



WESTERN COOPERATIVE ELECTRIC

NEWS

WESTERN COOPERATIVE ELECTRIC, INC.

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FROM THE MANAGER

My Upcoming Retirement and Gratitude to the Members



Tom Ruth

At the end of the year, I will be retiring as the general manager of Western Cooperative. Serving this cooperative and its members has been a privilege.

I joined Western Cooperative Electric in 2018, and from the very beginning, I knew this was a true red, white and blue cooperative that was focused on its members. What has made this journey so meaningful is not just the work we've accomplished together but the relationships we've built along the way. Whether you're an employee, board member, or valued member of our cooperative, each of you has played a significant part in shaping a

great cooperative, and for that, we are deeply grateful.

During my tenure, I have had the privilege of working alongside a dedicated and talented team to lead Western through challenges and successes. Together, we've faced natural disasters, COVID and an evolving energy landscape, navigated advancements in technology, and always prioritized what's best for our members.

But what I will cherish most are the personal connections we've made. From attending member meetings to serving on the board of Sunflower Electric Power Corporation and simply talking with many of you on the phone, I've been fortunate to get to know so many of you — not just as members but as friends. Your support, trust and feedback have made all the difference

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COLD WEATHER ACCOMMODATION EFFECTIVE NOV. 15

The Cold Weather Accommodation policy for residential members runs from Nov. 15 to March 15. This policy allows for delinquent accounts to be subject to disconnection when temperatures exceed 35 degrees for the ensuing 24 hours following the disconnection. This policy does not pertain to PrePayPower billing accounts. For the complete policy, visit www.westerncoop.com/rules-and-regulations.

Western Awards Sharing Success Grant to Ellsworth Family Connections

Western Cooperative Electric is pleased to announce a \$4,400 Sharing Success Grant was recently awarded to **ELLSWORTH FAMILY CONNECTIONS**.

This funding will support crucial improvements to their facility, enhancing safety and accessibility for families visiting inmates at the Ellsworth Correctional Facility.

The grant will help cover the cost of replacing and installing new sidewalks on the west and south sides of the facility, which present safety and tripping hazards. In addition, the project includes relocating and resetting the air conditioning unit. This work marks the final stage of a comprehensive sidewalk project designed to ensure safe and unobstructed pathways leading to the rooms and offices of Ellsworth Family Connections.

“The mission of the Ellsworth Family Connections Center is to provide affordable, safe accommodations and minister to the needs of those visiting inmates at the Ellsworth Correctional Facility in the hope of preserving the family unit,” said Karin Renard, board member of Ellsworth Family Connections. “This grant from Western Cooperative Electric is instrumental in providing safe facilities for our visitors, and we are grateful for their support.”

Nolan Numrich, assistant general manager and member services manager at Western Cooperative Electric, added, “We are proud to support Ellsworth Family Connections through the Sharing Success Grant program. Ensuring the safety and well-being of families in our community is vital, and we believe this project will make a significant difference for those who rely on this facility.”

Western Cooperative Electric supports community initiatives that align with our



Ellsworth Family Connections Board Member Karin Renard accepts the \$4,400 Sharing Success Grant check from Western Cooperative to make sidewalk improvements.

commitment to enhancing the quality of life in the regions we serve. The Sharing Success Grant program is designed to fund projects that promote community well-being and address local needs.

For more information about Western Cooperative Electric and its community initiatives, please visit www.westerncoop.com. The 2025 Sharing Success grants application window will open on Jan. 1, 2025.

ABOUT ELLSWORTH FAMILY CONNECTIONS

Ellsworth Family Connections is a 501(c)3 nonprofit organization dedicated to providing safe and affordable accommodations for families visiting inmates at the Ellsworth Correctional Facility. The organization aims to support families during challenging times and contribute to the preservation of family bonds.

Donations to the organization will be used with the utmost care and will be used for operating costs and supplies. Please visit www.ellsworthfamilyconnections.org/donate to learn more or make a donation.

Scan the QR Code to
Donate to Ellsworth
Family Connections



Western Cooperative Electric Earns ACSI® 2024 Customer Satisfaction Award

Western Cooperative Electric is honored to have earned a 2024 Customer Satisfaction Award* from the American Customer Satisfaction Index (ACSI®) based on our member survey results. Members were asked to rate their overall satisfaction with us, how well we lived up to their expectations, and how well we measured up to their ideal co-op experience. While these were not the only questions in the survey, we included these specifically because they are the core components of the proprietary ACSI methodology.

