

## Board Meeting Highlights

### JULY 2025

Crow Wing Power's Board of Directors conducted its regular monthly meeting Wednesday, July 30, 2025. A quorum of directors was present.

President Mark Ronnei opened the meeting with the Pledge of Allegiance.

The following reports were given:

- CEO Report
- COO Report
- CFO Report

Directors reported on meetings they attended on behalf of the cooperative.

The following actions were taken:

- Approved June Consent Agenda.
- Accepted the Financial Report.
- Approved Minutes of June 26, 2025, regular board meeting.
- Approved Vogel Law for new legal counsel.
- Approved 3 year engagement with CliftonAllenLarson.
- Approved Director Expense Reports for June 2025.

Members can review detailed minutes by logging into their SmartHub account. Log in is located on the homepage of our website

## The Current Corner

### FROM PLANNING TO ACTION: PREPARING FOR THE FUTURE TOGETHER

At Crow Wing Power, we have a lot going on—and all of it is focused on strengthening the Cooperative for you, our members. Last month, our Board and employees participated in a strategic planning session with the Cooperative Finance Corporation (CFC). Out of that work, seven key imperatives were identified: Safety Excellence, Workforce Culture, Long-Term Facility Solutions, Infrastructure Investment and Planning, Member Satisfaction, Financial Health, and Technology Leadership. These imperatives will guide us over the next several years, and by 2026, we will adopt a comprehensive strategic plan built around them.

Member feedback is central to this process. In June and July, we conducted a member survey with 507 responses, or about 14% participation. Our ACSI (American Customer Satisfaction Index) score came in at 85—slightly above the national average for cooperatives. While that's encouraging, we know there is room to improve. Two words stood out: **reliability** as the top priority, and **responsive** as the most frequent description of what we do well. We will continue to deliver on both by investing in infrastructure and supporting the employees who bring power to your home, farm, or business.

I also recently attended the Basin Electric Annual Meeting in Bismarck,



ND, where I toured their facilities and heard updates on financial forecasts, business planning, and rates. As mentioned in my August CEO article, Basin Electric's investment in the Bison Generation Station—along with other factors—will impact the wholesale costs we pay. The Basin board has adopted a phased-in approach, with our wholesale rates expected to increase by approximately 10% in 2026.

Crow Wing Power cannot absorb this increase entirely. As this is my first budget cycle as CEO, I can assure you we are carefully evaluating every option, including a cost-of-service study, to set retail rates responsibly while continuing to address aging infrastructure, maintain safety, and ensure reliability.



## THE CURRENT CORNER CONTINUED..

There will be a retail rate increase in 2026, though we don't yet know the exact amount at this point. What we do know is that our responsibility is to be clear and transparent throughout the

process. We will continue to keep you informed, advocate on your behalf, and carefully manage costs. Above all, our commitment remains to provide safe and reliable electricity with responsive service to you—our members.

Your Cooperative, our commitment,



## Celebrate YOU at the Zoo

We're excited to invite you to our member-favorite appreciation event, Celebrate YOU at the Zoo, happening the weekend of September 20 and 21 at Safari North Wildlife Park.

As a thank you for your loyalty and support, cooperative members will enjoy free admission, exclusive park discounts, and a full day of fun with family and friends. Park hours are 9 a.m. to 6 p.m., with the last ticket available at 4:30 p.m.

This is our fourth year partnering with Safari North Wildlife Park, and the event has quickly become one of our most popular ways to connect with members. It's our chance to say thank you and show our appreciation for the trust you place in us.

We hope to see you there for a day filled with wildlife, community, and celebration—because this event is all about YOU!



## Operation Round-Up®

**QUARTER 4  
OPERATION  
ROUND UP®  
GRANTS ARE  
DUE OCTOBER  
1, 2025. IF YOUR  
ORGANIZATION  
IS SEEKING  
FUNDS TO  
SUPPORT A  
COMMUNITY  
PROJECT,  
BE SURE TO  
COMPLETE AND  
SUBMIT THE  
ONLINE GRANT  
APPLICATION BY  
THE DEADLINE.**

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## Crow Wing Power Lobby Hours

Monday - Friday  
8:00 AM - 4:30 PM



**Safety First**  
**WITH HOME CHARGING STATIONS**

**Safe Electricity.org®**

- ⚡ Read and follow the car manufacturer's instructions.
- ⚡ Use charging equipment that is sold or endorsed by the EV manufacturer.
- ⚡ To prevent a home fire or other hazards, have the charger installed by a licensed contractor.
- ⚡ Ensure the Level 2 charger is wired safely and properly.
- ⚡ Assess your home's electrical system to ensure it can handle the charger's load.