

MiNNews

December 2025 Vol. 9 Issue 12
A monthly publication for members of
MiEnergy Cooperative.

Best times to
buy appliances &
electronics

*Do we owe you?
See if we owe you
capital credits*

A
JOURNEY
DOWN
MiRoads

WITH MEAGAN MOELLERS

Warmth & comfort

Junior quilters master sewing skills while
providing warmth, love and concern for others



Feedback from annual member survey

Every year, MiEnergy Cooperative conducts a member satisfaction survey to evaluate our performance and gather member insights on programs, services or electric rate options under consideration. This fall, 5,085 members were randomly selected to participate in an online survey conducted independently by a third-party. We received valuable responses, and we sincerely thank all members who took the time to provide their feedback.

SURVEY HIGHLIGHTS

The survey results show an impressive level of satisfaction among members, demonstrating consistent improvement dating back to 2017. Here are the key findings:

- 54% of respondents rated MiEnergy a perfect score of “10” on a 1-10 scale for satisfaction. 29% gave an 8 or 9 rating, highlighting excellent overall performance.
- MiEnergy’s overall American Customer Satisfaction Index (ACSI) score remains higher than our neighboring investor-owned utilities (IOUs).
- Members were highly supportive of our optional Time-Of-Use rate when paired with meaningful incentives. Approximately 33% expressed interest in this rate, while 40% requested more information.
- Two-thirds of members said they would be interested in a peak demand program in exchange for a bill credit. Almost half of members surveyed are interested in a standby generator program managed by MiEnergy or coordinated with area electricians. There is also interest in the co-op offering programs for residential energy audits and smart thermostats.

KEY PERFORMANCE ATTRIBUTES

Of the 18 performance attributes measured in the survey, MiEnergy achieved scores of 4 or above (on a 5-point scale) for all but one. The top 5 rated attributes in order:

1. Friendly and courteous employees
2. Highly-trained professional employees
3. Community support

Board room highlights | Nov. 25, 2025

- CFO Hove presented the financial report which is tracking to budget.
- Approved submitting a request to Rural Utilities Service for a revenue deferral for rate stability.
- Reviewed and approved the 2026 capital budget.
- Manager of Marketing and Communications Brenda Tesch presented the member satisfaction survey results.
- Approved the 2026-2029 construction work plan presented by staff and STAR Energy Services.
- Reviewed the unclaimed property report and allocated \$80,000 for scholarships and approved two attendees for the Youth Tour event.
- Approved updates to board policies as presented.
- Reviewed director application materials for District 1.
- CEO Krambeer provided an update on cooperative subsidiaries.

The next meeting is December 30 at the Cresco office. 25 at 9 a.m.



4. Restoring power quickly
 5. Minimizing outages
- These outstanding ratings reflect the dedication of our employees and our commitment to our membership. The lowest rated attribute was related to electric rates, which aligns with national trends. Even so, MiEnergy’s value for the money rating was 4.24 on a 5-point scale.

OTHER INSIGHTS

- Seven in ten members have had to report a power outage, with most calling us to report it. A growing number are using SmartHub to report outages, especially outside regular business hours, and expressed high satisfaction with its convenience.
- Members said these top factors for the board and management to focus on are keeping electric rates affordable and maintaining reliable electric service. The factors showed a significant priority over sustainability, energy management programs and retiring capital credits.
- Member loyalty remains strong, with MiEnergy scoring an 8.46 on a ten-point scale—surpassing national cooperative norms. Loyalty is tied to members’ feeling:
 - Proud to be associated with MiEnergy
 - Confident in their relationship with MiEnergy
 - MiEnergy is one of the best organizations of its kind

ADDITIONAL FEEDBACK

Approximately one-third of survey respondents shared additional comments, 75% of which praised MiEnergy’s electric service. Topics of renewable energy and climate change saw minimal comments compared to previous years.

Members questioned our basic service charges, comparing them to Xcel Energy and Alliant Energy, neighboring investor-owned utilities (IOUs.) Both have lower basic service charges than MiEnergy, but provide electric service in cities, suburbs and communities with tremendously greater density. MiEnergy averages less than 4 members per mile of line while IOUs average 30 to 40 for recovering those fixed costs. Despite the higher basic service charge, in many cases MiEnergy’s overall bill is lower than the IOUs for the average member when including the energy rate because of the added delivery and transmission charges that they pancake on to the kilowatt-hour charges.

