
BALDWIN
EMC
Growing
STRONGER
2025



TABLE OF CONTENTS

Message from the Board President — 4
Message from the CEO — 6
Strategic Plan — 7
Highlights & Milestones — 8-9
Winter Storm Enzo — 10-11
Intentional Investments — 12
Member Satisfaction — 13
2025 By the Numbers — 14-15
Your Dollar at Work - Investing and Saving — 16-17
2025 Financial Report — 18-19

A STRONGER TEAM



Peggy Vanover Barnes
President | District 6



Tommie Werneth
Vice President | District 4



Joseph Coleman
Secretary/Treasurer | District 2



Chad Grace
District 1



Aubury Fuller
District 3



Robert Kaiser
District 5



Carolyn Doughty
District 7

One of the Board of Trustees' most important responsibilities is ensuring Baldwin EMC remains strong, not just for today, but for the members who will depend on us for decades to come. As Baldwin County continues to grow at an unprecedented pace, we are committed to making thoughtful, informed decisions that position our cooperative for long-term success.

Growth is often associated with new power lines, substations, and expanding service, but lasting success also depends on the people behind those improvements. Every member interaction, every outage restored, and every investment in our electric system is made possible by dedicated employees who are focused on serving our membership.

Over the past year, Baldwin EMC has continued strengthening its workforce by welcoming new employees, promoting talented team members, and creating opportunities for professional growth. These investments are more than personnel decisions. They reflect the Board of Trustees' commitment to ensuring your cooperative has the skilled, knowledgeable workforce needed to serve our members. By supporting employee development and succession planning, the Board is helping position Baldwin EMC to continue delivering the safe, reliable service our members expect as our system and membership continue to grow.

As your Board, we remain focused on responsible stewardship and governance of the cooperative's resources and on making decisions that strengthen Baldwin EMC for the future. By investing in both our electric system and the people who operate it, we are helping ensure your member-owned cooperative is prepared to meet the needs of our communities for generations to come.

— **Peggy Vanover Barnes**
Board President | District 6








Altec


VOLUNTEER
#bemcinthecommunity

A STRONGER FUTURE

As Baldwin County grows, Baldwin EMC is growing with it. Meeting the needs of our members today while preparing for tomorrow requires intentional planning, investment, and innovation.

That commitment led us to develop a strategic plan designed to strengthen every area of our organization. While members see the results of our growth through new construction, reliability improvements, and community involvement, some of our most important progress happens behind the scenes. We are investing in our employees, improving processes, embracing technology, and building a stronger foundation for the future.

At the center of this effort is our vision: "To power our members, community and employees, through innovation, progress and purpose." This vision guides our decisions and drives our mission: "We will be the leaders as a safe, member-focused, efficient and community-involved cooperative."

Through our strategic planning process, we identified five key pillars that guide our goals and initiatives: safety, member focus, efficiency, innovation, and employee experience. These pillars provide a roadmap for improving the way we serve members, strengthening our operations, embracing new technology, and preparing our workforce for the future.

Our employees remain the driving force behind Baldwin EMC's success. Through workforce succession planning, employee development, and engagement efforts, we are investing in the people who will help lead our cooperative forward.

Our strategic plan reflects both where we are today and where we are headed. The work happening behind the scenes is building a stronger, more connected cooperative prepared to serve our members and communities for generations to come.

Hunter Robinson
Chief Executive Officer



Hunter Robinson
CEO



Greg Gipson
VP of Operations



Mark Ingram
VP of Corporate Services & Public Relations



Steve Irvin
VP of Engineering



Lee Johnson
VP of External Affairs & Economic Development



Alan Schott
VP of Finance & Accounting

2025-2028 STRATEGIC PLAN

Guided by its mission, vision and core values, Baldwin EMC's 2025–2028 Strategic Plan focuses on five pillars that support the cooperative's continued growth.



