




A Touchstone Energy® Cooperative 

# 2020 Annual Report

A SPECIAL COUNTY LINES EDITION



## MISSION STATEMENT:

Throughout its 84-year history, this cooperative has continued to evolve. In 2020, our Mission Statement was streamlined to better reflect our commitment to our core business of providing electricity to our cooperative member-owners with exceptional service.

**Committed to Serving Our Members  
by Providing Power to Their Lives.**

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## OUR VALUES:

**Integrity:** Accountability to the highest ethical standards in our conduct.

**Safety:** Safety for our employees and public.

**Quality:** Innovation, efficiency and continuous improvement in everything we do.

**Engagement:** Engaged employees, members and customers.

**Collaboration:** Working together to share resources, knowledge and expertise.

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## SEVEN COOPERATIVE PRINCIPLES:

Voluntary, Open Membership  
Democratic Member Control  
Member Economic Participation  
Autonomy and Independence  
Education, Training and Information  
Cooperation Among Cooperatives  
Concern for Community

# 84TH ANNUAL MEETING to be held electronically

No in-person meeting will be held due to the COVID-19 pandemic.

**Saturday, March 20th at 10:00 a.m.**

Registration is required at [www.fmcs.coop](http://www.fmcs.coop).

No special software is required beyond an internet connection.

Free gift for those who register and virtually attend.

Once you register, an invitation link for the meeting will be emailed to you.

For those of you who cannot join us online,  
the Annual Meeting will be recorded for viewing at a later date.



**JOIN US ONLINE**

**2021** | **VIRTUAL  
ANNUAL  
MEETING**

## Joint Report from Board Chairman and President & CEO



*Jack Korman, Board Chairman*



*Jim Krueger, President & CEO*

### 2020 — A Pivotal Year

Coming from the springboard of a strong financial year in 2019, we started out planning a busy and exciting 2020. We were developing an electronic voting method for our members. A Cost of Service Study would be used to update and align cost recovery with expenses. To accommodate the growth in our cooperative, needed security, and the technologies we use, plans were being made to break ground on a new headquarters facility. Then along came the COVID-19 pandemic and daunting upheaval in its wake. Freeborn-Mower Cooperative Services was challenged to operate differently and change the way our employees interact with each other and our cooperative member-owners. The important message, however, is that we were still able to accomplish our major goals and several others, too.

- We had to close our office to the public. Many employees shifted to working remotely, off site. Social distancing was practiced, even when out in the field. We even instituted staggered work schedules to maintain safety.
- The board of directors needed to latch on to technology, holding meetings virtually.
- Our scheduled Annual Meeting was postponed from April 4 to September 29. Still under COVID restrictions, the September Annual Meeting was a first for our cooperative as we hosted it drive-in style in the Crossroads Church parking lot in Albert Lea.

- Due to the financial hardships created by the pandemic, we launched an educational effort to provide members with resource information for energy assistance. We also helped ease the stress by creating payment plans with many members, waiving late fees, and temporarily suspending disconnections until December.
- Our cooperative outgrew its existing facility several years ago. Groundbreaking for the new facility took place on May 12. Throughout the year, we've seen the site and building take shape. The new structure will provide 97,000 square feet of office, meeting, and warehouse space. The current headquarters building is listed for sale. We feel this would be a great location for another occupant since it has easy access and visibility to Interstate traffic.

### CO-OP STRONG

**We thank each of our employees for their dedication to service during 2020. When COVID-19 presented multiple challenges, our great workforce stepped up with professionalism and innovative ways to always keep our cooperative moving forward. 2020 proved that we can remain Co-op Strong!**

- Other than powerful winds that hit our area on June 2, we were fortunate to not have any severe ice storm or tornado damage during the year. It was a rather quiet year in this respect.
- Members voted in favor of a change to the Articles of Incorporation. This allows our name to be changed to our organization's prior name of Freeborn Mower Electric Cooperative (which was the name until the vote passed in 1998 to change to Freeborn-Mower Cooperative Services), along with its official address to the new facility at 3366 Bridge Ave., Albert Lea, MN. Additionally, a Bylaw change was approved that

redefines a quorum and also enables membership meetings to be held electronically.

- In September, Jack Korman was elected as Board Chair and Roger Weness as Vice Chair.

While our opportunities to interact with our members in a face-to-face or group setting were severely hampered due to the pandemic, we still operated with all of the services you have come to expect — 24/7 electricity and access to our employees by phone and electronic communications. You'll find several of our other 2020 accomplishments and activities highlighted throughout this publication.