LOOKING AHEAD

The survey continues to serve as a valuable tool for enhancing our operations. Past surveys strongly influenced the addition of outage texting, SmartHub and our electric vehicle subscription rate program.

If you have any further thoughts or questions, I welcome your calls, emails, and personal visits.

Wishing you a happy holiday season!

Protect your HVAC system and vents from snow and ice



Winter is fast approaching, and it’s important to protect your HVAC (heating, ventilation, and air conditioning) from cold temperatures as well as snow and ice buildup. HVAC units are built to withstand some snow and ice, but they also require good air flow to function and will not work properly and can be damaged if operated with snow buildup.

- Be sure to keep at least 18 inches of clearance around each unit. This may require you to shovel or dust snow away from the unit. But do so with extreme caution so you don’t hit or touch the condenser.
- Be sure that gutters and pipes are not forcing water onto a heater or air conditioning unit. You don’t want an icicle to fall and possibly damage the unit.
- Continue to clean and change your furnace filters even in wintertime. It is recommended cleaning or replacing furnace filters each month during the heating season.
- Check and clean air vents throughout your home. The buildup of dust and dirt within your home can cause ventilation blockages and inefficient airflow.
- Check your furnace air intake pipes or vents. A vent that is buried in snow is starving your furnace for the air it needs for combustion.

Now is also a good time to start researching options for an energy efficient air-source heat pump or geothermal heat pump if plans are in your future to replace your HVAC system.

Gift certificates are available to purchase at the cooperative during the holiday season and throughout the year.



MERRY CHRISTMAS

BOARD OF DIRECTORS
KYLE HOLTHAUS • KIM NELSON • DEAN NIERLING • BETH OLSON • DON PETERSEN
DENNIS PTACEK • CARL REICKS • JENNY SCHARMER • RON STEVENS • SKIP WIESER

MATT ACKMAN • CHRISTIAN ANDERSON • TIM ANDERSON
RANDALL ASHBACHER • ADAM BARNES • BRIAN BAUER • RHONDA BAUER
GREG BECKER • BRETT BERGAN • JAMIE BRESER • STEVE BRONNER
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TYLER EIDE • NANCY FRANZEN • ERIC FRIEDRICH • MATT GINTHER
DANI GORDER • LUCAS GRAVOS • WAYNE HAGEMAN • TOM HART
GRADY HENGEL • ANNIE HOILAND • CHRIS HORN • SHELLY HOVE
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TIM MCCONNELL • MARC MIKKELSON • JOSH MITCHELL • MEAGAN MOELLERS
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BRAD PECINOVSKY • CORY PEDERSON • DARRIN PETERSON • ANDY PRINSEN
KYLE QUAM • TONY RISLOVE • PETER SCHERBRING • AUDRA SKALET
JOHANNA STAYSKAL • KARI STEELE • CALEB STEINER • ZACH STEINMETZ
RON STIKA • JANELLE SUNNES • JUSTIN SVOBODA • BRENDA TESCH
DAVIN THOMPSON • JUNE VITSE • VASSIL VUTOV • MIKE WALTON
KENT WHITCOMB • DAVID WILKES • JORDAN WILLIAMS • CASSIE ZAWISLAK

CLOSED: Dec. 24-25, Jan. 1
CLOSE AT 11 A.M. DEC. 31
Outages can be reported 24/7, including holidays.
Payments can be made anytime by calling 855-941-3631.

& HAPPY NEW YEAR

Water heater woes

We've all gotten used to having reliable hot water in our homes. Nobody wants to get caught off guard with an unexpected cold shower or failed water heater.

Emergency replacement of a water heater can add unnecessary cost, not to mention inconvenience. Here are some signs that your storage water heater might be approaching the end of its life:

- The typical lifespan of a storage water heater is 10 to 15 years, according to the U.S. Department of Energy. If your water heater is older than that, plan to replace it soon. Don't have records of when it was installed? Find the serial number on the water heater's sticker or metal plate and look it up online or call the manufacturer to find its age.
- Sediment or water on the floor or at the bottom of the water heater could mean its days are numbered. Sediment can be a sign of corrosion, which leads to a leak or failure.
- Seeing rusty or discolored water when you turn on your faucets can be a sign the tank is rusting inside. If water is not as hot as it used to be, it could be a sign of a failing electric element or a gas burner.
- Odd noises could indicate an issue with the components. If you're hearing unusual noises from your water heater, schedule a checkup with a plumber.
- A professional plumber may be able



to replace failing components. If you are having issues with the tank itself, it's likely time for a new unit.

