



BALDWIN
EMC

NO. 4

POWER
with a Purpose

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VOLUNTEER
#bemcinthecommunity

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POWER BEYOND THE LINES: HIGHLIGHTS AND MILESTONES

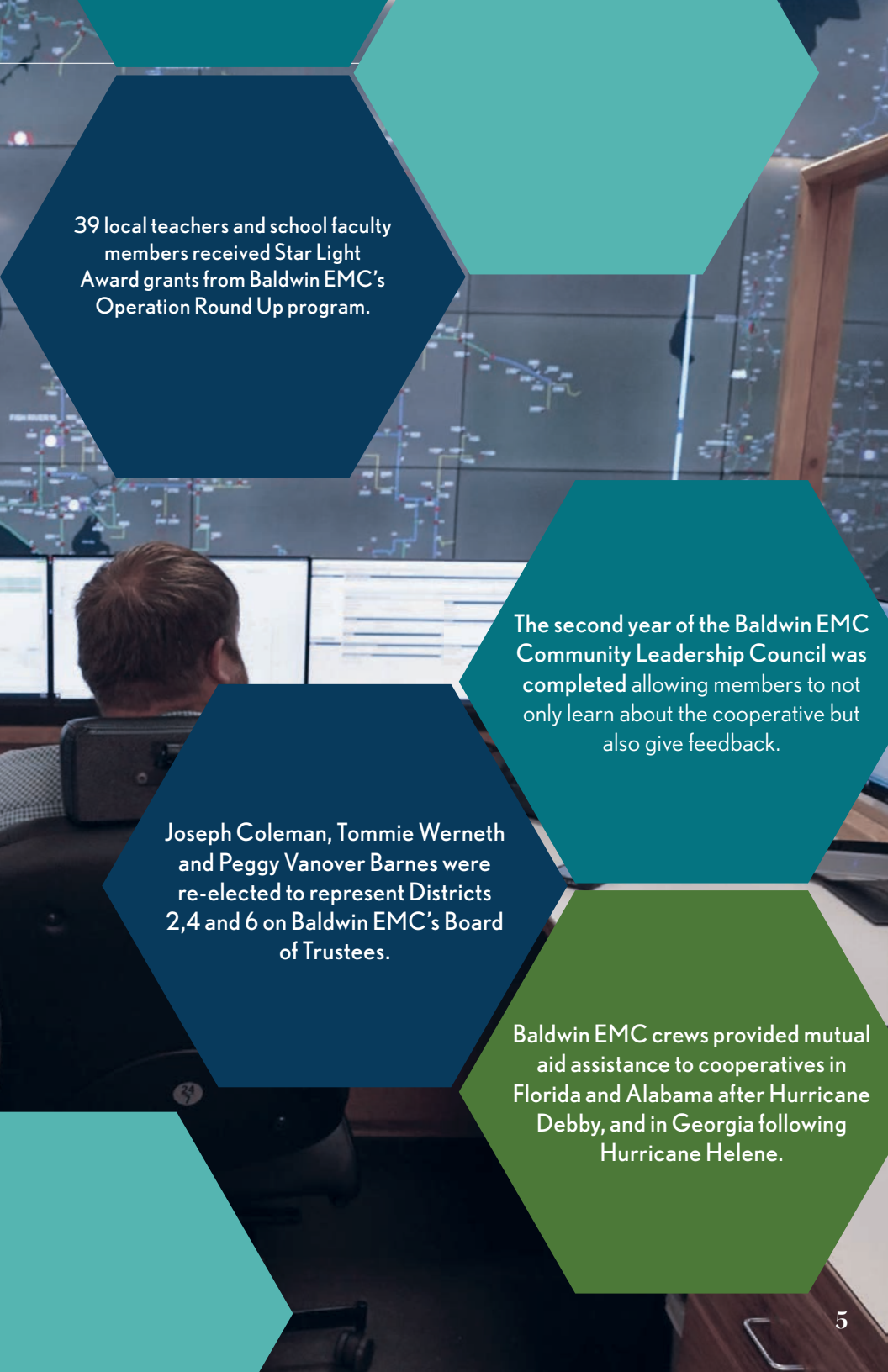
Baldwin EMC's Operation Round Up program **celebrated 20 years** and reached **\$7 million** in grant distributions.

