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WISCONSIN ENERGY *Cooperative* NEWS

November 2026



PIERCE PEPIN
COOPERATIVE SERVICES

A Touchstone Energy® Cooperative

READY BEFORE THE STORM

HEROES ARE NEVER THAT FAR AWAY

THE NEXT GENERATION OF
RENEWABLE ENERGY

PECAN RECIPES





Nate Boettcher,
President and
CEO

THANKFUL FOR CAPITAL CREDIT DISTRIBUTION

As Thanksgiving approaches, we take time to reflect on what we appreciate. At Pierce Pepin Cooperative Services, one thing worth recognizing is the defining benefit of cooperative membership: when the cooperative earns more than it needs to cover its expenses, those margins are allocated to the members who helped create them.

Patronage is sometimes compared to a dividend, but it reflects a different kind of ownership. A cooperative is organized to provide services to its members; revenue generated is used to cover expenses, strengthen the business, and support future needs. The net margin is the difference between revenue and expenses, or essentially what's left over at the end of the year. When there is leftover margin, it is allocated to members based on their share of the cooperative's business. Those allocations are held as capital credits and are returned in later years. These margins also help build member equity in the cooperative. Many co-ops measure their equity levels to ensure financial performance.

Each year, the board of directors decides whether to retire a portion of those allocations. The distribution is applied as a credit to a member's bill or sent by check. PPCS typically makes its capital credit distribution in November or December. I'm thankful for this practice because it puts the cooperative difference into action: members are not simply customers; they are owners who share in the cooperative's financial results.

Capital credit allocations are based on each member's contribution to the cooperative's margins. Members who use and pay for more energy receive a larger allocation. This approach allows the cooperative to allocate margins fairly among the members whose business helped generate them.

This year, the board authorized approximately \$630,000 to be returned to members. About 2.2% of each member's outstanding allocated balance will be retired. For example, a member with \$1,000 in outstanding allocations will receive approximately \$22. Members who have been with the

cooperative since 2004 will also receive the remainder of their allocation from that year in full. PPCS is currently retiring capital credits on an approximate 21-year schedule, ahead of the cooperative's goal of retiring them over 30 years.

The value of capital credits extends beyond the payment a member receives each year. The board balances returning members' investment with maintaining the cooperative's financial strength and ability to serve the membership. The board actively reviews policies to ensure capital credit allocated and distributed maximizes member participation and efficient processes. A recent policy change allows members who leave the cooperative to receive their remaining capital credit balance at a discounted amount, reducing the cost and administrative burden of tracking and issuing payments over time.

Thanksgiving is a fitting time to recognize that this return is made possible by the shared support of our members. Every year, members' participation helps build the cooperative, and every capital credit distribution is a reminder that the value created belongs to the membership. We are grateful for the trust members place in PPCS and proud to return a portion of that value to the people who make this cooperative their own.

Lastly, as you and your family gather to celebrate Thanksgiving, we ask that you keep those who are less fortunate in your thoughts and prayers during the holiday season. Through our Pierce Pepin Cares program, member contributions allow us to make donations across our service areas to worthy charities and organizations. This also includes donations we make to food pantries that are heavily depended on by many of our friends, neighbors, and community members. If you see an Operation Round Up amount on your bill, we appreciate your contribution to this program. If you do not see this amount and want to contribute, please contact our office. It takes less than a minute to add to your account, but your contribution ensures our Pierce Pepin Cares program will continue to make a lasting and meaningful difference.

Happy Thanksgiving!



YOU GET THE CREDIT

PPCS REFUNDS OVER \$600,000 TO MEMBERS

The PPCS board of directors has authorized the distribution of approximately \$630,000 in capital credit refunds of each member's allocations from 2004–2025. The capital credits from 2004 will be retired in full, with the remaining retirement to be distributed to members over all remaining years. The refund amount is based on each member's share of electrical costs purchased during those years. Members receiving a refund of \$100 or less will receive it as credit on their November energy bill. Everyone else will receive a refund by check.

One of the many benefits of belonging to an electric cooperative is that you are an owner. Unlike investor-owned utilities whose profits belong to the shareholders, in a co-op, any excess revenues (margins) over expenses belong to our members and are allocated back to you in proportion to your total electrical purchases for the year. These are called capital credits. Over time, capital credits are refunded to members based on the cooperative's financial condition as determined by your board of directors.