- If you're in the market for a new water heater, a heat pump water heater might be a good fit for your home. These systems are two to three times more energy efficient than conventional electric-powered tank water heaters, according to the DOE. A federal tax credit is available until Dec. 31. You can claim 30% of the project cost, up to a maximum of \$2,000, for the installation of an Energy Star heat pump water heater. If your water heater is past its useful life or showing any signs of failure, consider investing in a new one before the end of the year. Check with MiEnergy for rebates on electric water heaters purchased from the co-op and heat pump water heaters purchased elsewhere.
- Even if your water heater is in great shape, you can save at home by lowering your hot water use. Some easy ways to do this are washing laundry in cold water and installing high-performance aerators on faucets and shower heads to reduce the amount of hot water you use.

Knowing the signs of water heater failure can save you from home damage and offer opportunities to explore options for more efficient equipment to lower your electric use.

Miranda Boutelle has more than 20 years of experience helping people save energy at home, and she writes on energy efficiency topics for the National Rural Electric Cooperative Association, the national trade association representing nearly 900 electric co-ops.



It's good to know your Touchstone Energy® Cooperative is always there. For generations we've powered the growth of our neighborhoods, businesses, and everything in between. Today our commitment is stronger than ever to provide affordable and reliable energy on which you can depend.

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Visit us at: WWW.TOUCHSTONEENERGY.COM

NEW EMPLOYEES | RETIREMENTS | YEARS OF SERVICE

2025



Adam Barnes
Warehouseperson
New Employee



Nancy Franzen
Operations Assistant
New Employee



Jack Martinka
IT Systems Analyst
New Employee



Kim Nelson
Board Director
New Board Director



Mark Dornink
Journeyman Lineworker
5 years



Peter Scherbring
Network Engineer
5 years



Jordan Williams
Service Center Coordinator
5 years



Bill Cox
Journeyman Lineworker
10 years



Eric Friedrich
MDM System Analyst
10 years



Travis Link
Design Technician
10 years



Justin Svoboda
Journeyman Foreman
10 years



Vassil Vutov
Information Technology VP
10 years



Heather Larson
Executive Admin. Assistant/
Board Asst. Secretary
15 years



Carl Reicks
Board Director
15 years



Brenda Tesch
Marketing &
Communications
Manager
20 years



Brian Bauer
Journeyman Foreman
30 years



Julie Madsen
Receptionist & Billing
Representative
30 years



Marlyn Ohloff
Storekeeper/Purchasing
30 years



Ron Stika
Lead Lineman
35 years



Lori Globes
Accounting Director
Retired 35 years



Kevin Reicks
Operator/Technician
Retired 25 years



Ruth Riha
Operations Assistant
Retired 24 years



Eric Vitse
Equipment Operator/Technician
Retired 31 years

Service Milestones

NEW EMPLOYEES | RETIREMENTS | YEARS OF SERVICE

STITCHING TOGETHER GENERATIONS

A JOURNEY DOWN MiRoads WITH MEAGAN MOELLERS

Quilters Therapy and youth embody cooperative spirit through local project

A special group of youngsters are learning important life lessons in a quaint little spot in southeastern Minnesota. Not only are they learning how to sew, quilt and perfect their seams and stitches by avid seamstresses who have spent countless hours with a needle and thread throughout their lifetimes, but at the same time they are gaining knowledge about the power of doing good for others. And with a little bit of patience and goodwill, a handful of kids are now well equipped to help those who might just need

a little bit of comfort and warmth. That kindness extends with many hands working on this worthwhile community project, and our cooperative is proud to partner with them.

MiEnergy, in collaboration with Dairyland Power Cooperative, presented \$2,000 to Quilters Therapy on November 6, demonstrating their ongoing commitment to supporting the communities they serve through the Cooperative Contributions Program. Each cooperative donated \$1,000. Dairyland Power Cooperative is

the Fillmore County Community Comfort Project. The junior quilters, ranging in age from 6 to 14, crafted the project to supply blankets to the Fillmore County Sheriff's Office first responders. Their initiative aims to offer comfort to those facing difficult circumstances. Deputies will have the blankets readily available to provide to children or adults during emergency responses.

"The efforts of Quilters Therapy in engaging youth to carry on the tradition of

"We meet once a month, and there are no electronics allowed which forces us to talk with each other and learn new things! We have a challenge each month which is really fun, and we learn something new every time we meet. We sometimes have to learn how to work with new fabric, like this year with the fleece blankets. We have to know how it changes and moves in the sewing machines that is different from other fabrics and textures. We also learn how to work with clips to make sure the fabric doesn't move. This is our challenge this month."

