our energy, except at times in December and January.



WEC's 2020 Report Card

By the Numbers:

Service Quality and Reliability Results

By Patty Richards

Each year, WEC must report how we did in terms of service and reliability to our members, something akin to a report card. WEC, like all Vermont utilities, is required by the Vermont Public Utility Commission (PUC) to report our performance through what is known as a Service Quality and Reliability Monitoring and Reporting Plan, or SQRP. The SQRP measures the quality of our service to members and our reliability in 12 separate categories.

We are also required to report our performance to Co-op members each year at this time. There are measurements and targets established by regulators for each category, and WEC is assessed on our performance in each area. This allows WEC to measure service, track trends, focus decision making, provide public accountability, and compare our performance with other utilities.

WEC usually does well in meeting the targets, and we did again in 2020, meeting all but one of the requirements. In fact, in many categories WEC performed significantly better than required.

Our system reliability statistics improved in 2020 due to fewer storms that occurred throughout the year and due to increased tree clearing in our rights of way. WEC met our goals beating the outage duration metric, and we also met a goal for the number of outages we experienced with both indices excluding major outages. We note that outage and reliability measures are affected by factors outside our control: namely, weather, which has become more severe with the impacts of climate change in effect.

1. Worker Safety Performance. We care greatly about the safety of our employees, for their own well-being and as an indicator of how safely we operate as a utility. As members may know, the work many of our employees do is high risk, strenuous, and physically demanding. Our target is to have no more than six incidents that result in lost work time, and no more than 39 days of lost work among all employees in a year.

In 2020, we had one lost time incident and two lost time days. We strive to work safely each and every day, and we work hard to instill a culture of safety in our workforce. Prior to the injury, WEC had been 1,906 days—over five years—without a lost time accident. That is an amazing accomplishment, and we are very proud of our staff efforts to work safely!

2. Outage incidents. The System Average Interruption Frequency Index (SAIFI) measures the average number

of outage incidents that occurred per member (exclusive of major storms). Our target was no more than an average of 3.8 outages per member.

We averaged 2.9 this past year, meaning we were slightly better than the target (excluding major storms). This metric is driven by the intensity of storms experienced in WEC's service territory, which is driven by the effects of climate change.

3. Outage duration. The Customer Average Interruption Duration Index (CAIDI) measures the average time it took to restore power when there was an outage (exclusive of major storms). Our target was no more than 2.7 hours average duration.

In 2020, our average interruption rate was 2.6 hours, meaning we were below the requirement. Although we met the requirement, we continue to experience unusually intense weather cycles with repeated storms sweeping through WEC's 41 towns. This past year WEC experienced several transmission provider outages as well which worked to increase our outage statistics. We are working with GMP and others to address these outages outside our system.

4. Calls not answered within 20 seconds. Our requirement is that no more than 15 percent of WEC's incoming calls take more than 20 seconds to answer. Our Member Services Representatives and our backup service provider from the Cooperative Response Center (CRC) answered approximately 26,751 calls last year.

In 2020, an average of 21 percent of calls took longer than 20 seconds to answer. The majority these calls that went past 20 seconds to answer were found to be part of our calling statistics from our after hours call center. The re-routing time between when a call comes in to WEC and when it enters CRC's offices takes several seconds. We are working with CRC to address the technical transfer issues and we plan to improve on this important metric in 2021.

5. Bills not rendered in seven days. Our target is that no more than 0.10 percent of bills (one in 1,000) are issued more than seven days after they were supposed to.

Out of 134,864 bills that went out to our members over the year, no bills were issued late.

6. Bills found inaccurate. No more than 0.10 percent of all bills (one in 1,000) sent should be found inaccurate.

We met our target here too, with 29 bills for the year reported inaccurate, or 0.086 percent of bills issued.

7. Payment posting complaints. Our target was that no more than 0.05 percent of members (one in 2,000) have complaints about payments not

promptly and accurately posted to their accounts.

We had six complaints in 2020, or 0.02 percent, therefore we came in below the target.

8. Meter readings per month. Although there are situations where a meter can't be read and we have to issue an estimated bill, this should be kept to a minimum of no more than five percent of bills (five in 100).

We had 13 estimated meter reads in 2020, coming in below the target at 0.039 percent.

9. Requested work not done on time. When we extend lines to new homes or perform work requested by members, we want to complete the work efficiently and according to the member's timeline. Although schedules for a project may change, our engineering staff and line crews stay in touch with the member to complete the project in a timely manner.

Our goal was that no more than five percent of requested jobs be completed later than expected. In 2020, as in past years, all jobs were on time. We had 278 projects and no late complaints.

10. Average delay days after missed delivery date. Not applicable. If we had missed our timeline estimates in section nine above, we would have needed to report how long these delays actually were.


11. Customer satisfaction. WEC's SQRP requires a professional survey be conducted every five years that contains customer-satisfaction questions. We conducted a survey in late 2020 and we received high marks. We will report the results in an upcoming edition of *Co-op Currents* so all members can see how we did.

The five-year cycle calls for a new satisfaction survey to be performed in 2025.

To highlight a few sections of the last survey, we note that reliability was the most important service attribute to WEC members. We received high scores in this area, but we need to do more. We will continue to work to improve reliability in towns with rugged terrain. In addition, we continue to invest in equipment that will harden the grid system, with the goal of improving reliability in our remote areas. We are working with our transmission service providers as well to help reduce outage durations when they have interruptions.

Having competent, knowledgeable, and friendly staff also ranked high as a member priority, as well as value for the money you spend for your power. We will work on all these attributes to improve service and keep our rates affordable to all members.

12. Complaints to DPS/Consumer Affairs. Vermonters with complaints about their utility can report their concerns to the Consumer Affairs Division of the Department of Public Service (DPS). The DPS then contacts the utility to get more information about the matter. In most cases, issues are resolved by discussion, or the DPS determines that there is no basis for the complaint. However, when the DPS determines that a utility has not done something right and requires that it be corrected, this is recorded as an "escalation."

WEC's SQRP requires that the number of escalations not exceed 0.07 percent of our membership (or about seven per year). In 2020, no escalations were reported. 



Coventry had its highest performing year ever, supplying enough power to keep the lights on in 75 percent of WEC households. Here, a young visitor tours the landfill gas-to-energy plant in 2019.