SAFETY

Field Communications
Employee Training
Public Safety Education



MEMBERS

Member & Community
System Reliability
Economic Development



EFFICIENCY

Workflow Optimization
Operational Planning
Asset Management



INNOVATION

Data Visualization
Process Evaluation
& Automation
Information Sharing



EMPLOYEES

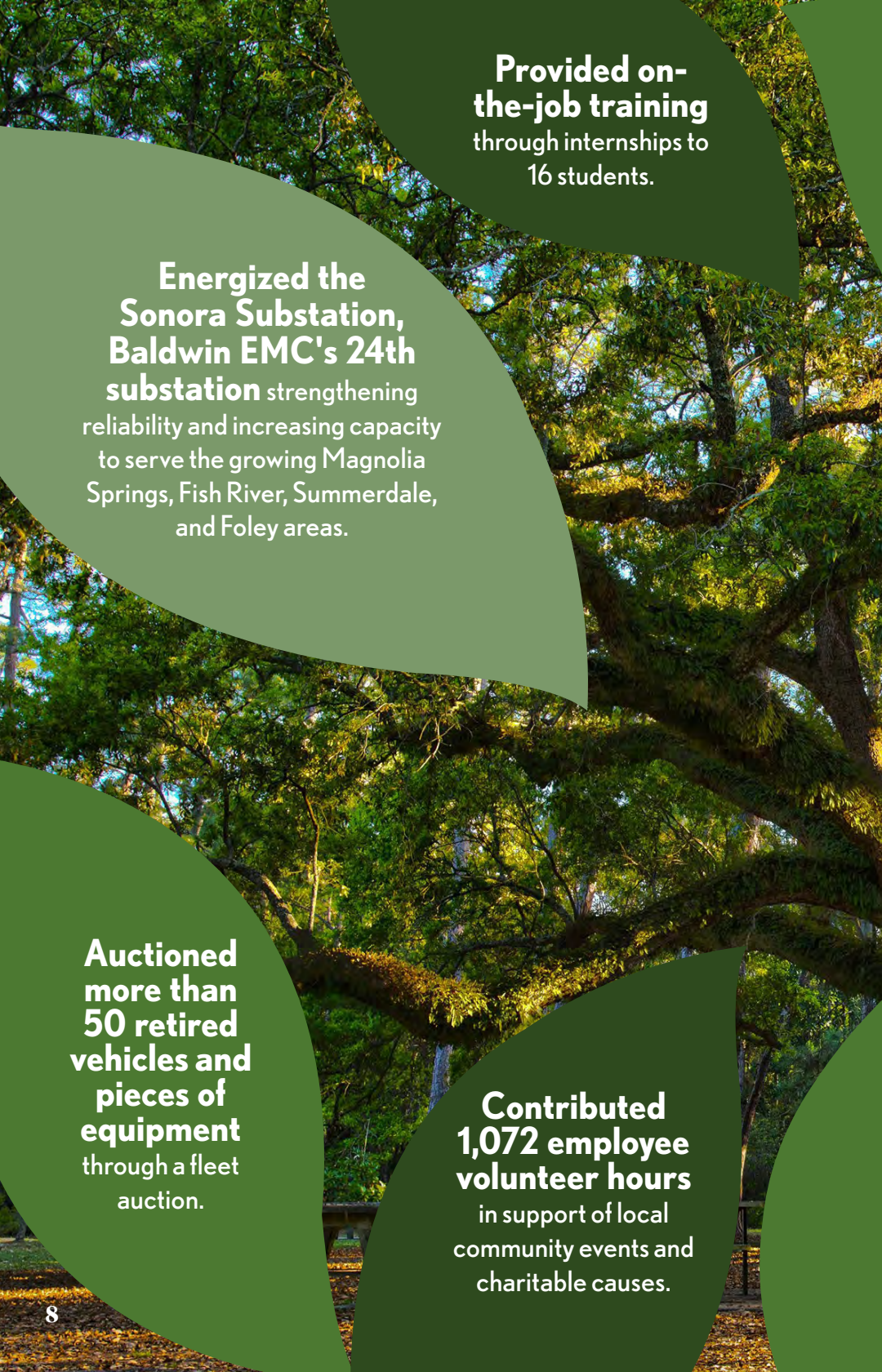
Workforce
Succession Planning
Employee Engagement

OUR VISION

"To power our members, community and employees, through innovation, progress and purpose."

OUR MISSION

"We will be the leaders as a safe, member-focused, efficient and community involved cooperative."



Provided on-the-job training through internships to 16 students.

Energized the Sonora Substation, Baldwin EMC's 24th substation strengthening reliability and increasing capacity to serve the growing Magnolia Springs, Fish River, Summerdale, and Foley areas.