—Greta, junior quilter

Pictured l-r: back row: Lincoln, Jaycee, Willa St. John, Roxi Thompson, Carolyn Hahn, Lita Frederickson and Hank. In the middle: Josie and Afton. Front: Greta.



quilt and blanket making, while also offering support to others in our local rural communities is something truly commendable and deserving of recognition," said Brian Krambeer, President/CEO of MiEnergy.

The group donated 20 fleece blankets to the sheriff's department. Following this donation, the group will begin working on a second round of blankets.

"We are proud to support the Junior Quilters and their initiative to provide comfort to those in need," said Dairyland President and CEO Brent Ridge. "It's inspiring to see young people giving back, embodying the cooperative principle of Concern for Community that we value deeply at Dairyland."

Through the Cooperative Contributions Program, Dairyland and its member cooperatives continuously strive to make a positive impact in various sectors, including healthcare, education and community development.

This holiday season and beyond, we thank the dedicated junior quilters for making the world a little bit brighter by sharing their love and warmth with others down MiRoads. Afterall, that's the cooperative way of doing things. MiEnergy is proud to unite with groups that observe and recognize the power of human connections.

QUILTERS THERAPY MISSION STATEMENT

"The club is a non-profit with a purpose of sharing, strengthening, and promoting sewing/quilting skills and techniques while providing for sharing of information, and socialization. The club has a secondary mission to provide hand crafted items to local charities and a quilt to every veteran who has served from Mabel and surrounding areas."

Quilters Therapy is a service group, working for its members and the

"The group purchases used sewing machines so each kid has their own except for the two littlest ones who work together with an adult until they are tall enough. The kids were so excited to get their photo taken and were proud of the work they had done on the blankets. This is a really great partnership and a neat way to teach kids a traditional skill while doing something for the community."

—Brenda Tesch, MiEnergy's marketing and communications manager

community. They meet on the first Monday of the month at Henrytown Lutheran Church. Currently, they have 27 adults, plus 9 juniors for a total of 36 members. The adults started a youth outreach campaign last year teaching school-age kids sewing and quilting skills. The group is excited to help the next generation learn and develop their skills.

Every year in September, they hold their annual quilt show during Mabel-Hesper Steam Engine Days. In 2024, they presented 25 quilts for local veterans and routinely keep 10 quilts on hand in case of benefit auctions or tragedies like fires.

The Salvation Army of Fillmore County sponsors Shop with a Cop, a back-to-school shopping trip with law enforcement officers, for a small group of third-grade students. The Fillmore County Sheriff's department and other law enforcement officers take the students shopping and then to B & B Bowl in Preston for lunch and bowling.

Learn more on their Facebook page by searching Quilters Therapy Quilt Club.

OPERATION ROUND UP FUNDS IN 2024

In 2024, the group used a \$500 grant from MiEnergy's Operation Round Up program toward expenses for their donation of 23 quilts for a project called Shop with a Cop, benefiting Fillmore County third graders. Each year,



Pictured l-r: Dairyland's Director of Communications & Member Services Katie Thompson, junior quilter Hank, Fillmore County Sheriff's Office Investigator/Sergeant Jesse Grabau, Josie, Afton, MiEnergy's Jamie Breeser, Jaycee, Greta and MiEnergy's CEO Brian Krambeer.






"We are grateful for the generous financial support for the community projects," said Roxi Thompson, Quilters Therapy treasurer. "We used the funds to purchase soft, warm, cozy fleece to stitch up double layered twin-size blankets that fold into an attached pillowcase."

The blankets are packed into plastic zipper bags. Deputies and first responders will carry the blankets with them and provide the blankets whenever a little comfort is needed.

"Our Junior Quilters, aged 6 to 14 years old, assisted with sewing the blankets. This is a challenging fabric because it is a bit stretchy. Handling the large volume of fabric is also a new experience," Thompson explained.