Baldwin EMC introduced **Hunter Robinson** as **CEO**.

Baldwin EMC officially rebranded its logo after more than 20 years.

Baldwin EMC hosted **three blood drives in 2024**, including an emergency blood drive, with a total of **282 pints collected** for LifeSouth Community Blood Centers and our local hospitals.

2024



39 local teachers and school faculty members received Star Light Award grants from Baldwin EMC's Operation Round Up program.

The second year of the Baldwin EMC Community Leadership Council was **completed** allowing members to not only learn about the cooperative but also give feedback.

Joseph Coleman, Tommie Werneth and Peggy Vanover Barnes were re-elected to represent Districts 2,4 and 6 on Baldwin EMC's Board of Trustees.

Baldwin EMC crews provided mutual aid assistance to cooperatives in Florida and Alabama after Hurricane Debby, and in Georgia following Hurricane Helene.

WITH PURPOSE



Peggy Vanover Barnes
PRESIDENT
District 6



Tommie Werneth
VP
District 4



Joe Coleman
SECRETARY/ TREASURER
District 2



Chad Grace
District 1



Robert Kaiser
District 5



Aubury Fuller
District 3



Carolyn Doughty
District 7

Since 1937, it is with purpose that Baldwin EMC has operated with an unwavering commitment to providing safe, reliable, and affordable service to our member/owners and the communities we serve. That commitment reflects the cooperative difference.

Cooperatives were founded with seven cooperative principles all designed to create a culture focused on members and their needs. One principle, Concern for Community, often goes unnoticed but represents some of our most impactful work.

We support education through school supply drives, internships, scholarships, teacher grants, and classroom presentations. We strengthen communities with blood drives, food drives, veteran and toy drives, shred days, and volunteer service programs.

Most impactful of all is our charitable foundation, Operation Round Up. Thanks to members who “round up” their bills, more than \$7 million in grants have been awarded over the past 20 years to local charities and individuals in need.

Baldwin EMC is more than an electric utility—we are a cooperative driven with purpose, committed to building strong communities, supporting those in need, and creating opportunities for future generations. I would like to personally thank you for partnering with us and making all of it possible.

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

ON PURPOSE

At Baldwin EMC, our core values—safety, teamwork, integrity, leadership, and empathy—are the foundation of our commitment to members and the community. These values guide every decision and interaction, ensuring trust, safety, and meaningful impact in all we do.

The deliberate selection of these values reflects a purposeful approach that underpins our entire organization, guiding the behaviors and decisions of everyone from executive leadership to line crews and internal staff, thereby fostering a cohesive and principled operational culture.

What sets Baldwin EMC apart is the thought and purpose behind every step we take. In 2024, we invested in the future through construction of a new substation, critical system upgrades, and the expansion of our operations team to strengthen restoration efforts and uphold safety as our top priority. These are not just projects—they're long-term investments in our members, our communities, and the service we provide.

This year also marked the start of a new strategic planning cycle. It allowed us to build on our strengths, identify opportunities, and align initiatives with clear goals for continued growth. The plan centers on Purpose, Progress, and Innovation—a commitment

to serve with intent, improve continuously, and adapt to meet the needs of our members today and tomorrow.

I'm inspired every day by the collaboration of our employees, board, and leadership team. Together, we are advancing Baldwin EMC with purpose, ensuring reliable service, strong communities, and a cooperative built to thrive for generations to come.

— **Hunter Robinson**
Chief Executive Officer



Hunter Robinson
CEO



Greg Gipson
VP Operations



Steve Irvin
VP Engineering



Mark Ingram
VP Corporate Services
& Public Relations



Alan Schott
VP Finance &
Accounting

20 YEARS OF IMPACT

In the early 2000s, a simple yet powerful idea was gaining traction among electric cooperatives nationwide: Operation Round Up. Launched in 1989 by Palmetto Electric Cooperative in South Carolina, the program let members round up their electric bills to the nearest dollar, with the extra change going to charitable causes and people in need.

Baldwin EMC joined the movement in 2004 as the 200th cooperative to adopt the program—marking the start of one of its greatest successes. That same year, Baldwin

EMC created the Baldwin Electric Membership Charitable Foundation to manage the funds. A volunteer nine-member board now reviews applications and awards grants locally.

