



REGULAR BOARD OF DIRECTORS MEETING

STEUBEN COUNTY REMC

February 23rd, 2026, at 6:00pm



ELECTRIC • BROADBAND

REGULAR BOARD OF DIRECTORS MEETING

STEBEN COUNTY REMC

AGENDA

February 23rd, 2026, at 6:00pm

- 1. Call to Order**
- 2. Roll Call**
- 3. General Consent Items**
 - a. Agenda
 - b. Minutes of January 26, 2026. Board Meeting
 - c. Bills
 - d. Director Expenses
 - e. New Hookups
 - f. New Memberships
 - g. IUPPS Update
- 4. Informative Reports**
 - a. CEO Financial Report
 - b. Re-Comm Update
 - c. Operation Round Up
 - d. Safety Meeting
 - e. WVPA Board Meeting
 - f. IEC Board Meeting
 - g. IN Legislative Watch
 - h. Member Services Report
 - i. Broadband Update
 - j. Rate Design Discussion
 - k. Strategic Planning Discussion
 - l. Attorney Search
 - m. ACSI Score Preview
 - n. Board Election Update
 - o. Indiana PAC Program
- 5. Executive Session**
 - a.
- 6. Decisions Needed**
 - a.
- 7. Corporate Council Report**
 - a.
- 8. Other Business**
 - a. NRECA Legislative Conference April 26-29th
- 9. Calendar & Announcements**
 - a. Next Regular Meeting March 30, 2026
- 10. Adjournment**

Steuben County REMC

Monthly Operating Report

	Year to Date				Jan-26	This Month			
	Last year	This Year	Budget	Variance	Last Year	This Year	Budget	Variance	
Operating Revenue	\$2,643,596	\$2,649,129	\$2,652,082	-\$2,953	\$2,643,596	\$2,649,129	\$2,652,082	-\$2,953	
Kwh Sold	18,906,214	18,846,284	0	18,846,284	18,906,214	18,846,284	0	18,846,284	
Cost of Purchased Power	\$1,605,041	\$1,566,330	\$1,467,243	\$99,087	\$1,605,041	\$1,566,330	\$1,467,243	\$99,087	
Kwh Purchased	20,688,193	20,572,944	0	20,572,944	20,688,193	20,572,944	0	20,572,944	
Distribution Expense - Operations	\$70,117	\$52,071	\$59,415	-\$7,344	\$70,117	\$52,071	\$59,415	-\$7,344	
Distribution Expense - Maintenance	\$144,210	\$126,051	\$145,535	-\$19,484	\$144,210	\$126,051	\$145,535	-\$19,484	
Consumer Accounts Expense	\$39,159	\$36,402	\$46,930	-\$10,528	\$39,159	\$36,402	\$46,930	-\$10,528	
Consumer Services & Info Exp.	\$3,167	\$8,484	\$19,032	-\$10,548	\$3,167	\$8,484	\$19,032	-\$10,548	
Sales Expense	\$11,769	\$12,128	\$8,906	\$3,222	\$11,769	\$12,128	\$8,906	\$3,222	
Administrative & General Expense	\$242,493	\$308,678	\$319,662	-\$10,984	\$242,493	\$308,678	\$319,662	-\$10,984	
Total Operation & Maintenance Exp.	\$2,115,955	\$2,110,144	\$2,066,723	\$43,421	\$2,115,955	\$2,110,144	\$2,066,723	\$43,421	
Depreciation & Amortization Exp.	\$239,188	\$255,312	\$258,378	-\$3,066	\$239,188	\$255,312	\$258,378	-\$3,066	
Tax Expense - Property	\$11,000	\$12,000	\$12,000	\$0	\$11,000	\$12,000	\$12,000	\$0	
Tax Expense - Other	\$0	\$0	\$1,792	-\$1,792	\$0	\$0	\$1,792	-\$1,792	
Interest on Long Term Debt	\$185,789	\$190,440	\$190,440	\$0	\$185,789	\$190,440	\$190,440	\$0	
Interest Charged to Construction(credit)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
Interest Expense Other	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
Other Deductions	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
Total Cost of Electric Service	\$2,551,932	\$2,567,896	\$2,529,333	\$38,563	\$2,551,932	\$2,567,896	\$2,529,333	\$38,563	
Patronage Capital & Operating Margins	\$91,663	\$81,233	\$122,749	-\$41,516	\$91,663	\$81,233	\$122,749	-\$41,516	
Non Operating Margins - Interest	\$1,829	\$1,826	\$1,850	-\$24	\$1,829	\$1,826	\$1,850	-\$24	
Allowance for Funds Used During Const.	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
Non Operating Margins - Other	\$224	\$319	\$0	\$319	\$224	\$319	\$0	\$319	
Generation & Transmission Cap. Credits	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
Other Cap. Credits & Patronage Divid.	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
Extraordinary Items	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
Patronage Capital or Margins	\$93,717	\$83,378	\$124,599	-\$41,221	\$93,717	\$83,378	\$124,599	-\$41,221	

Steuben County REMC

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Administrative & General Expense	\$242,493	\$308,678	\$319,662	-\$10,984
Total Operation & Maintenance Exp.	\$2,115,955	\$2,110,144	\$2,066,723	\$43,421
Depreciation & Amortization Exp.	\$239,188	\$255,312	\$258,378	-\$3,066
Tax Expense - Property	\$11,000	\$12,000	\$12,000	\$0
Tax Expense - Other	\$0	\$0	\$1,792	-\$1,792
Interest on Long Term Debt	\$185,789	\$190,440	\$190,440	\$0
Interest Charged to Construction(credit)	\$0	\$0	\$0	\$0
Interest Expense Other	\$0	\$0	\$0	\$0
Other Deductions	\$0	\$0	\$0	\$0
Total Cost of Electric Service	\$2,551,932	\$2,567,896	\$2,529,333	\$38,563
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	Last Year	This Year	Budget	Variance	Last Year	This Year	Budget	Variance	
Operating Revenue	\$272,191	\$375,307	\$356,739	\$18,568	\$272,191	\$375,307	\$356,739	\$18,568	
Distribution Expense - Operations	\$9,037	\$4,557	\$4,796	-\$239	\$9,037	\$4,557	\$4,796	-\$239	
Distribution Expense - Maintenance	\$15,083	\$19,782	\$16,709	\$3,073	\$15,083	\$19,782	\$16,709	\$3,073	
Consumer Accounts Expense	-\$439	-\$1,316	\$1,000	-\$2,316	-\$439	-\$1,316	\$1,000	-\$2,316	
Consumer Services & Info Exp.	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
Sales Expense	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
Administrative & General Expense	\$46,693	\$41,690	\$67,391	-\$25,701	\$46,693	\$41,690	\$67,391	-\$25,701	
Total Operation & Maintenance Exp.	\$70,375	\$64,714	\$89,896	-\$25,182	\$70,375	\$64,714	\$89,896	-\$25,182	
Depreciation & Amortization Exp.	\$76,841	\$137,109	\$138,205	-\$1,096	\$76,841	\$137,109	\$138,205	-\$1,096	
Tax Expense - Property	\$6,500	\$0	\$0	\$0	\$6,500	\$0	\$0	\$0	
Tax Expense - Other	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
Interest on Long Term Debt	\$88,954	\$144,440	\$144,440	\$0	\$88,954	\$144,440	\$144,440	\$0	
Interest Charged to Construction(credit)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
Interest Expense Other	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
Other Deductions	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
Total Cost of Electric Service	\$242,669	\$346,263	\$372,541	-\$26,278	\$242,669	\$346,263	\$372,541	-\$26,278	
Patronage Capital & Operating Margins	\$29,521	\$29,044	-\$15,802	\$44,846	\$29,521	\$29,044	-\$15,802	\$44,846	
Non Operating Margins - Interest	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
Allowance for Funds Used During Const.	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
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Extraordinary Items	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
Patronage Capital or Margins	\$29,521	\$29,044	-\$15,802	\$44,846	\$29,521	\$29,044	-\$15,802	\$44,846	