~A quilt can provide warmth and comfort to a child for many years~

Purchasing Appliances and Electronics: Best Times to Buy

Product Type	Best Time to Buy for Discounts
<div></div> <div>Refrigerators and Freezers</div>	Late winter to early spring (March/April); New models arrive in spring, and older models are discounted; Holiday sales (Memorial Day, Fourth of July, Labor Day).
<div></div> <div>Washers/Dryers, Dishwashers, Ovens and Ranges</div>	September and October when new models are released and older models are discounted; Holiday sales (Labor Day, Black Friday, Presidents' Day, Memorial Day); End-of-year clearance.
<div></div> <div>Large Home Electronics (TVs, home theater)</div>	Holiday sales (Black Friday and Cyber Monday); Amazon Prime Days; Late fall/early winter; Other promos, like Super Bowl sales for televisions.
<div></div> <div>Smart Assistants and Other Smart Devices</div>	Holiday sales (Black Friday, Cyber Monday); Other sales events, like Amazon Prime Days.
<div></div> <div>Air Conditioners, Heaters and Other Seasonal Appliances</div>	Off season (purchase AC units in fall or winter, heaters in summer); Retailers offer bigger discounts when demand is low.

Additional Purchasing Tips:

- When possible, bundle major appliances for significant savings.
- Be on the lookout. When new models arrive, older models drop in price.
- Retailers typically clear out inventory at the end of the year, which means big discounts.
- Local retailers typically try to meet end-of-month/end-of-quarter sale quotas, which could mean flexible prices and/or negotiating.



CAPITAL CREDITS NOTICE

In October 2025, MiEnergy distributed nearly \$1.8 million in patronage capital credit retirements to current and former members of the cooperative. Current members received an electric bill credit and former members received their refunds as a check. MiEnergy Cooperative’s office located at 24049 Highway 9, Cresco, IA 52136 is holding unclaimed patronage dividend checks for the person(s) listed as follows. The owner may claim this property by contacting us at the address listed above, calling 800-432-2285 or emailing jmadsen@MiEnergy.coop. Watch for more listings in the January issue.