Money back – that's the power of co-op membership.



Co-op member uses electricity provided by Pierce Pepin Cooperative Services.



PPCS tracks member electricity use and payments.



Year-end accounting and audit are completed. Financial obligations of the cooperative are met.



Board approves the portion of the margins to be distributed to members as capital credits.



Capital credits are returned to qualifying members as checks or bill credits.

LOAD MANAGEMENT TEST FOR DUAL-FUEL ELECTRIC HEATING

Wednesday, November 18

Load management receivers for dual-fuel electric heating systems will be tested on Wednesday, November 18, from 6:55 a.m. to 11:00 a.m. The test will ensure our load management system works properly before the winter heating season begins. Examples of dual-fuel heating systems include electric resistance heat, air-source heat pumps, and ground-source heat pumps.

This load control test is performed before the winter Full Load Control season to ensure member familiarity with the control sequence and to validate backup heating systems function properly. During the test, backup heating systems should operate while the dual-fuel electric heat is cycled off if your home's heating system is actively in use.

This test will not affect other controlled loads such as electric water heaters, electric thermal storage (ETS) heat, agricultural or commercial loads, or electric vehicle chargers, which may be controlled under routine load management procedures.



Before the test, participants in the load management program with dual-fuel heating systems will receive postcards. If you have questions about the program, please contact our Energy Innovation team.



TAKING THE STAGE

Barb Bee Shares PPCS Success at National Conference

The annual NISC Member Information Conference (MIC) was held in Las Vegas, Nevada, from September 14–17. The Member Information Conference, or MIC, is designed to educate its more than 3,500 attendees about technological advancements that support and strengthen cooperative communities.



MIC helps attendees learn how to approach workplace challenges with creativity and versatility. The conference showcases tools and processes that help cooperative employees engage more effectively with their members and colleagues. It also provides opportunities for collaboration among cooperative and NISC employees, enabling everyone to work more efficiently together.

This year, Pierce Pepin Cooperative Services' own Senior Accountant, Barb Bee, was invited to speak at MIC about Intelligent Document Processing (IDP). IDP is a technology that uses artificial intelligence, machine learning, optical character recognition (OCR), and automation to capture, understand, extract, and process information from various document types. It can identify and extract key information from documents without requiring employees to manually enter data.

During her presentation, alongside fellow presenters Renae Koch, Kristi Weatherford, and Renee Wade, Barb shared how IDP can save organizations significant time each week, allowing employees to focus on other high-value tasks.



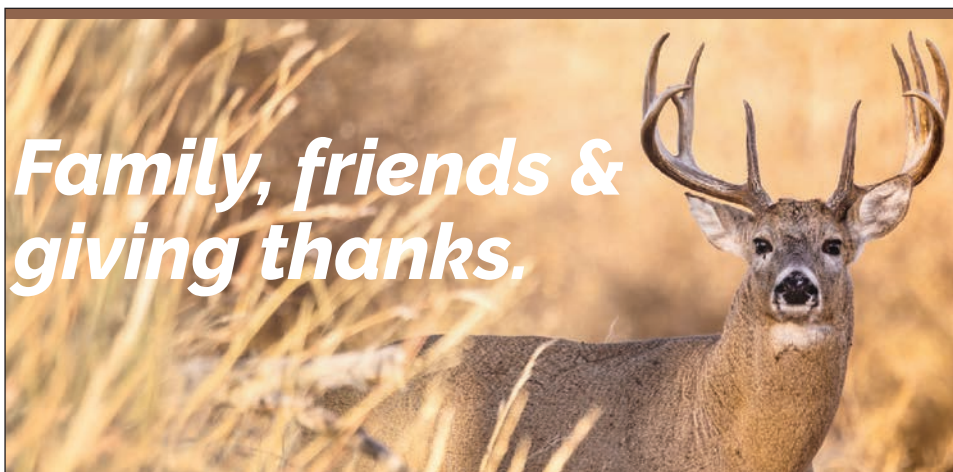
PPCS Senior Accountant Barb Bee (third from left) joined fellow presenters for a session on Intelligent Document Processing at NISC's Member Information Conference in Las Vegas.

She noted that the technology is still relatively new to many cooperatives, which prompted engaging discussions and thoughtful questions following the session.