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Monthly Operating Report

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January Cash Balance

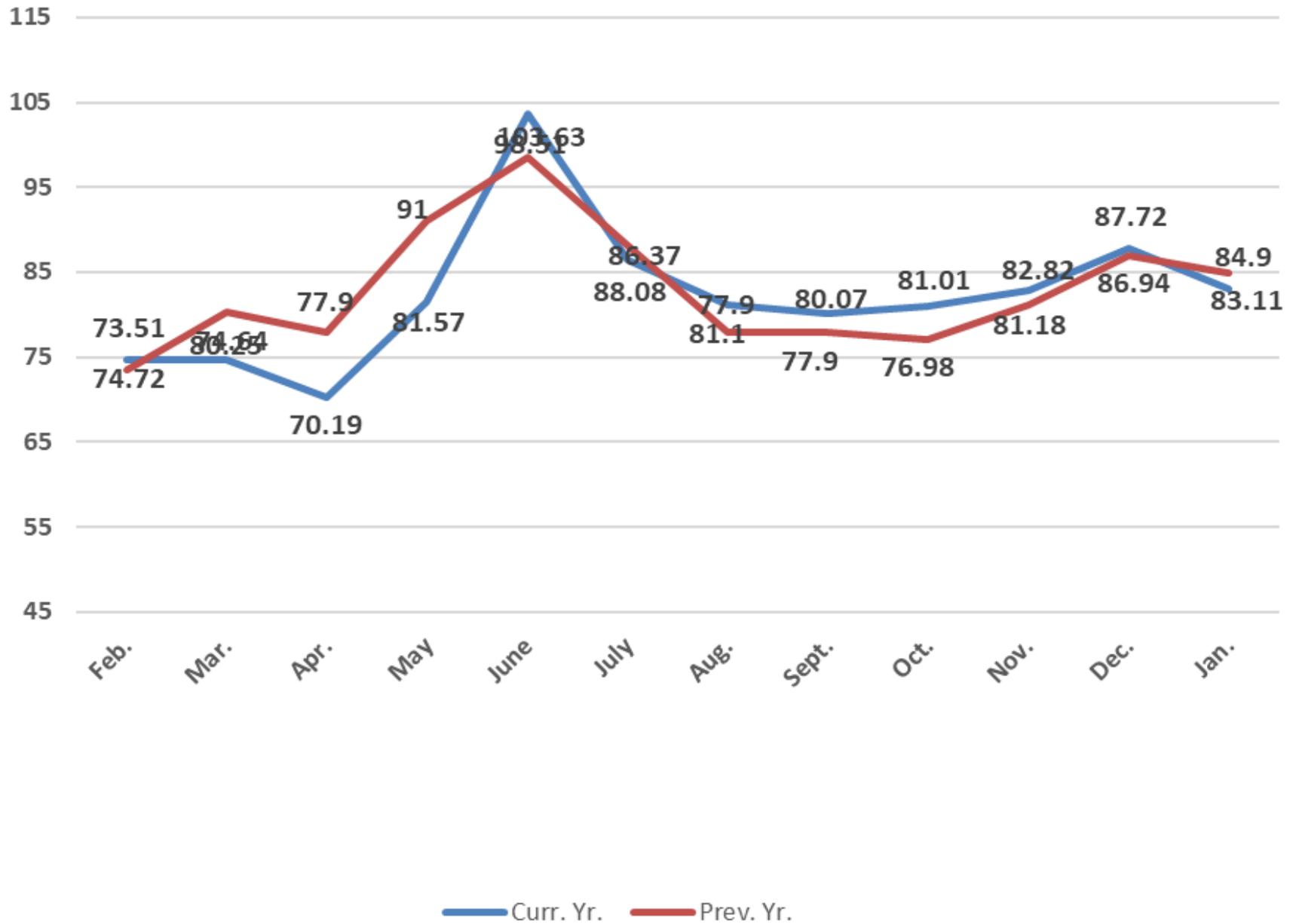
1/31/2026

Farmers State Bank-Checking	\$158,244.58
Farmers State ACH	\$ 6,929.46
1st. Federal S&L	\$121,078.47
Green Data Deposit	\$270,000.00
Capital Credits	\$ 12,060.08
Working Fund	\$600.00
	<hr/>
Total	\$568,912.59
WVPA 2025 Cap Credit	\$42,992.25
WVPA 2024 Cap Credit	\$47,362.30
WVPA 2023 Cap Credit	\$3,667.90

January 2026 Top 40

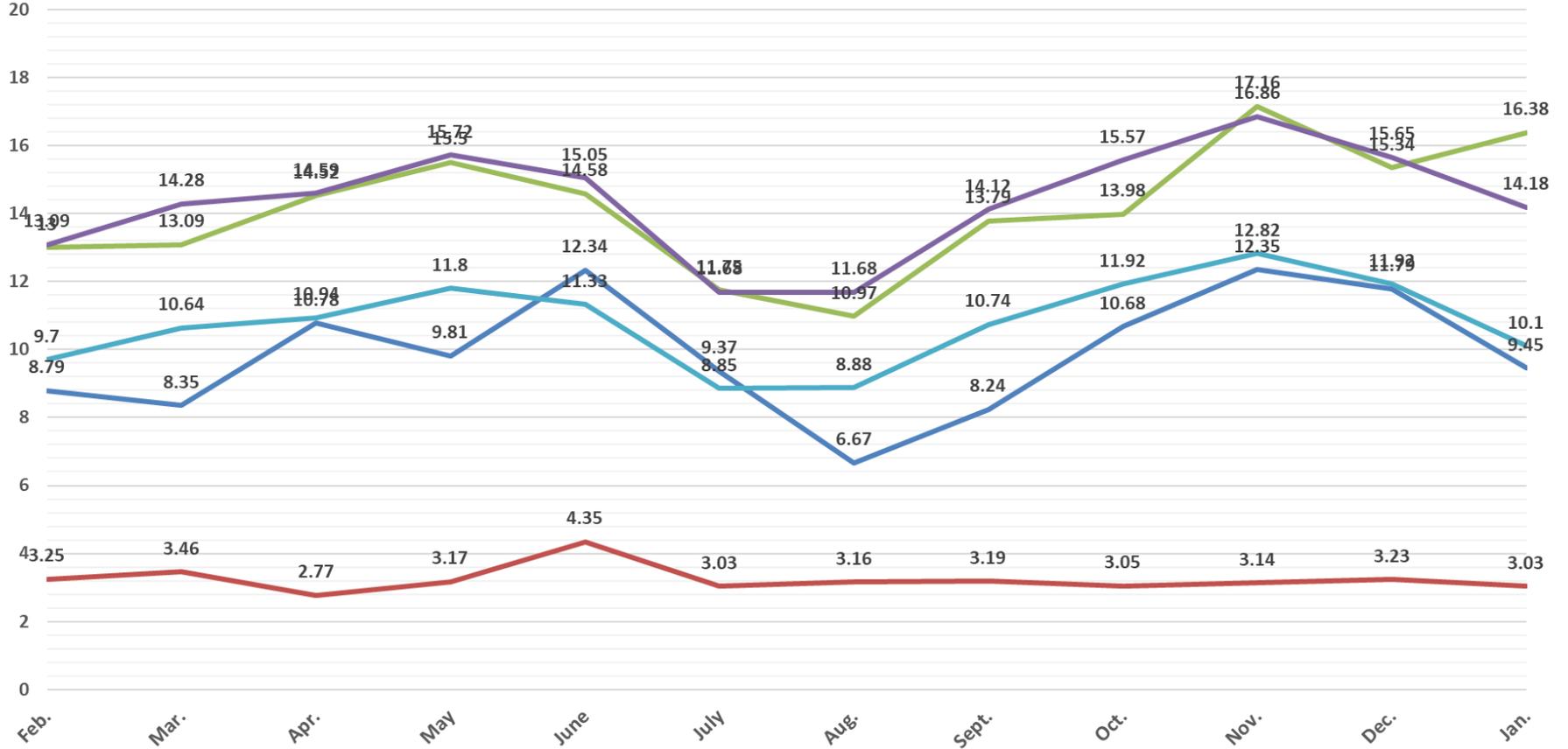
ACCOUNT	NAME	METER USAGE	CHARGE AMOUNT	
861003	PINE MANOR INC.	1,962,000	151,904.72	
238502	COLD HEADING CO	999,600	110,586.57	
906701	CARDINAL IG	894,000	92,414.73	
13713801	FAMILY DOLLAR	731,100	79,238.83	
13840801	BRIGHTMARK	643,000	70,212.25	
675801	NUCOR BUILDING SYSTEMS	358,800	39,900.45	
641005	VENTRA ANGOLA, LLC	225,600	28,369.62	
945001	719500 MEIJER, MAIL STOP #4	249,600	26,467.32	
930100	VESTIL MANUFACTURING CORP	169,400	21,997.93	
144404	THE GREEN DATA CENTRE LLC	409,200	21,129.72	
13851400	TRUECORE LLC	174,600	20,551.84	
1051700	MENARD INC	146,520	17,273.87	
955101	DIVERSIFIED COATING	145,360	16,505.30	
709101	MSD OF STEUBEN COUNTY	94,800	11,464.79	
1057401	STEUBEN LAKES REGIONAL	99,600	10,416.07	
1037601	FED EX FREIGHT EAST INC	90,400	9,505.64	
100001	CON-WAY CENTRAL EXPRESS	84,920	9,062.35	
1041901	TECHO-BLOC MIDWEST CORP	63,680	6,901.54	
956205	HIGH POINT HEIFERS LLC	63,120	6,721.13	
975900	MSD OF STEUBEN COUNTY	55,040	6,512.73	
13825301	WINGATE ANGOLA	51,000	6,294.43	
943000	YMCA OF STEUBEN COUNTY INC	54,320	5,731.93	
527800	TOWN OF FREMONT	54,880	5,724.35	
907101	METAL SPINNERS	38,200	5,709.87	
700802	CPG OHIO LLC	45,600	5,581.10	
530302	LV Petroleum LLC	48,400	5,245.92	
876703	VESTIL MANUFACTURING CORP	27,280	4,128.57	
13821000	VESTIL MANUFACTURING CORP	33,520	4,103.34	
786101	JICI	33,000	4,059.21	
13614400	SMITH MARK	36,480	3,970.84	
269701	ITR CONCESSION COMPANY	36,880	3,865.47	
1042001	OLD CASTLE LAWN & GARDEN	28,680	3,760.58	
1038600	GLENDARIN HILLS GOLF CLUB	32,320	3,575.64	
24201	SUN NG JELLY BARTON LAKE RV LL	33,000	3,522.76	
571101	STOCKWELL FARMS INCORPORATED	29,804	3,227.83	
13751901	ANGOLA HOGBACK LAKE KOA	30,060	3,173.42	
946503	STOOPS FREIGHTLINER	27,200	3,091.95	
63800	BUNCH SHOP RITE MARKET	29,040	3,083.32	
1000202	RMH FRANCHISE	27,640	3,065.61	
13799700	COOPER FARMS	27,520	3,046.86	
January Totals		8,385,164	\$ 841,100.40	0.1003082
December Totals		7,793,420	\$ 817,217.76	0.1048600