A Adams, Gwen, Albert Lea, MN Adkins, Larry, Battle Mtn, NV Ahmetasevic, Peggy, Cresco, IA Alamosa Wisc Properties LLC, Columbus, OH Albertson, Michelle, Ridgeway, IA Allen Farms Inc, C/O Sharon Allen Dison, Rochester, MN Allen, Eric & Alisha, La Crosse, WI Allison, Jeff, Waukon, IA Alvarez, Francisco Olivio, Goodview, MN* Alwelt Concrete Inc, Alden, IA Amantis, Timothy & Rachel, Decorah, IA Anderson, Kenneth & Annette, Rochester, MN Andresen, Evelyn, Cresco, IA Ask, Faith, Blaine, MN Attleson, Thomas Estate, New Hampton, IA	E Eichenberger, Judy, New Hampton, IA Eichenberger, Michael, Keesler AFB, MS Eide, Rebecca, La Crescent, MN Engan, Lori, Eitzen, MN Epps, Stephen Lee, Dorchester, IA Erdman, Jesse, La Crosse, WI Erlandson, Jackie, Mabel, MN Espe, Leann, Ackley, IA Evers, Royal & Sally, Rochester, MN Ewalt, Ray, Harmony, MN	Kemp, Stephen & Nerstad-Kemp, Linda, Spring Grove, MN Kempe, David & Susan, Owatonna, MN Kennedy, Griffin, Conway, MO King, Dwayne & Quannah, Fleetwood, PA Kipp, Jessica & Michels, Tammy, Ossian, IA Kjos, Thelma, Decorah, IA Klassen, James, Oklahoma City, OK Kleiboer, Larry, La Crescent, MN Kletzke, Lillian, La Crescent, MN Kling, Gerald & Mollie, Prague, OK Koehn, Daniel, McIntire, IA Koehn, Joshua Kent, Chester, IA Koliha, Richard, Lime Springs, IA Koprowski, Norbert & Frances, Maricopa, AZ Koudelka, Martin, Cresco, IA Krueger, Timothy & Steinbeisser, David, Preston, MN Kubitz, Bob, Monona, IA Kujath, Sara, Preston, MN Kum & Go, Des Moines, IA
B Balk Lime & Ready Mix, C/O Willard Balk, Cresco, IA Barnard-Boyum, Gail & Boyum, Paul, Utica, MN Barthel, Matthew, Preston, MN Bartsch, Jerry, Preston, MN Bartsch, Lance, Houston, MN Beck, Brad, Lime Springs, IA Beck, Donald Estate, Charles City, IA Beeson, Nathan & Mindy, Fargo, ND Benicke, Viola, Stockton, MN Benson, David, Duluth, MN Benton, John & June, Holmen, WI Bicknese, Darin & Tracy, Rochester, MN Bigalk, Scott, Canton, MN Bigalk, Shirley, Cresco, IA Bigler, Robert, Decorah, IA Bina, Wayne, Black River Falls, WI Blaess, Darold & Arlene, Harmony, MN Blazek, Sherri, New Hampton, IA Bleckeberg, Dorothy, Austin, MN Block, Allan, Minnesota City, MN Blokker, Josia & Wesley, Cresco, IA Bockman, Jason & Dana, Decorah, IA Bohr, Darin, Decorah, IA Boser, Jessica, La Crescent, MN Bram, Todd & Kelly, Rushford, MN Brincks, Adam, Waucoma, IA Brohmer, Jeffrey & Teresa, La Crosse, WI Bronk, Timothy Estate, Winona, MN Bruss, Jackie, Winona, MN Brusse, Austin, Decorah, IA Brusse, Molly & Hovey, Tory, Cresco, IA Buitenwerf, Mark & Eunice, Elgin, IA Buldhaupt, Nancy Estate, Waverly, IA Burke, Danny, Sedgwick, KS Burkholder, Chris, Cassville, WI Burrington, Jean, Rochester, MN Butteli, Carrie, Houston, MN	F Fabian, Keith, Decorah, IA Fabian, Kenneth & Sara, Blaine, MN Faldet, Merlin, Decorah, IA Ferguson, Jennifer, Spring Valley, MN Ferguson, John, Fostoria, MI Fishbaugher, Kristina, Preston, MN Fishel, J Travis, Caledonia, MN Fix, Ronald, St. Charles, MN Fjetland, Lucas, Wickenburg, AZ Foley, Timothy, Dekalb, IL Frana, Patty, Decorah, IA Fredihof, Gertrude, Elma, IA Freeman, Kevin, La Crosse, WI Fritcher, Shawn & Emily, Claremont, MN Frye, Jonathan & Angela, Fayetteville, NC	L Lager, Glen & Martha, Caledonia, MN Lake, David, Onalaska, WI Lanaka LLC, Goldfield, IA Lapham, Steven, Eitzen, MN Larson, Chad, Stewartville, MN Laufenberg, Scott & Melissa, Casa Grande, AZ Lawson, Wesley & Brenda, Waterville, IA Lehmkuhl, David & Burkhardt, Stacey, Cresco, IA Leisen, Paul & Eidem, Leah, Kasson, MN Lensch, Harry Jr., Decorah, IA Lueck, Dustin, Harmony, MN Luoma, Eric, Fountain, MN Lynch, Ruth, The Villages, FL
C Canton Heating & Cooling LLC, Canton, MN Clements, Jon & Barb, Tallahassee, FL Commnet Cellular Inc, Tulsa, OK Connelly, Rinda, Spring Grove, MN Corcoran, Brian & Jeremy, Stillwater, MN Costello, Lisa, New Hampton, IA Cox, Grant, Las Vegas, NV Craig, David & Johnson, April, Lena, MS* Czechowicz, Brian, La Crescent, MN	G Garrett, Shanna, Rushford, MN Gossman, Terry, Cresco, IA Graham, Rebecca, Onalaska, WI Graham, Tamara, Rochester, MN Grant Holding LLC, St. Paul, MN	M Marlow, Chivonne, Decorah, IA Marx, Ryan, Harmony, MN McAbee, Michael, Decorah, IA McCabe Enterprises Inc, C/O Orvin McCabe, Winder, GA McKenna, Vickie, Waukon, IA Melby, Gerald & Barbara, St Charles, MN Melby, Lisa, La Crescent, MN Mensink, Kari, Harmony, MN Merles LP Gas, Ionia, IA Mihm, Anna, Chester, IA Millage, Ronald, Lime Springs, IA Miller, Charles, Cresco, IA Miller, Gordon, Alma, WI Miller, Herbert & Laura, Winona, MN Miller, Jason, & Bunkers, Jacqueline, Fredericksburg, IA Moravec, Mary, Minnesota City, MN Mueller, Thomas, St. Charles, MN
D Dahl, Kay, Rushford, MN Dahlberg, Claire, Puyallup, WA Dahlen, Eunice, La Crosse, WI Darling, Tahira, Peterson, MN Davidson, Karen, Spillville, IA De Morett, Paul & Pamela, Waseca, MN Debner, Susan, Decorah, IA Decker, Daniel, Red Wing, MN DeYoung, Jeff & Becky, Racine, MN Dibley, Stuart & Ruth, Eitzen, MN Dick, Christopher & Meghan, Brownsville, MN Dornink, Dillon, Elkton, MN DuBois, Debra, Cochrane, WI DuBois, Delores, Winona, MN Duden, Gary, Winona, MN Dunn, Jessica, Preston, MN	H Haase, Laurie, Winona, MN Haigh, Candace, Winona, MN Hansen, Brice, Mabel, MN Hanson, Holly, Houston, MN Hanson, Scott, Chatfield, MN Harkers Distributing Inc, Denver, CO Harmenting, Jason, Chatfield, MN Headington, Beth, Rochester, MN Heid, John & Carolyn, Lisbon, MD Heim, Patrick, St. Charles, MN Hein, Minna, Canton, MN Helland Tana, Lewiston, MN Henke, Tonia, Waverly, IA Henry, Kevin & Kim, Cresco, IA Henry, Rachelle, Decorah, IA Henry, Todd, Cresco, IA Hind, Margaret, Ferndale, WA Hoel, Stuart, Sebring, FL Hoiland, Krin, Superior, WI Holst, Jordan & Martin, Johanna, Burnsville, MN Holthaus, Patricia, Preston, MN Homstad, Lucy, Rochester, MN Horvat, Deborah, Winona, MN Hosting, Allison, Winona, MN Houdek, Dan, Spillville, IA Houston Farm Service, Winona, MN Howard, Lee Ann, Caledonia, MN Hron, William, Cresco, IA Huff, Dianne, Winona, MN Hugh, Howard, Lansing, MI Humble, Janet, Winona, MN Hyland, Travis, Spring Valley, MN	N Naeseth, David, Decorah, IA New Hampton Chamber of Commerce, New Hampton, IA Neyers, Betty, Winona, MN Njus, Roger & Lisa, New Hampton, IA Noecker, Billie Estate, Decorah, IA Noeller, Judith & Lyle, Kahoka, MO Noia, Brenda, Decorah, IA Northeast IA Humane Society, Postville, IA Northwoods Construction, C/O Jim McWilliams, Oronoco, MN Numedahl, Richard & Christie, Ossian, IA
J Jangula, Brandon, Houston, MN Jansky, Gerald & Janet, La Crosse, WI Jenkins, Melba, Lime Springs, IA Johnson, Gina, Winona, MN Johnson, Jesse & Jackie, Eyota, MN Jonsgaard, Wayne & Karen, Houston, MN Joos, Allison, Decorah, IA* Jostand, Jeremy & Janeen, Salem, OR Joyce, Marie, Rochester, MN	K Kadlec, Brandon, Decorah, IA Karnes, Robert & Megan, Rochester, MN Keene, William & Linda, Las Vegas, NV Kellstrom, Craig, San Tan Valley, AZ	*Denotes refund available.