She also explained how Pierce Pepin Cooperative Services has implemented IDP within the finance department and how it has improved the speed and efficiency of financial processing.

Overall, Barb enjoyed her experience presenting at MIC and praised the conference's collaborative environment and breakout sessions. She said she would be happy to present again if given the opportunity.

Congratulations on your presentation, Barb! PPCS is proud of you!



Family, friends & giving thanks.

The best moments aren't measured in megabits. They're measured in smiles, shared stories, and the people who matter most. We're thankful to connect the communities we call home. As you gather this season, thank you for trusting us to keep you connected. Sign up at swiftcurrent.coop.

 **SWIFTCURRENT[®]**
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COOPERATIVE SERVICES



HAPPY THANKSGIVING

Office Closed: Nov. 26 & 27

We wish you a safe and joyous holiday with family and friends!

REPORT ELECTRICAL OUTAGES:
SMARTHUB OR 800-927-5705

REPORT INTERNET OUTAGES:
715-350-7033

POWER UP: HOW GENERAC GENERATORS KEEP YOUR LIFE RUNNING

Winter weather can be unpredictable. From heavy snow and ice storms to high winds and freezing temperatures, cold weather can sometimes cause power outages when electricity is needed most. A Generac generator provides more than just convenience. It helps keep your home safe, comfortable, and operational until power is restored.

A Generac standby generator offers reliable protection and valuable peace of mind. When the power goes out, your generator automatically turns



on, ensuring your home continues to receive electricity. With automatic operation and 24/7 support from local experts, a Generac backup generator helps protect your family and home in an increasingly unpredictable world.

As an Authorized Generac Dealer, Pierce Pepin Cooperative Services (PPCS) offers dependable backup power solutions for homes and businesses. Whether an outage occurs during a winter storm or a summer thunderstorm, our Energy Innovation Team provides expert guidance, professional installation, and ongoing maintenance to keep your system running at its best.

To help make backup power more



affordable, PPCS also offers On-Bill Financing for qualified projects up to \$20,000, easing the upfront cost of investing in a standby generator.

Don't wait until the next outage leaves you in the dark. Contact the PPCS Energy Innovation Team today to learn more about Generac generators and find the right backup power solution for your home or business.

PREPARE YOUR HOME FOR WINTER IN 15 MINUTES

As temperatures begin to drop this November, now is the perfect time to make sure your home is ready for winter. The good news? You don't need a full weekend of home projects to improve comfort and energy efficiency. With November being Energy Efficiency Awareness Month, we have provided 5 quick and time-efficient tips for you. In just 15 minutes, you can take a few simple steps to help keep your home warmer and reduce energy waste throughout the season.

1. Check Your Thermostat

Start by adjusting your thermostat for the cooler months. Lowering the temperature by a few degrees while you're sleeping or away from home can help reduce energy use without sacrificing comfort. If you have a programmable or smart thermostat, set a schedule now so you'll be ready when winter weather arrives.

2. Replace Your Furnace Filter

A dirty furnace filter can restrict airflow, making your heating system work harder than necessary. Replacing the filter is one of the quickest and easiest ways to help improve heating efficiency and maintain indoor air quality. Most filters should be checked monthly and replaced according to the manufacturer's recommendations.

3. Seal Drafts Around Doors and Windows

Take a quick walk through your home and feel for drafts around windows and exterior doors. Even small gaps can allow warm air to escape and cold air to enter. Weatherstripping or draft stoppers are inexpensive solutions that can help improve comfort and reduce heating costs.

4. Open Your Curtains During the Day

Make the most of natural sunlight. Open curtains on south-facing windows during daylight hours to let the sun help warm your

home naturally. Once the sun goes down, close curtains to help retain that heat.

5. Unplug Unused Electronics

Many electronics continue to draw power even when turned off. Chargers, gaming systems, and other devices can quietly increase energy use throughout the year. Unplug devices that aren't being used or connect them to a power strip that can be switched off when not needed.

A Few Minutes Today Can Make a Difference All Winter

Preparing your home for winter doesn't have to be complicated. Spending just 15 minutes on a few simple tasks can help improve comfort, reduce energy waste, and potentially lower utility bills during the coldest months of the year. A little preparation now can go a long way toward creating a warmer, more energy-efficient home this winter.



A Touchstone Energy® Cooperative

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