Power Cost in Mills / Kwh Sold

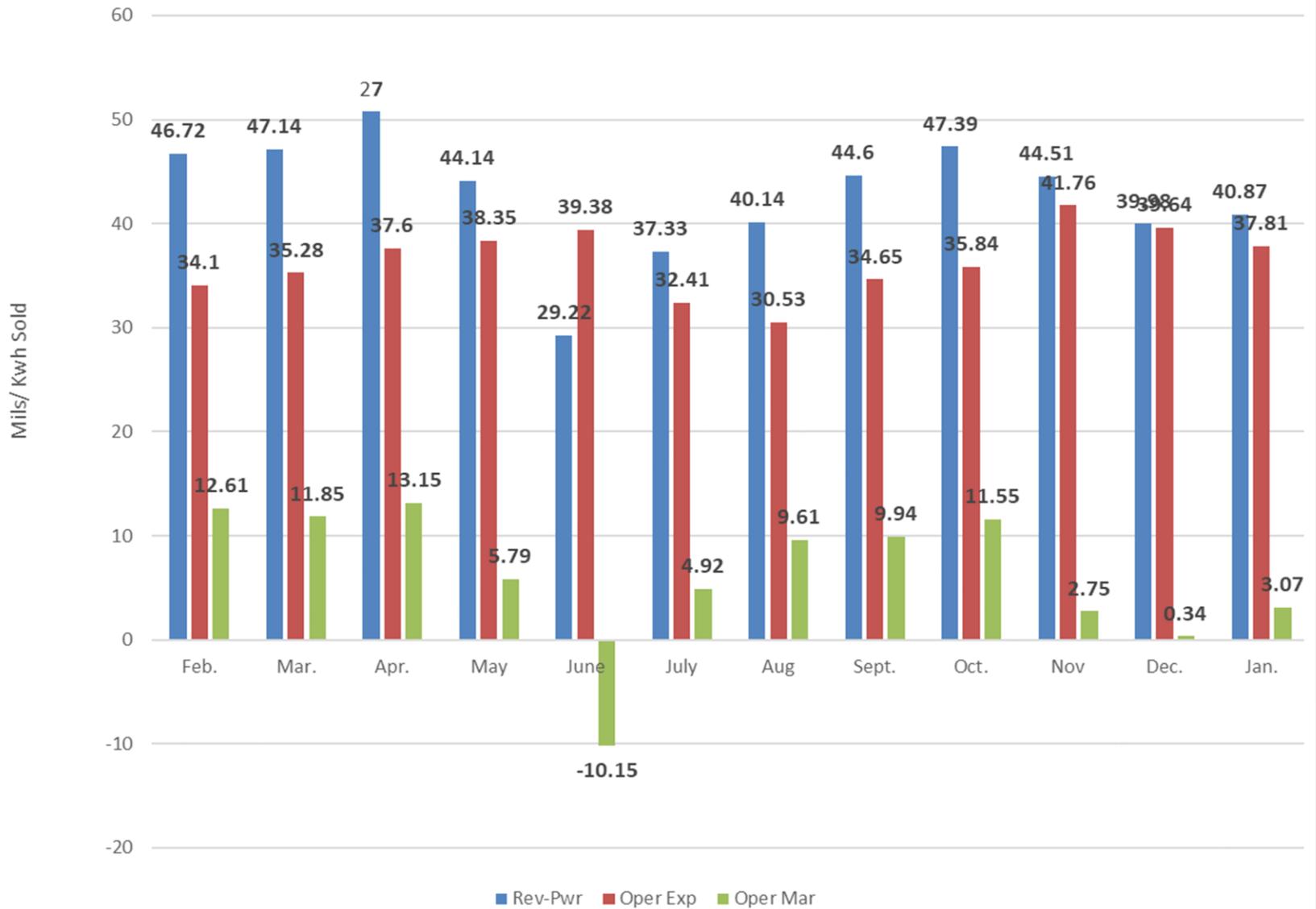


Oper.Exp. in Mills/KWH Sold

O&M Con A&G DP&TX Int

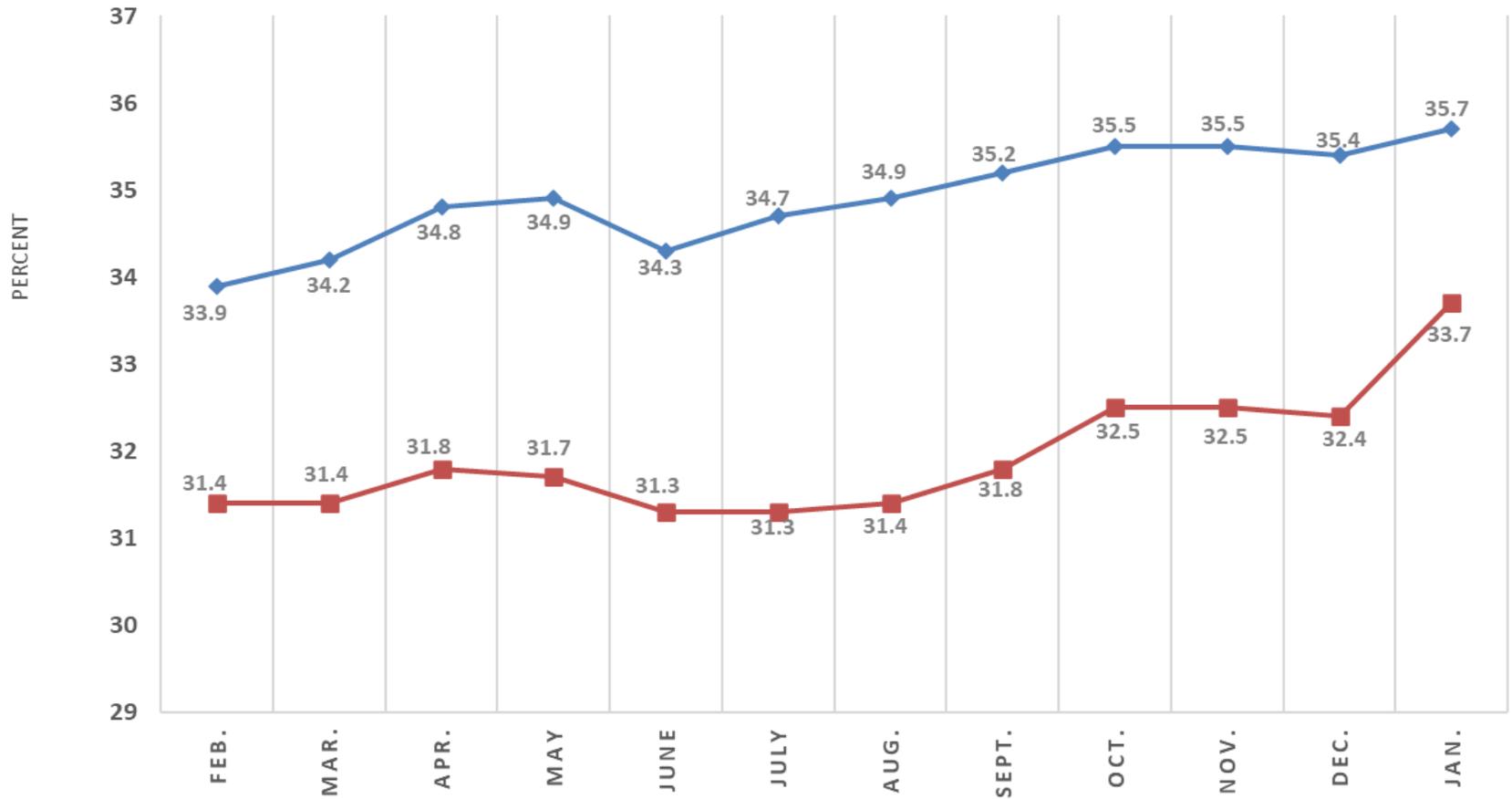


Gross Margin - Oper Exp = Oper Margin

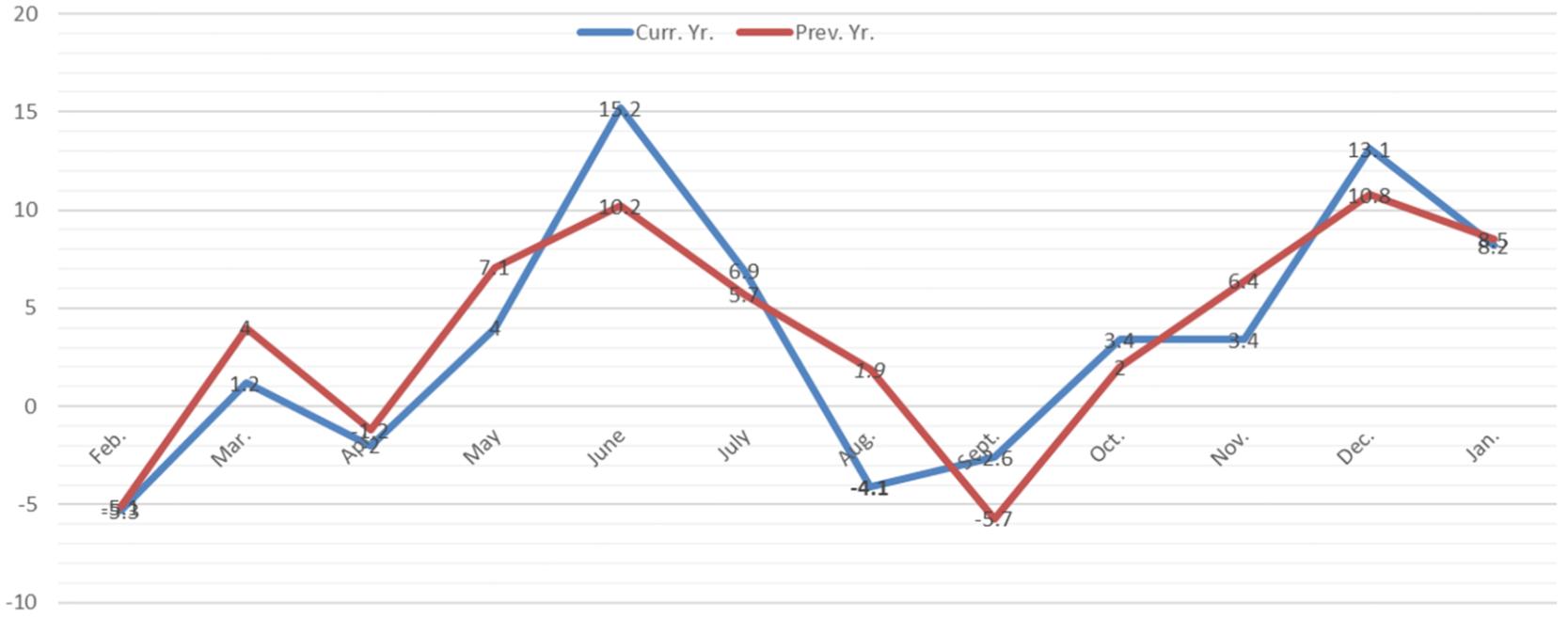


EQUITY AS A % OF TOTAL ASSETS

—◆— Current Year —■— Last Year



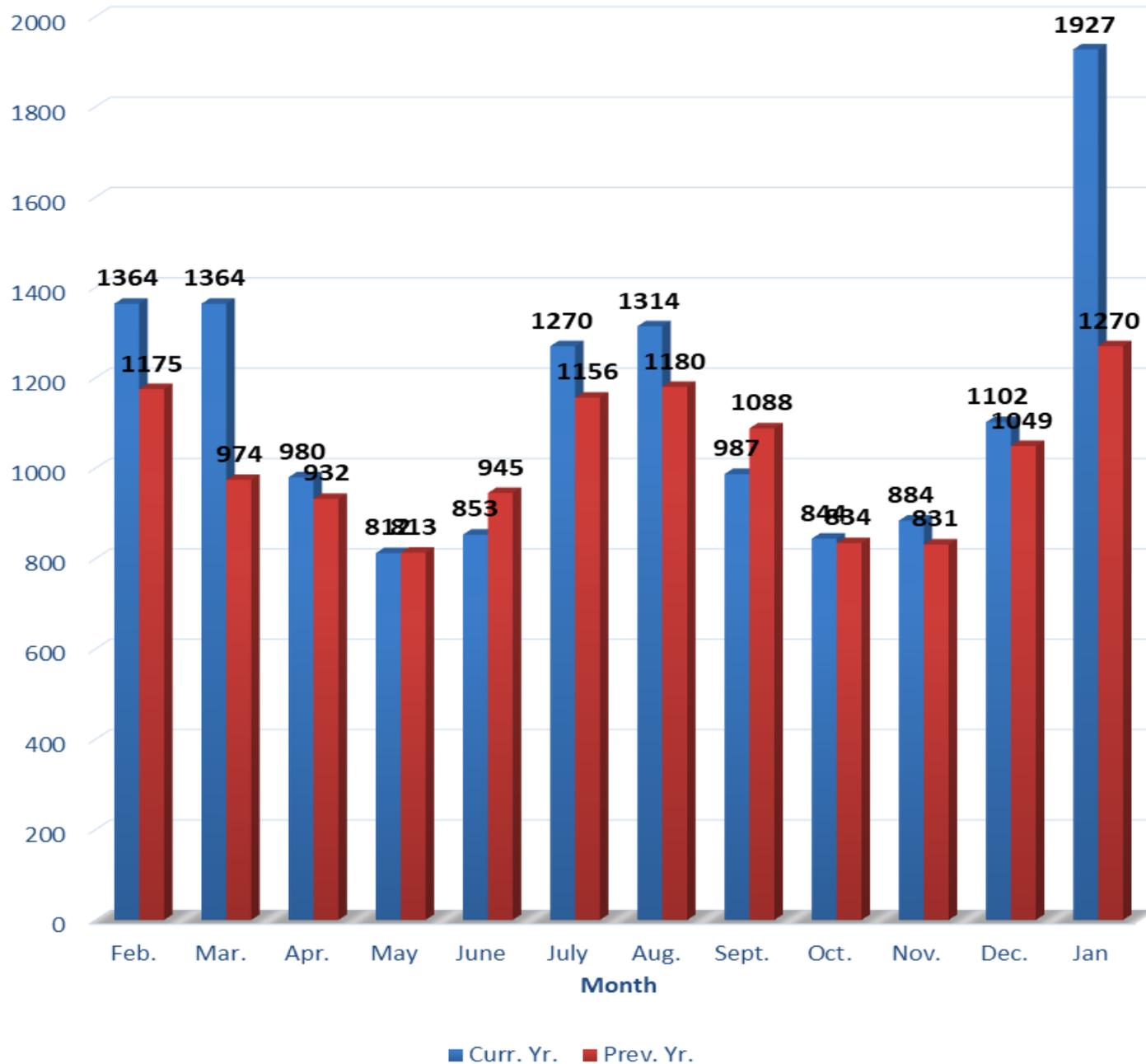
Percent Line Loss



2025 JAN.= 8.5%

2026 JAN.=8.2%

Average Residential Kwh Consumption



C&I Average Consumption





ELECTRIC • BROADBAND

REGULAR BOARD OF DIRECTORS MEETING

STEUBEN COUNTY REMC

AGENDA

February 23rd, 2026, at 6:00pm

Outage Report

SAIDI (System Average Interruption Duration Index)

SAIDI = (Sum of all customer interruption durations) / (Total number of customers served)

January Outage Report

Monthly SAIDI Score	Annual SAIDI Score	Total Montly Outages	Total Members Affected this Month	Y to D Members Affected	Avg. Number of Members
5.7	5.7	35	427	427	10833