Western Cooperative's ACSI score substantially outperforms the industry average score earned by publicly measured utilities reported in the 2024 ACSI Energy Utility Study. This award is a testament to Western Cooperative's ongoing efforts to provide the best possible member experience.

The 2024 Customer Satisfaction Award affirms that Western's hard work has been noticed by its members. Western is grateful for its members and will continue to strive for excellence through constant dedication to improvement.



"Western Cooperative Electric's achievement of an 87 ACSI score underscores our steadfast commitment to our members," said Nolan Numrich, assistant general manager and member services manager. "This result reflects both the dedication of our team and their ability to navigate challenges while maintaining high standards. I am proud of how our staff consistently rises to meet these demands, ensuring the best for our members and the communities we serve."



*AWARD CRITERIA ARE DETERMINED BY THE ACSI® AND ARE BASED ON CUSTOMERS RATING THEIR SATISFACTION IN A SURVEY INDEPENDENT OF THE SYNDICATED ACSI ENERGY UTILITY STUDY. FOR MORE ABOUT THE ACSI, VISIT WWW.THEACSI.ORG/BADGES. ACSI AND ITS LOGO ARE REGISTERED TRADEMARKS OF THE AMERICAN CUSTOMER SATISFACTION INDEX LLC.

* COMPARED TO PUBLICLY MEASURED ENERGY UTILITIES IN THE ACSI® SURVEY OF CUSTOMERS RATING THEIR OWN ENERGY UTILITY. RESULTS BASED ON DATA COLLECTED IN 2024. ACSI AND ITS LOGO ARE REGISTERED TRADEMARKS OF THE AMERICAN CUSTOMER SATISFACTION INDEX LLC. FOR MORE ABOUT THE ACSI, VISIT WWW.THEACSI.ORG.

MY UPCOMING RETIREMENT AND GRATITUDE TO THE MEMBERS

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in guiding our cooperative toward a brighter future.

As I step away from this role, I do so with full confidence in the team we have in place and the cooperative's direction established by the board of trustees. Western Cooperative Electric remains deeply committed to serving you. I know that the leadership and staff here will continue to build on the foundation built almost 80 years ago, ensuring that our cooperative remains a trusted partner in your lives.

Western Cooperative Electric initiated a comprehensive search for the next CEO last June. We've partnered with Ken Holmes Executive Search Firm, based in Salina, to identify a successor who will continue the cooperative's legacy of excellence and member-focused service. This process will ensure that Western Cooperative is led by someone who shares the same commitment to cooperative principles, is aligned with the strategic direction established by the board and will remain focused on creating value for members.

Though I am retiring from my position, I will always have a deep appreciation for this cooperative and its people. I look forward to the future but will miss the daily interactions, challenges and successes that we have accomplished together.

The members of Western are outstanding, and their character is exemplified by their patience and goodness as we restore energy in the face of many severe storms. It has been an honor and a privilege to lead Western Cooperative Electric, and I look forward to seeing the cooperative continue to grow and succeed in the years to come.

SINCERELY, TOM RUTH

APPLY FOR A TRIP OF A LIFETIME

FIND OUT
MORE



JUNE 14-20, 2025

AN ALL-EXPENSES-PAID TRIP
TO WASHINGTON, D.C.

WHAT IS YOUTH TOUR?

An all-expenses-paid trip to Washington, D.C., sponsored by your local electric cooperative.

A week of visiting historic monuments, touring world-class museums and meeting elected officials.

An opportunity to develop lifelong friendships with delegates from across the country!

FACEBOOK/INSTAGRAM: NRECA-YOUTHTOURDC

EMPOWER



APPLY



TODAY!

JULY 11-17, 2025

COOPERATIVE YOUTH
LEADERSHIP CAMP



COMMUNITY LEADERSHIP MEMORIES

FIND OUT
MORE



SPEAKERS
DANCE
RIVER RAFTING

TALENT SHOW
EXPLORE
STEAMBOAT SPRINGS

COORDINATED BY



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