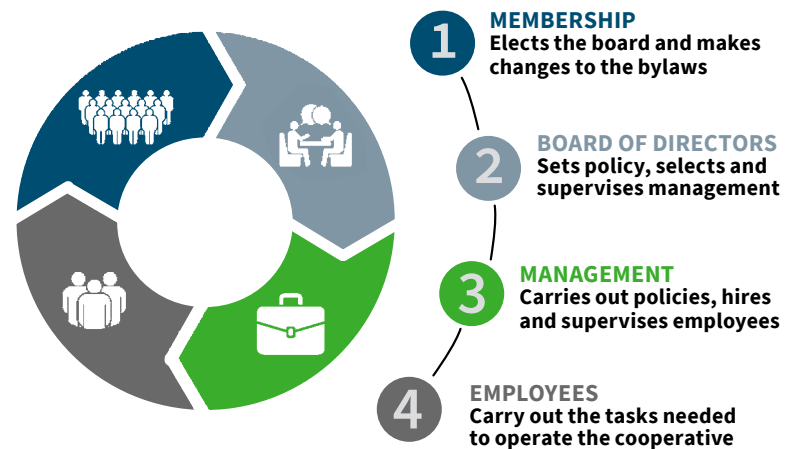


# Thank you, Roger Weness!



**Your leadership and commitment to Freeborn-Mower Cooperative Services has been outstanding. Your many contributions have guided us through a period of extensive growth in our cooperative and changes in the utility industry.**

“I have enjoyed my 15 years serving on the board, working with the other directors, and the great management and staff of the cooperative. It is apparent to me that the members of Freeborn-Mower Cooperative Services respect and appreciate the cooperative because of how the management and staff work hard to meet their needs. The dedication, work ethic and desire for constant improvement has developed a great culture within our cooperative. I have appreciated the support of the members of District 4 and for allowing me the opportunity to serve as their Director.” — *Roger Weness, retiring Director from District #4 and Past Board Chair*



## **FREEBORN-MOWER COOPERATIVE SERVICES**

Albert Lea, Minnesota

### **ANNUAL MEETING MINUTES**

**SEPTEMBER 29, 2020**

The 83rd Annual Meeting of the members of Freeborn-Mower Cooperative Services (FMCS) was scheduled for Tuesday, September 29, 2020 at Crossroads Church in Albert Lea, MN. Due to Covid-19, the meeting was organized as a drive-in style meeting following all necessary guidelines and precautions.

Board Chair Roger Weness called the meeting to order at 6:00 p.m. FMCS Board members and Attorney Steve Hovey were recognized.

Board Secretary Burt Magnuson read the Notice of Mailing of the Annual Report. He then acknowledged that 43 members had registered as voting members which resulted in a lack of quorum. Under the Bylaws, and for the limited purposes of the questions

posed as to amendments of the Articles of Incorporation and Bylaws, a quorum was established by virtue of mail ballots cast. The results of the resolutions were 2,910 votes in favor of amending the Articles of Incorporation and 160 votes opposed, and 2,902 votes in favor of amending the Bylaws and 174 votes opposed. Both resolutions carried. President & CEO Jim Krueger gave an update on a variety of topics including our 2019 financial status, the 2020 rate change, and the progress of the new HQ facility.

Re-elected board members were seated at this meeting.

- District 3 – Steve Garbisch
- District 6 – Joe Pacovsky
- District 9 – Larry Irvine

Due to the lack of quorum for additional business, the meeting was adjourned at 6:12 p.m. without a motion to dispense the reading of the 2019 annual meeting minutes or asking for any old or new business.

Burt Magnuson, Secretary

## Vital Partnerships

**Freeborn-Mower Cooperative Services participates in opportunities to engage with local, state and national government leaders. Creating a dialog is vitally important to furthering an understanding of the electric utility industry's various challenges, solutions, and opportunities. These efforts are often coordinated by MREA and NRECA.**

### **Training for Directors and Employees**

**Freeborn-Mower Cooperative Services participates in a variety of educational programs provided by both MREA and NRECA. Leadership training, peer learning and collaborating with other electric cooperative representatives through these interactions helps support the professional work of our local employees.**

**As of 2020, all directors on our board have attained the status of Credentialed Cooperative Director from NRECA. The CCD certification acknowledges the completion of a curriculum that emphasizes foundational governance, skill, and leadership development.**

### **MREA**

The Minnesota Rural Electric Association (MREA) is a statewide association representing Minnesota's electric cooperatives. MREA provides education, collaborative leadership, and expertise to its member cooperatives. Additionally, MREA facilitates interaction in the positive promotion of national, state, and local energy policy.