Since issuing its first grants in 2004, the Foundation has distributed more than \$7 million to individuals and organizations across Baldwin and Southern Monroe County. With 93% of members participating, each giving around \$6 a year, those small donations have created an enormous impact.





The number of lives changed may be countless, but each one is made possible by members' generosity through Operation Round Up.

GRANTS SUPPORT SIX AREAS:

HOUSING | FOOD | CLOTHING
HEALTHCARE | EDUCATION
ENVIRONMENT



POWER BY THE PEOPLE: BETTER TOGETHER

POWER BY THE PEOPLE

BETTER TOGETHER

In 2024, Baldwin EMC employees spent 1,352 hours volunteering with local organizations and charitable agencies. Since the inception of the volunteer program, employees have donated more than 7,000 hours in the community.



CAMPAIGNS WE HOSTED IN 2024

3 BLOOD DRIVES
FOOD DRIVE
SCHOOL SUPPLY DRIVE
VETERANS SUPPLY DRIVE
CHRISTMAS TOY DRIVE

POWER BY THE PEOPLE WORKING TOGETHER

When Hurricane Helene, a powerful Category 4 storm, made landfall on September 26, it carved a path of destruction across five states. Among the hardest-hit areas was southeast Georgia, home to Altamaha Electric Membership Cooperative. Altamaha EMC's outage map showed 100 percent of its meters, over 21,500, without power.

Once conditions were safe, Baldwin EMC crews mobilized as part of the nationwide mutual aid network, a hallmark of the electric cooperative model that brings co-ops together in times of crisis. Substations were damaged, distribution lines were down, and the heavily wooded terrain made access and repairs extremely challenging. In response, Baldwin EMC deployed additional right-of-way crews to assist not just

in restoration, but in rebuilding critical infrastructure from the ground up.

Baldwin EMC sent two rounds of crews to assist with restoration efforts that stretched for about three weeks.

Electric cooperatives, like all cooperatives, follow seven guiding principles. Baldwin EMC takes pride in principles six and seven—Cooperation among Cooperatives and Concern for Community. While we do not serve Altamaha EMC's members directly, all cooperatives are part of the same family. We care for their members as we do our own, and through mutual aid, cooperatives across the country know that when they call, Baldwin EMC stands ready to answer.



MORE THAN 1,000
dead or dangerous trees removed

698
miles of vegetation cleared



400

vehicles and equipment maintained

79

school/community presentations

406,088
hours worked safely

1,674
field equipment inspections

\$24,220

savings from participation in the rural
electric safety achievement program

3,386

new services



607

poles changed out



15

new employees

1,352

hours of community service from employees

180,669

calls answered in Call Center



10,697

hours of training and education for employees

MEMBER SATISFACTION

Each month, Baldwin EMC connects with more than 85,000 members either in-person or through calls, the app, and kiosks. We measure satisfaction through surveys from these interactions to track professionalism and service quality. **In 2024, Baldwin EMC earned a 97% satisfaction rating.**

In addition, ALL members are included in an annual ACSI survey and those results are listed below.

BALDWIN EMC ACSI SCORES

The American Customer Satisfaction Index “ACSI” is one of the most recognized customer satisfaction indices in the United States.

ACSI results are released throughout the year, with all measures reported on a scale of 0 to 100.