Top 3 Monthly Cause	Duration	Members Affected
TREES AND WIND	1/9 1:52 AM-6:34AM 1/9 10:32AM-11:26 AM 1/9 11:04 AM -11:48 AM	6
UNKNOWN CAUSES	1/10 12:31 PM-14:00 PM 1/16 4:19 AM- 5:00 AM 1/20 14:20 PM-15:36 PM 1/24 00:15 AM- 1:21 AM	72
PUBLIC ACCIDENTS	1/17 13:58 PM -17:57 PM	212

Monthly Outage Highlights
1/12 BAD URD- 307 PRAIRE LN
1/17 BROKEN C1 : PUBLIC ACCIDENT
1/20 HOUSE FIRE: TURKEY LK





Steuben County REMC

ELECTRIC • BROADBAND

REGULAR BOARD OF DIRECTORS MEETING

STEUBEN COUNTY REMC

AGENDA

February 23rd, 2026, at 6:00pm

Operation Round Up Report

January 2026



2004 Total				\$18,032.48
2005 Total				\$41,792.07
2006 Total				\$41,496.82
2007 Total				\$41,034.09
2008 Total				\$44,092.37
2009 Total				\$44,920.33
2010 Total				\$42,431.35
2011 Total				\$41,919.61
2012 Total				\$45,034.33
2013 Total				\$42,477.23
2014 Total				\$42,936.08
2015 Total				\$43,682.99
2016 Total				\$43,392.79
2017 Total				\$44,027.97
2018 Total				\$44,865.15
2019 Total				\$45,389.98
2020 Total				\$46,640.50
2021 Total				\$48,570.78
2022 Total				\$44,975.76
2023 Total				\$41,850.76
2024 Total				\$47,035.91
2025 Total				\$43,336.92
2026				
Jan.				\$0.00
Feb.				\$0.00
Mar.				\$0.00
Apr.				\$0.00
May				\$0.00
June				\$0.00
July				\$0.00
Aug				\$0.00
Sept.				\$0.00
Oct.				\$0.00
Nov.				\$0.00
Dec.	Cycle 4		\$12.46	
	Cycle 1		\$1,051.72	
	Cycle 2		\$1,205.53	
	Cycle 3		\$0.00	
Adj.			\$0.00	
Total				\$2,269.71
Total				\$942,205.98
Membership Participation Level				
Total			10,192	
Participating Accounts			7,630	
Current Participation Rate			74.86%	
Last Months Rate			74.84%	



Steuben County REMC

ELECTRIC • BROADBAND

REGULAR BOARD OF DIRECTORS MEETING

STEBEN COUNTY REMC

AGENDA

February 23rd, 2026, at 6:00pm

Safety Report

Safety Report
Steuben County REMC
Board of Directors
February 12, 2026

February 3, 2026 Chris Hamilton from IEC was here for the February safety meeting with the topic being PPE and Vehicle Extraction. Chris preformed a crew observation

February 4 and 5, 2026- Jake Martin from IEC's Regulatory Compliance team was here to conduct his regular 2-day monthly visit, and he also provided compliance training to all employees.

There were no injuries or loss of time reported.



Steuben County REMC

ELECTRIC • BROADBAND

REGULAR BOARD OF DIRECTORS MEETING

STEUBEN COUNTY REMC

AGENDA

February 23rd, 2026, at 6:00pm

Wabash Valley Power Alliance Board Meeting Report



ELECTRIC • BROADBAND

REGULAR BOARD OF DIRECTORS MEETING

STEBEN COUNTY REMC

AGENDA

February 23rd, 2026, at 6:00pm

Indiana Electric Cooperatives Board Meeting Report



Steuben County REMC

ELECTRIC • BROADBAND

REGULAR BOARD OF DIRECTORS MEETING

STEBEN COUNTY REMC

AGENDA

February 23rd, 2026, at 6:00pm

Indiana Legislative Watch



State Activity

Indiana General Assembly 2026

- House Bill 1002 continues to make its way through the Indiana Senate. The bill mostly exempted electric cooperatives, though proposed language on a summer disconnection moratorium could directly impact distribution co-ops. This will affect us from disconnecting members for non-pay during the summer in which the heat index is 95 degrees or higher.
- IEC and WVPA are working together to monitor SB 179, which is a transportation bill that may include opening rights-of-way along highways for transmission lines.



ELECTRIC • BROADBAND

REGULAR BOARD OF DIRECTORS MEETING

STEBEN COUNTY REMC

AGENDA

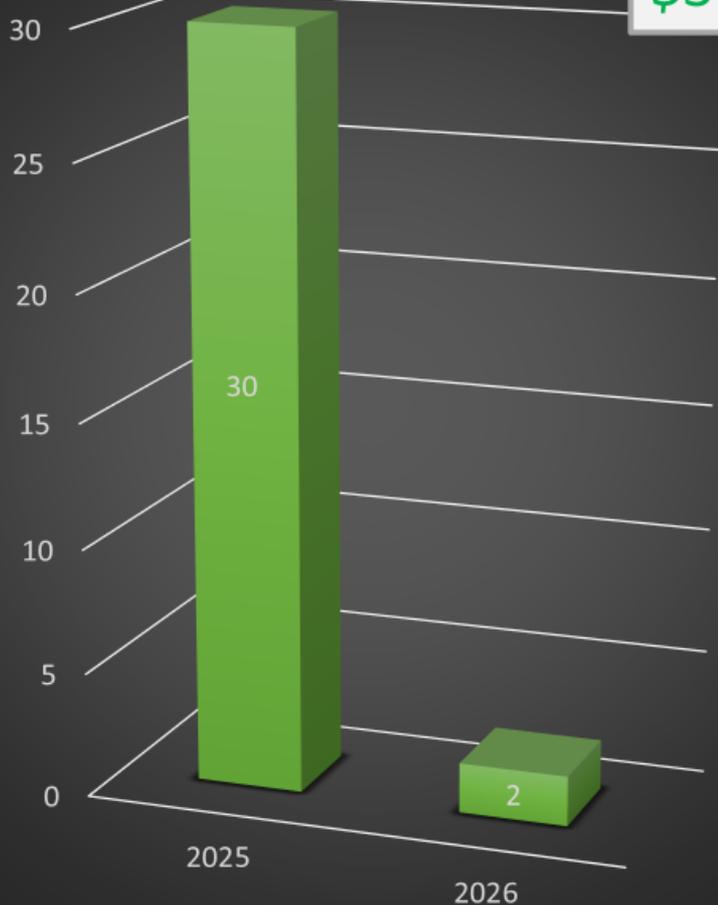
February 23rd, 2026, at 6:00pm

Member Services Report

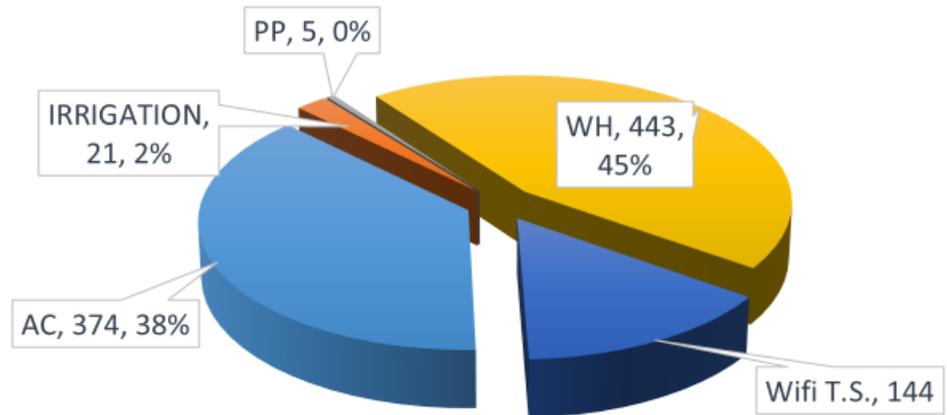
MARKETING & MEMBER SERVICES

WATER HEATER SALES

\$375/ea



LOAD MANAGEMENT – KW 987 Kw



■ AC ■ IRRIGATION ■ PP ■ WH ■ Wifi T.S.