Auctioned more than 50 retired vehicles and pieces of equipment through a fleet auction.

Contributed 1,072 employee volunteer hours in support of local community events and charitable causes.



Re-elected Chad Grace and Aubury Fuller to represent Districts 1 and 3 on Baldwin EMC's Board of Trustees.

Hosted community service events, including 2 blood drives, a veterans donation drive, a food drive, and school supply drive.

Achieved the Two Safe Years milestone, reaching 825,695 hours worked safely.

Invested in education and community impact by awarding 36 Star Light teacher grants, 25 scholarships to local students, and more than $450K in grants to local non-profit agencies and individuals in need.

2025

Winter Storm ENZO

When Winter Storm Enzo swept through Baldwin County, it brought with it conditions few in our area have ever experienced. Heavy snowfall, prolonged freezing temperatures, and record energy demand tested both our system and our community in ways we had not seen before.

> **Yet in the face of those challenges, something even more powerful emerged: *resilience*.**

As temperatures dropped and demand surged to unprecedented levels, our members stepped up in a meaningful way.

Conservation efforts across the system played a critical role in maintaining grid stability during peak load. At the same time, the encouragement and patience shown to our crews provided a steady source of motivation through long, difficult days.

Behind the scenes, Baldwin EMC's team worked around the clock to keep power flowing and restore service where outages occurred. Line crews braved extreme cold, icy conditions, and complex repairs, from downed lines to damaged poles, to ensure members regained power as quickly and safely as possible. In our control center, controllers continuously



monitored system load, performed balancing measures, and coordinated resources in real time. Every part of our organization moved with focus and purpose.

> **This storm also reinforced the importance of preparation, communication, and adaptability.**

From temporary operational adjustments, like delayed office openings for safety, to real-time outage response and member communication, each decision was made with reliability and safety at the forefront.

Winter Storm Enzo was a defining moment, but more importantly, it was a learning opportunity. The experience has helped re-shape how we plan for the future. We evaluated system performance, strengthened infrastructure where needed, and refined our processes to respond even more effectively to extreme weather events. Investments in grid resilience, advanced monitoring, and operational readiness will continue to be a priority.

While the storm has passed, the impact of what we accomplished together will last far longer. It was a clear reminder that the strength of Baldwin EMC is not just in our infrastructure, but in the partnership we share with our members.

Together, we weathered the storm. Together, we are building a stronger, more resilient future.







GROWING STRONGER
THROUGH INTENTIONAL INVESTMENTS

In Our Team

Invested in our people by delivering 13,806 hours of employee training through enhanced leadership, safety and technical programs, including cover-up, pole-top rescue, confined space, CPR and LITES leadership training. We also welcomed 14 full-time employees and 16 student hires while supporting career growth through 14 promotions and department transfers.

In Our Infrastructure

Energized the Sonora Substation, Baldwin EMC's 24th substation, a key investment designed to support Baldwin County's continued growth by improving reliability, expanding capacity, and increasing flexibility for future peak planning and load management.





Received "Best Utility Company" and "Best Electric Company" in Gulf Coast Media's 2025 Best of Baldwin Awards

Awarded United Way's "Leading Company of the Year"

MEMBER SATISFACTION

Each month, Baldwin EMC has more than 85,000 member interactions through in-person service, the call center, the Baldwin EMC app and kiosks. Surveys conducted from these interactions help measure service quality and identify opportunities for improvement. **In 2025, Baldwin EMC earned a 97% member satisfaction rating.**

The American Customer Satisfaction Index (ACSI) is a nationally recognized benchmark for measuring customer satisfaction, with scores reported on a 100-point scale. **In 2025, Baldwin EMC earned a 93% ACSI rating.**