Personnel changes at the co-op

PROMOTIONS

Greg Becker accepted the District 2 journeyman foreman position in Caledonia. He has been with the cooperative for six years.

Jamie Breaser accepted the District 6 journeyman foreman position in Preston. He has been with the cooperative for 24 years.

Justin Svoboda accepted the District 1 journeyman foreman position in Rushford. He has been with the cooperative for 10 years.

Each new foreman has experience working within their district which will be beneficial in their new roles. The official start date for their new positions was November 1.



Becker



Breaser



Svoboda

NEW EMPLOYEE

Adam Barnes was offered and accepted the warehouseperson position at the Cresco office. Adam was previously employed with the City of Cresco. He started his new position with the cooperative on November 24. Welcome, Adam!



Barnes



LOCAL FOOD DRIVES – CRESCO & RUSHFORD

Employees of MiEnergy collected monetary donations and distributed to area food banks to help local families during the holiday season. We donated over \$640 to local food banks in Cresco and Rushford. Pictured at right, Wayne Hageman dropped off the donation to Howard County Community Action food bank in Cresco collected by Iowa employees. Pictured below, Brenda Tesch (l) and Heather Larson (r) presented a donation to Rushford's SEMCAC Food Shelf collected by Minnesota employees.



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COOPERATIVE

Your Touchstone Energy® Cooperative 

OFFICE INFORMATION
Open Monday-Thursday 7 a.m. - 4 p.m. Friday by appointment.
IOWA 24049 Highway 9, PO Box 90, Cresco, IA 52136
MINNESOTA 31110 Cooperative Way, PO Box 626, Rushford, MN 55971
This institution is an equal opportunity provider and employer.