2020	94
2021	94
2022	93
2023	94
2024	94



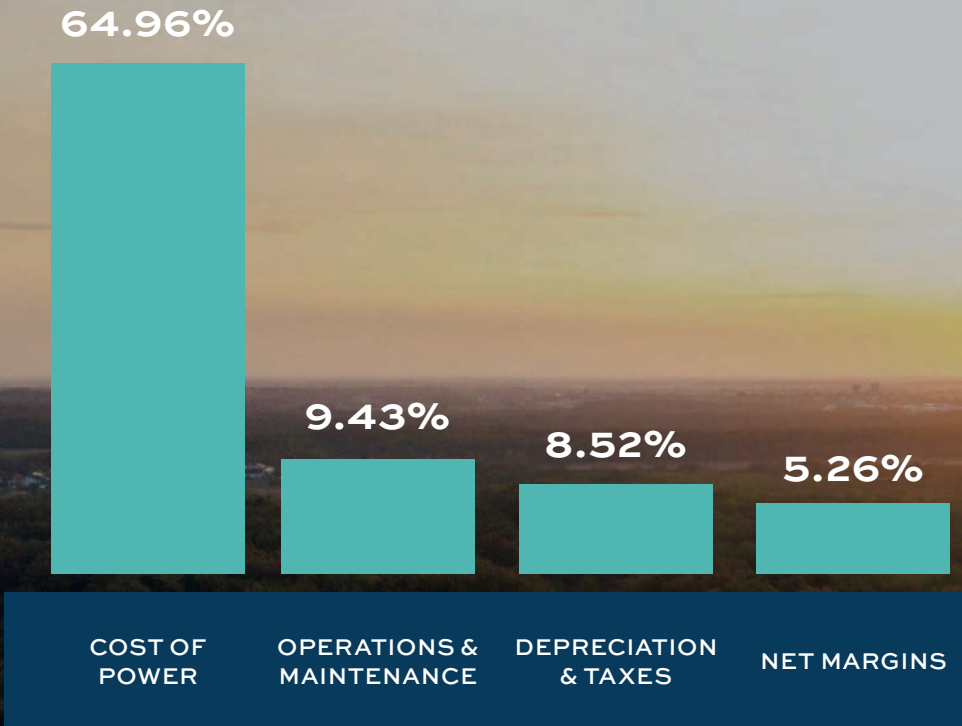


BEST OF BALDWIN

Baldwin EMC was voted as
“Best Electric Company” and
“Best Utility Company” for
Gulf Coast Media’s 2024
Best of Baldwin awards.



HOW WE SPENT

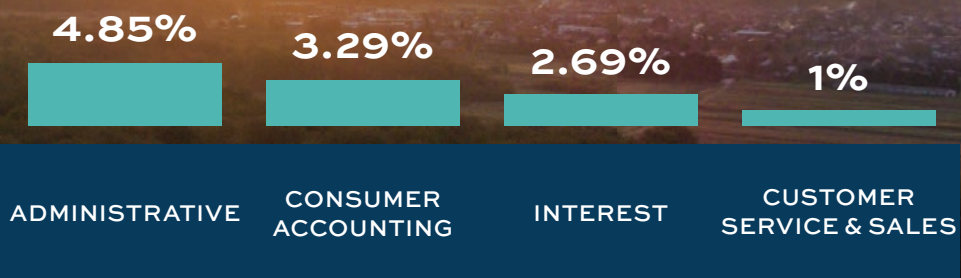


HOW WE SAVED YOUR DOLLAR

Participation in Rural
Electric/Safety
Achievement Program

\$24,220

YOUR DOLLAR





STATEMENT OF OPERATIONS

OPERATING REVENUES

Electric sales revenue	\$	216,502,901	197,918,624
Other electric revenue		2,702,694	2,659,157
Total Operating Revenues	\$	219,205,595	200,577,781

OPERATING EXPENSES

Cost of power	\$	145,071,751	133,009,841
Variable expenses		45,845,698	43,379,726
Depreciation		14,663,164	14,142,005
Interest of debt		6,010,109	5,170,951
Total Operating Expenses	\$	211,590,722	195,702,523

MARGINS

Operating margin	\$	7,614,873	4,875,258
Capital credit & patronage capital allocation		3,791,070	2,986,606
Non-operating margin		323,722	(159,768)
Total Margins	\$	11,729,665	7,702,096

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

Net plant investments	\$ 266,063,794	254,989,843
Long-term investments	80,024,585	76,757,502
Cash and temporary investments	4,707,123	4,289,445
Accounts receivable	11,178,957	15,347,300
Unbilled revenue	13,731,668	12,015,991
Materials and supplies	11,353,207	10,302,785
Other assets	178,805	169,492
Deferred charges	148,801	3,004,927
Total Assets	\$ 387,386,940	376,877,285

LIABILITIES AND EQUITIES

Long-term debt	\$ 148,435,542	143,956,585
Consumer deposits	9,917,445	9,015,474
Accounts payable	16,549,200	20,644,427
Other liabilities	39,852,309	37,387,705
Deferred credits	1,929,886	1,190,945
Memberships	359,605	349,805
Member equity	170,342,953	164,332,344
Total Liabilities & Equities	\$ 387,386,940	376,877,285



BALDWIN EMC



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