MARKETING & MEMBER SERVICES

2026
SECURITY LIGHT
INSTALLS/REMOVALS

1- REMOVALS
(1) this month
0 - NEW
(0) this month
0 - SWAP/ MAINT.
(0) this month



9 Members

122 Units

(NO CHANGE)



EV CHARGER STATISTICS
3514 VEHICLES CHARGED
16,985 kWh's CONSUMED
8.44 HRS - AVG SESSION

3 VEHICLES CHARGED
291 kWh's CONSUMED

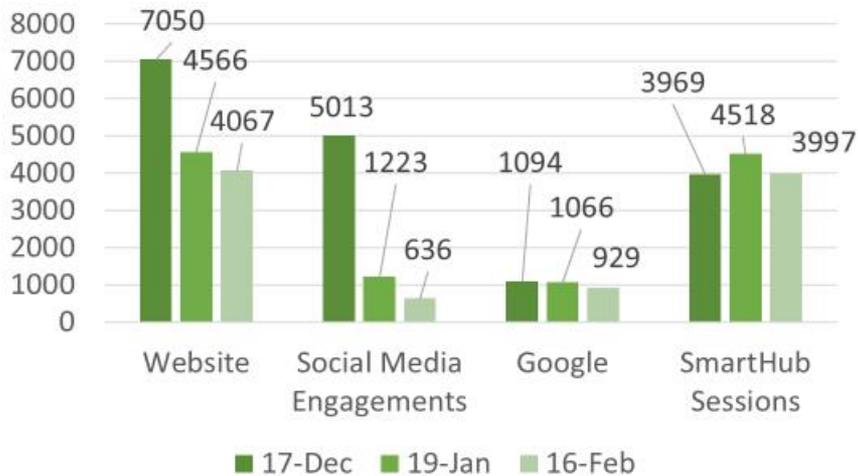
MARKETING & MEMBER SERVICES

INCLUDES PMT,
VIEW BILL, VIEW
USAGE, ECT...

9,912 Subscribers



Member Engagement



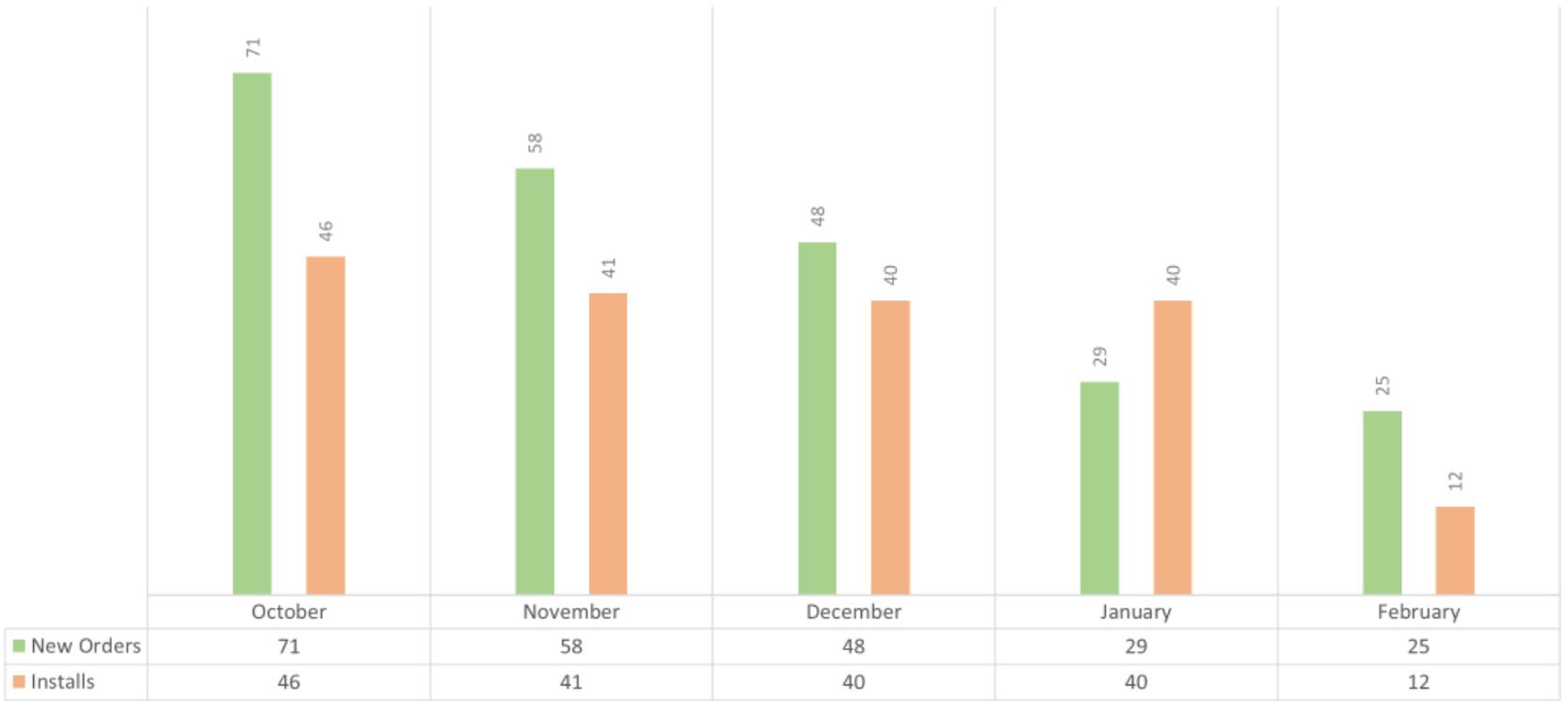
Website Activity:

Total	4,067 100% of total
1 Home Steuben County REMC	1,920 (47.21%)
2 Storm/ Outage Center Steuben County REMC	510 (12.54%)
3 SmartHub Steuben County REMC	264 (6.49%)
4 Packages/ Pricing Steuben County REMC	256 (6.29%)
5 How to make a payment Steuben County REMC	169 (4.16%)
6 Contact Us Steuben County REMC	133 (3.27%)
7 Check Availability Steuben County REMC	123 (3.02%)
8 Rebate Programs Steuben County REMC	72 (1.77%)
9 Log in Steuben County REMC	59 (1.45%)
10 Board of Directors Steuben County REMC	48 (1.18%)

BROADBAND TAKE RATE PER ZONE

NEW ORDERS/INSTALLS

■ New Orders ■ Installs

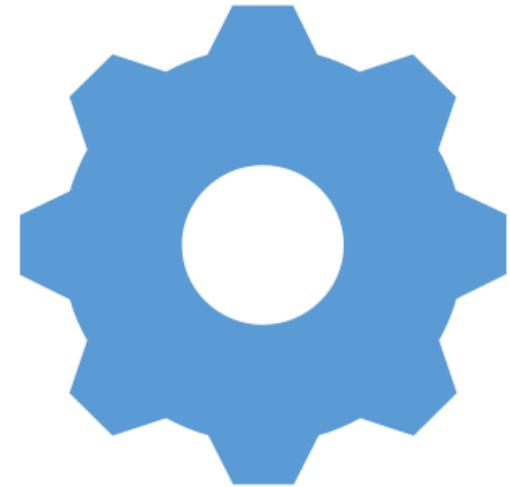


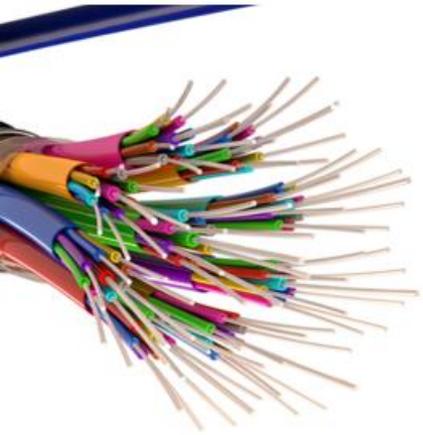
2/17/2026								
	Zone	Marketing Zone	Active	Pendir	2.17	NEW	Total Membe	% Take
PHASE 1	1	OTTER NORTHWEST	98	0	98	2	118	81%
	2	OTTER NORTHEAST	387	1	388	0	632	61%
	3	OTTER SOUTH	726	2	728	-3	973	74%
	4	ORLAND MP	210	1	211	0	361	60%
	5	HELMER MP	150	0	150	4	197	74%
PHASE 2	6	NEVADA NORTH	222	1	223	-1	382	59%
	7	NEVADA NORTHEAST	380	2	382	2	874	43%
	8	NEVADA WEST	444	0	444	-3	1110	39%
	9	NEVADA EAST	249	0	249	1	519	48%
PHASE 3	10	SCOTT NORTHWEST	356	6	362	7	549	62%
	11	SCOTT WEST, NORTHEAST, SOUTH	90	0	90	2	166	52%
	12	RUHL	217	1	218	0	404	52%
	13	ANGOLA N&W	272	1	273	2	427	62%
	14	SCOTT EAST	445	1	446	5	738	59%
PHASE 4	15	ANGOLA SOUTH	234	1	235	4	374	61%
	16	STEUBENVILLE	210	1	211	5	423	47%
	17	WATERLOO	67	0	67	1	177	37%
P2P			343	4	347	4		
Total			5100	22	5124	32	8424	60%

BROADBAND TAKE RATE PER ZONE

Other Updates

- Operation Round Up
 - One committee member has stepped down
 - Another will term-out in April
 - With the member terming out in April, we will have only 1 male of the 6 members
 - Committee Member Requirements:
 - Member or spouse of member
 - Permanent Resident
 - At least 18 years old
 - Suggested committee members:
 - Andrew Hershman (Indiana Northeastern Railroad) Steuben County EDC- vice chair
 - Rick Shipe (Shipe Well Drilling) County Commissioner
 - Russ Werling- Retired employee
- Youth Programs:
 - Camp Kilowatt application opens Jan 23
 - Student Art Contest submission deadline is Feb. 27





BROADBAND UPDATE

FEBRUARY 2026



SERVICE INSTALLATION REPORT

		PTP COUNT	258
		NEW ORDERS HISTORICAL AVERAGE	14.86
		AVERAGE NEW ORDERS /WEEK (LAST TWO MONTHS)	11
		TODAY	2/19/2026
		DAYS LEFT IN THE YEAR	315
		WEEKS LEFT IN THE YEAR	45
		PROJECTED NEW ORDERS	495
		TOTAL PROJECTED ACTIVE ACCOUNTS	5537
		TOTAL PROJECTED ACTIVE FTTH MEMBERS	5279
		PROJECTED TAKE RATE	64%
		FULL ACTUAL TAKE RATE	57.90%
		FTTH ACTUAL TAKE RATE	56.61%

➤ SERVICE INSTALLATIONS TO DATE:

- 5027 ACTIVE SUBSCRIBERS AS OF 2/19/26.