OUR IMPACT IN 2025

by the numbers

268
field equipment inspections

1,046
utility poles installed



175,784
member calls answered by the Call Center

13,806
employee training hours completed

825,695

hours worked safely

1,072

employee volunteer hours contributed



619

miles of vegetation cleared

14

new full-time employees hired



2,655

new electric services connected

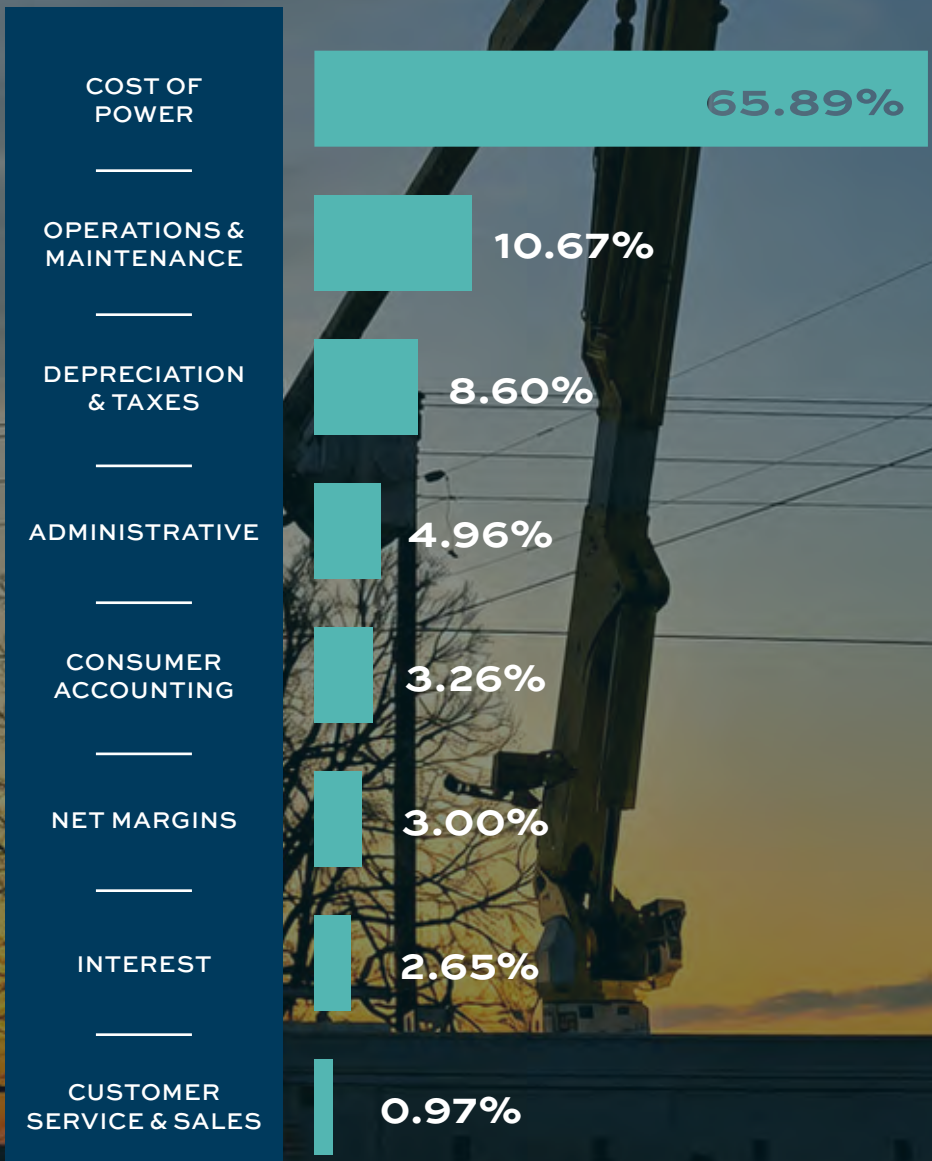
HOW WE SAVED YOUR DOLLAR

VOLTAGE REDUCTION SAVINGS — $2,671,530

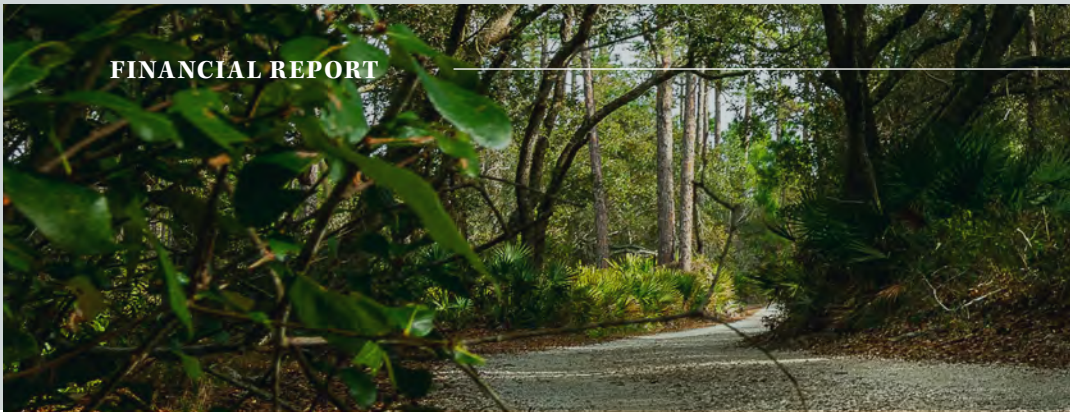
ADVANCED METERING INFRASTRUCTURE SAVINGS — $1,841,804

PAPERLESS BILLING SAVINGS — $250,515

RURAL ELECTRIC/ SAFETY ACHIEVEMENT PROGRAM — $26,293



HOW WE SPENT YOUR DOLLAR



2025 FINANCIAL REPORT

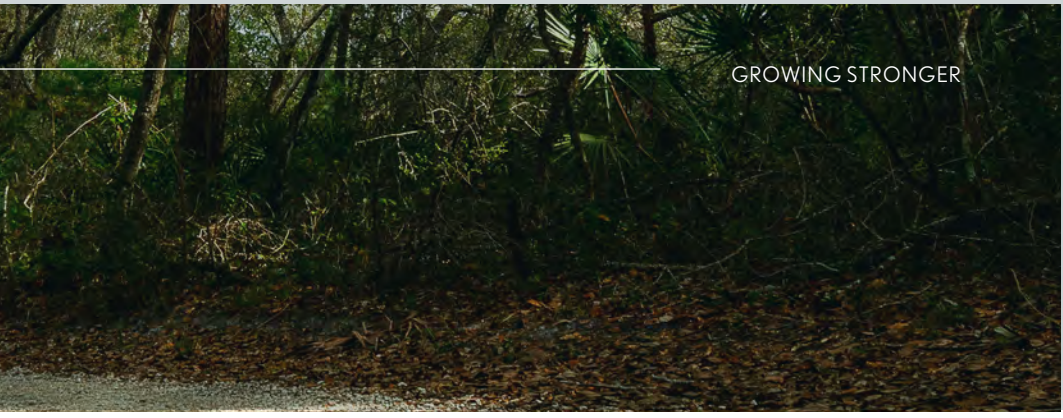
STATEMENT OF OPERATIONS

OPERATING REVENUES		2025	2024
Electric sales revenue	$	228,318,450	216,502,901
Other electric revenue		2,919,014	2,702,694
Total Operating Revenues	$	231,237,464	219,205,595

OPERATING EXPENSES		2025	2024
Cost of power	$	155,750,315	145,071,751
Variable expenses		51,664,675	45,845,698
Depreciation		15,616,667	14,663,164
Interest on debt		6,257,131	6,010,109
Total Operating Expenses	$	229,288,788	211,590,722

MARGINS		2025	2024