PHONE NUMBERS
LOCAL 563-547-3801 (Cresco); 507-864-7783 (Rushford)
TOLL-FREE & 24/7 OUTAGE REPORTING 800-432-2285
PAYMENT LINE 24/7 855-941-3631
UNDERGROUND CABLE LOCATING 811

ONLINE
WEBSITE www.MiEnergy.coop
SOCIAL MEDIA Facebook, Twitter, YouTube and Instagram

BOARD OF DIRECTORS
DISTRICT 1 Kim Nelson and Dennis Ptacek, secretary
DISTRICT 2 Dean Nierling, chair and Ron Stevens, vice chair
DISTRICT 3 Don Petersen, treasurer and Skip Wieser
DISTRICT 4 Kyle Holthaus and Carl Reicks
DISTRICT 5 Beth Olson and Jenny Scharmer

MANAGEMENT STAFF
BRIAN KRAMBEER president/chief executive officer
SHELLY HOVE chief financial officer
JILL HUFFMAN broadband chief operating officer
STEVE OIAN vice president of electric operations
VASSIL VUTOV vice president of information technology
MIKE WALTON vice president of engineering and planning
KENT WHITCOMB vice president of member services

MINEWS STAFF
MEAGAN MOELLERS communications specialist, editor
ANNIE HOILAND communications specialist
BRENDA TESCH marketing and communications manager

2025/2026 OFFICES CLOSED
DEC 16 Employee Development Day
DEC 24-25 Christmas Eve and Christmas Day
DEC 31 New Year's Eve, close at 11 a.m.
JAN 1 New Year's Day

Energy Efficiency Tip of the Month

To maximize your fireplace's efficiency, always keep the damper closed when the fireplace is not in use. An open damper is like an open window, allowing warm indoor air to escape and cold air to enter. Consider installing a fireplace insert, which improves heat output by circulating warm air into the room rather than letting it escape up the chimney. Also, burn only seasoned hardwood to ensure a hotter, cleaner burn. Regularly clean and inspect your chimney to maintain safe and efficient operation.

Source: energy.gov

YOUTH OPPORTUNITIES

SCHOLARSHIPS & WASHINGTON, D.C. LEADERSHIP TRIP

WATCH FOR DETAILS TO BE POSTED IN JANUARY AT WWW.MIENERGY.COOP



COMMUNITY BLOOD DRIVES

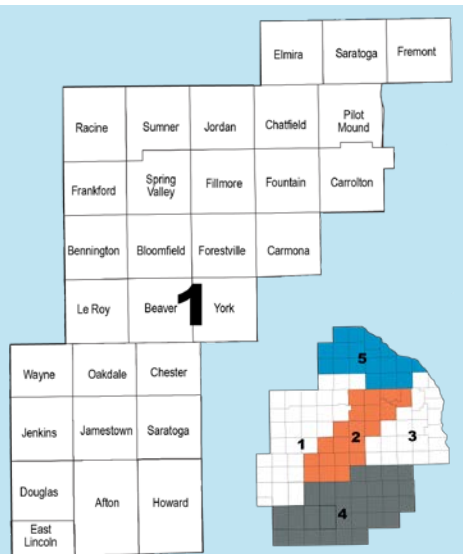
MiEnergy is hosting community blood drives in January and February. These blood drives are open to the general public. Call 1-800-RED-CROSS (1-800-733-2767) or visit www.redcrossblood.org and enter MiEnergy to schedule an appointment.

Thursday, January 8, 2026 from 10 a.m. - 3 p.m.
Cresco Office

Tuesday, February 10, 2026 from 10 a.m. - 4 p.m.
Rushford Office



American Red Cross



BOARD SEATS UP FOR ELECTION

Director applications due for district 1

Last month, we published information regarding the board election process for 2026. If you are interested in running for a district 1 board seat, contact Heather Larson at 800-432-2285 or hlarson@MiEnergy.coop. The director application deadline is December 30, 2025.

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IOWA MEMBER NOTICE ON SALES TAX EXEMPTION

There is a tax exemption that could save you money if your business is agricultural, manufacturing or processing related.

Since January 1, 2006, residential customers are no longer subject to state sales tax. State sales tax rates are applicable for non-residential customers, unless a sales tax exemption certificate is filed with the cooperative. If you use electricity for processing/agriculture, you may be eligible to file a sales tax exemption certificate for the portion of your electric use that qualifies.

The certificate may be valid for up to three years and you can also file for refunds for past years, up to a maximum of three years.

You are not required to have exempt usage metered separately, but are required to calculate the percentage of exempt and non-exempt usage.

Contact Iowa Department of Revenue for instructions and the refund form by visiting www.tax.iowa.gov or calling 800-367-3388.

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