➤ RUN RATE

- NEW ORDERS WEEKLY AVERAGE FELL TO 8 OVER THE PAST MONTH. AVERAGE WEEKLY INSTALLS FELL TO 6 PER WEEK, FOLLOWING LAST MONTH'S DECLINE IN NEW ORDERS.

FTTH STATUS REPORT



RING TRAFFIC APPROACHING 10 GIG (OUR MAX CAPABILITY) AT PEAK TIMES- AS HIGH AS 8.2 Gbps

HAVE ORDERED CABLES TO ALLOW FOR GREATER INTERNAL (HUT SHELF TO SHELF) COMMUNICATION TRAFFIC.



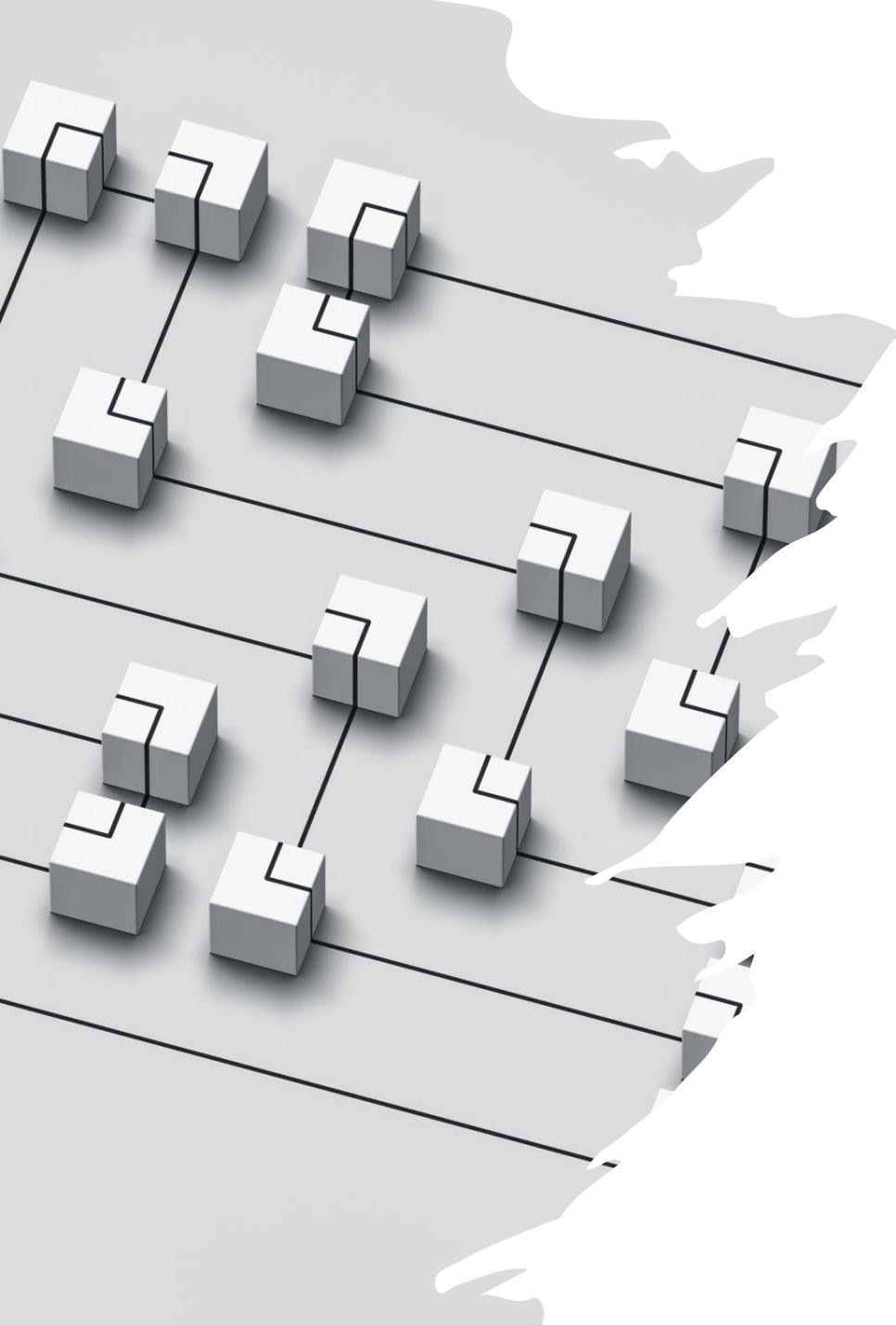
TANTALUS COLLECTOR MOVING FORWARD

CONSTRUCTION TO INCREASE TAP SIZE NEAR COLLECTOR LOCATION PERFORMED. NEED TO WORK WITH OPERATIONS TO INSTALL HARDENED ONT (MODEM) IN FIELD.



NRTC CALL CENTER CONTRACT RENEGOTIATION

HAVE STATRED REALIZING A COST SAVINGS OF ROUGHLY \$1,800.00 / MO.



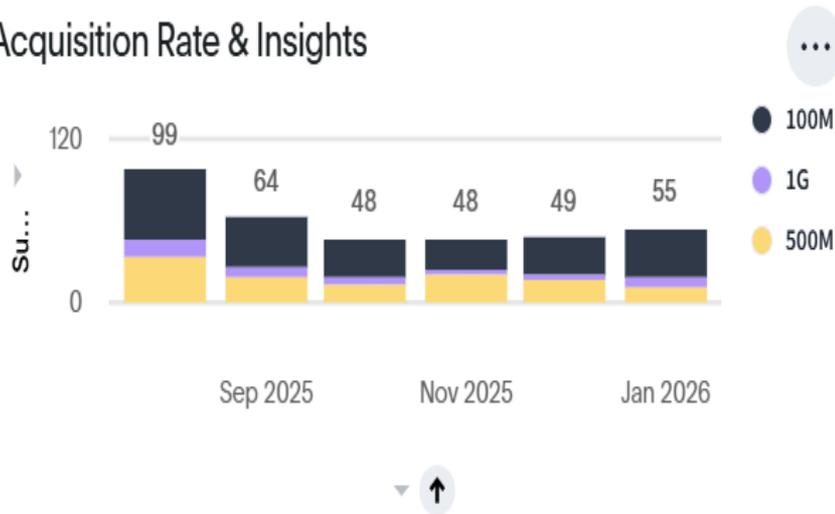
P2P STATUS REPORT

- P2P NETWORK UPDATE.
 - SITE SURVEY'S FOR INVENTORY AUDIT OF i-NET EQUIPMENT STILL UNDERWAY.
- NEW ISP SERVICES INSTALLED:
 - CROXTON AND ROE INSURANCE
 - AMERICAN ONCOLOGY NETWORKS (CANCER CENTER)
- NEW SERVICE INQUIRIES / SIGN UPS
 - WENZEL METAL SPINNERS FREMONT / ANGOLA
 - GIBSONS HEATING & PLUMBING (WATERLOO)