Operating margin	$	1,948,676	7,614,873
Capital credit & patronage capital allocation		4,624,787	3,791,070
Non-operating margin		518,941	323,722
Total Margins	$	7,092,404	11,729,665

This is a condensed version of Baldwin EMC's complete financial report. Any member who wishes to review the full audit report may do so by contacting the chief executive officer.



BALANCE SHEET

ASSETS		2025	2024
Net plant investments	$	280,028,632	266,063,794
Long-term investments		82,690,392	80,024,585
Cash and temporary investments		4,143,347	4,707,123
Accounts receivable		6,753,619	11,178,957
Unbilled revenue		15,182,418	13,731,668
Materials and supplies		12,102,764	11,353,207
Other assets		154,050	178,805
Deferred charges		136,765	148,801
Total Assets	$	401,191,987	387,386,940

LIABILITIES AND EQUITIES		2025	2024
Long-term debt	$	158,547,874	148,435,542
Consumer deposits		10,579,330	9,917,445
Accounts payable		15,558,669	16,549,200
Other liabilities		41,881,408	39,852,309
Deferred credits		1,896,912	1,929,886
Memberships		368,170	359,605
Member equity		172,359,624	170,342,953
Total Liabilities & Equities	$	401,191,987	387,386,940

BALDWIN EMC



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This institution is an equal opportunity provider and employer.