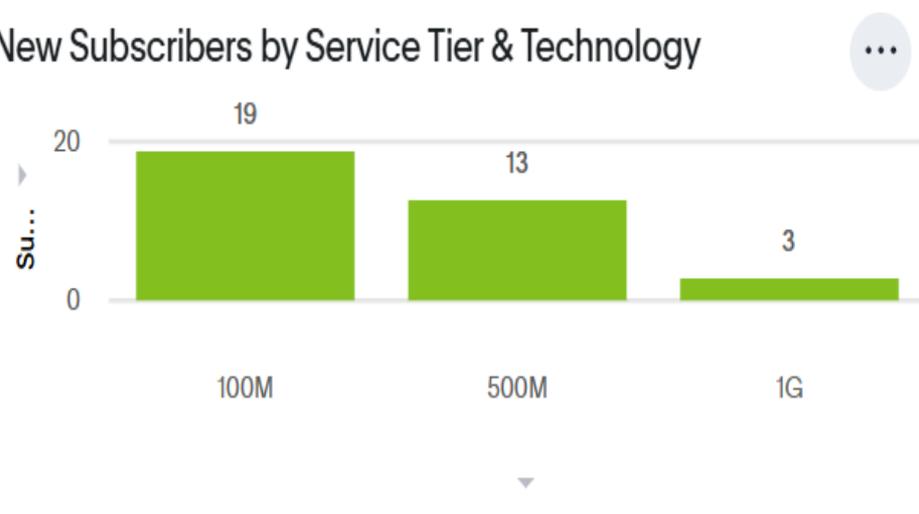
SUBSCRIBER STATISTICS

CONTINUING TO SEE A SLIGHT UPTICK IN SUBSCRIBER COUNT

Acquisition Rate & Insights



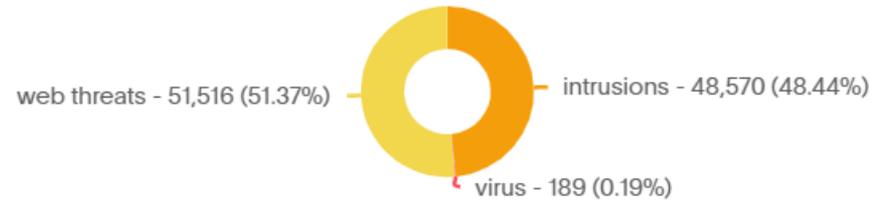
New Subscribers by Service Tier & Technology



STATISTICS CONT'D

- IN THE LAST TWO MONTHS WE HAVE BLOCKED 51,516 WEB THREATS AND 48,570 INTRUSIONS AND 189 VIRUSES FOR OUR MEMBERS.

Blocked Threats Insights



CALL CENTER STATISTICS

NRTC CALL CENTERS HANDLE BOTH
OVERFLOW MEMBER SERVICE CALLS
AS WELL AS TECH SUPPORT CALLS

CALLS REFERRED BACK TO US DURING BUS. HOURS	47
CHECKING ON AN EXISTING TICKET	8
ESCALATED TO BUSINESS OFFICE	31
AFTER HOURS ESCALATED TO DAVE	5
CALL CENTER RESOLVED	72
DISCONNECTED BEFORE ANSWERED	6
OUTAGE RELATED SERVICE ORDERS	32



Steuben County REMC

ELECTRIC • BROADBAND

REGULAR BOARD OF DIRECTORS MEETING

STEBEN COUNTY REMC

AGENDA

February 23rd, 2026, at 6:00pm

Rate Design Discussion



ELECTRIC • BROADBAND

REGULAR BOARD OF DIRECTORS MEETING

STEBEN COUNTY REMC

AGENDA

February 23rd, 2026, at 6:00pm

Strategic Planning Discussion



Steuben County REMC

ELECTRIC • BROADBAND

REGULAR BOARD OF DIRECTORS MEETING

STEBEN COUNTY REMC

AGENDA

February 23rd, 2026, at 6:00pm

Attorney Search

Erik Weber- Mefford and Weber in Auburn, IN

Areas of Practice-

- Personal Injury Law
- Civil Trial Litigation
- School/Municipal
- Debtor/Creditor Law - Commercial Bankruptcy
- Bankruptcy 7, 11, 13
- Family Law
- Estate and Financial Planning
- Business / Contracts / Real Estate
- Medicare

-Erik served as legal counsel for the Municipal City of Auburn, Auburn Municipal Utilities, Auburn Plan Commission and Board of Zoning Appeals from 1998-2024, and currently represents multiple school districts, public libraries, non-profits, and municipal governments in northern Indiana. Has experience with Fiber Communications (Auburn Municipal).



Tony Manns- Beers & Mallers in LaGrange, IN

Areas of Practice-

- General Business and Corporate Law
 - • Civil Trial Litigation
 - • Municipal Law
 - • Estate Planning
 - • Family Law
 - • Asset preservation
 - • Contract Law
- Tony's firm (Beers & Mallers) is associated with LaGrange Co REMC Board through their attorney Kurt Bachman. Tony mentioned that he would sit in LaGrange REMC Board meetings from time to time when Kurt was unavailable. So, he is familiar with the Coop Board room processes.





Steuben County REMC

ELECTRIC • BROADBAND

REGULAR BOARD OF DIRECTORS MEETING

STEBEN COUNTY REMC

AGENDA

February 23rd, 2026, at 6:00pm

ACSI Score Preview



RUS	Cooperative Name	ACSI	Retention	N	95% Confidence Interval		
					c.i.	lower	upper
IN053	Steuben County REMC	87	82%	250	2.4	84.60	89.40

You are receiving this score as part of your Touchstone Energy® membership. Touchstone Energy is a national network of electric cooperatives across 46 states that provides research, communication resources, and employee training programs to help its member cooperatives better engage and serve their members.

PLEASE NOTE THE FOLLOWING IF YOU INTEND TO PUBLISH YOUR ACSI® SCORE:

If you would like to promote your American Customer Satisfaction Index (ACSI®) score to your membership, use the language from the document “Touchstone Energy Boilerplate 2025 – Energy Utilities” or “Touchstone Energy Boilerplate – Internet Service Providers” that you received along with this scorecard. Please also consult the document “ACSI Name and Logo Usage Guidelines.”

You may not use any language that differs from the pre-approved boilerplate templates. For any questions about the publication of ACSI-related material (e.g., newsletter, social media), please contact Angelika Hoelger at Angelika.Hoelger@nreca.coop at Touchstone Energy Cooperatives.

If any materials using the ACSI name, logo, or data are used that do not comply with the language of the pre-approved boilerplate templates and the ACSI Name and Logo Usage Guidelines, your cooperative’s ACSI programming may be suspended, including the analysis and delivery of ACSI data.

Please allow 7 business days for the review and approval process of submitted materials.



Steuben County REMC

ELECTRIC • BROADBAND

REGULAR BOARD OF DIRECTORS MEETING

STEBEN COUNTY REMC

AGENDA

February 23rd, 2026, at 6:00pm

Board Election Update



Steuben County REMC

ELECTRIC • BROADBAND

REGULAR BOARD OF DIRECTORS MEETING

STEUBEN COUNTY REMC

AGENDA

February 23rd, 2026, at 6:00pm

Indiana PAC Program



ELECTRIC • BROADBAND

REGULAR BOARD OF DIRECTORS MEETING

STEBEN COUNTY REMC

AGENDA

February 23rd, 2026, at 6:00pm

Corporate Council Report



Steuben County REMC

ELECTRIC • BROADBAND

REGULAR BOARD OF DIRECTORS MEETING

STEUBEN COUNTY REMC

AGENDA

February 23rd, 2026, at 6:00pm

Other Business

A banner for the 2026 NRECA PowerXchange conference. The background is a cityscape of Nashville, TN. On the left is a large green circle containing a white 'X' with a green arrow pointing right. A small blue icon with a white '3' is above the 'X'. To the right of the 'X' is the text '2026 NRECA PowerXchange' in large white font, followed by 'March 6 - 11, 2026 | Nashville, TN' in a smaller white font. Below this text is a teal button with the word 'REGISTER' in white capital letters.

2026 NRECA PowerXchange

March 6 - 11, 2026 | Nashville, TN

REGISTER

Attending- Gary Shough
Kyle Stockwell
Marc Nelson

A banner for the Legislative Conference. The background is a solid green color. On the left is a white circle containing a green outline of the US Capitol building. To the right of the circle is the text 'Legislative Conference' in white. On the far right is the NRECA logo, which consists of a white circle containing a green stylized wave or field pattern, followed by the text 'NRECA' in white and 'America's Electric Cooperatives' in a smaller white font below it.

Legislative Conference



NRECA
America's Electric Cooperatives

April 26-29, 2026 | Washington, D.C.

March 2026

The power of human connections

Steuben County REMC

Schedule of Events

- **Mar. 4** - Wabash Valley Power will be holding their regular monthly Board Meeting in Indianapolis IN beginning at 9:00 a.m.
- **March 8-11**- NRECA Power Xchange Annual Meeting in Nashville TN.
- **Mar. 30**– Steuben County REMC’s regular Board of Directors meeting for March beginning with dinner at 5:30 p.m. and the meeting called to order at 6:00p.m.

April 1st- Wabash Valley Power will be holding their regular monthly Board Meeting in Indianapolis IN beginning at 9:00 a.m.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4 WVPA Meeting	5	6	7
8 _____	9 _____	10 NRECA Power Xchange	11 _____	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30 REMC Board Meeting	31	April 1 WVPA Meeting			

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