### **NRECA**

The National Rural Electric Cooperative Association (NRECA), headquartered in Washington, D.C., is the national trade association and advocate for more than 900 member-owned, not-for-profit electric cooperatives, public power districts and public utility districts across America. America's electric cooperatives are energy providers and the engines of economic growth for 42 million Americans.

## Sharing in Our Financial Success

Freeborn-Mower Cooperative Services is owned and controlled by the members who use its services. It also operates according to a not-for-profit business model.

As a cooperative, any margin (revenue) remaining after all expenses have been paid, is returned to the members in proportion to their use of the cooperative's services. This is done through the Capital Credit allocation process. Each member is assigned a Capital Credit account into which allocations are kept.

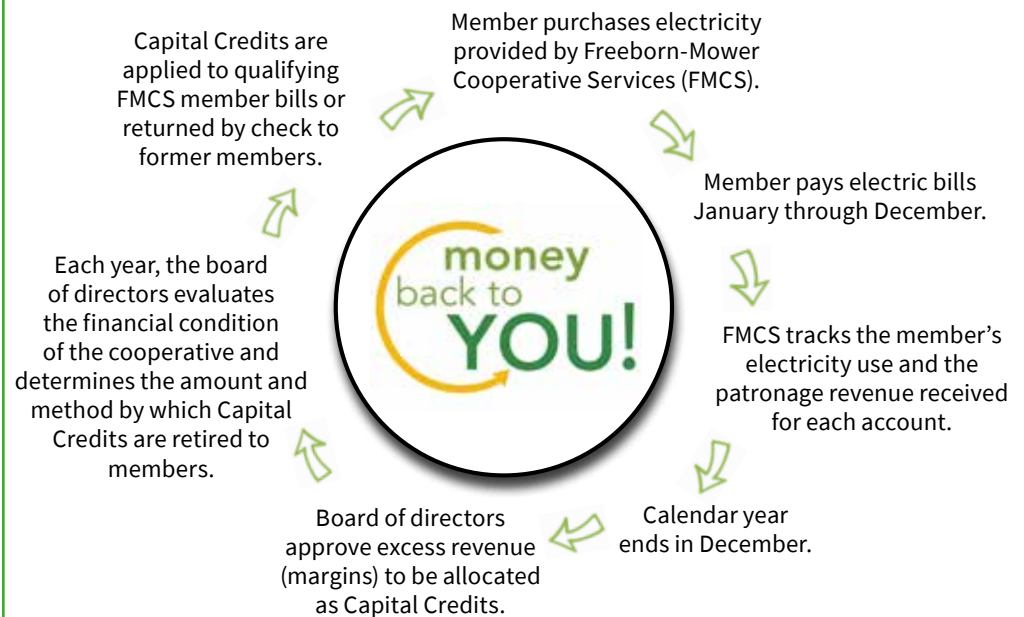
Capital Credits represent member equity in the cooperative. Prior to their retirement, Capital Credits are used to strengthen the cooperative and reduce the need for borrowing funds. Capital Credits are important in ensuring the financial health and stability of the cooperative. Each year, the cooperative's board of directors determines whether the cooperative's financial position will allow the return, or what we refer to as the retirement, of Capital Credits and, if so, the amount of the retirement.

A member who terminates service no longer receives additional Capital Credit allocations, however, the balance in the member's Capital Credit account is maintained until it is retired in full. It is important to notify Freeborn-Mower Cooperative Services of any address changes until your Capital Credit account is depleted. In the case of the member's death, Capital Credits become part of the deceased member's estate. Please contact our office for more information regarding deceased member's Capital Credits.

### CAPITAL CREDIT RETIREMENT

**The board of directors approved the 2020 general retirement of \$367,494 in Capital Credits. This retired the balance of unretired Capital Credits from 1997 and 63% of the unretired Capital Credits from 1998.**

### How the Capital Credits Program Works







Smart Management.  
Smart Life. **SmartHub.**

**SmartHub** gives you secure access to your electric account information. With **SmartHub** you can:

- View bills electronically
- Make payments and view payment history
- Avoid potential payment delays due to heavy USPS mail volume
- Report outages
- Monitor and manage your electric use
- Manage notifications

Sign up for the free **SmartHub** mobile app by visiting our website or download to your mobile device through the Apple App Store or Google Play.



*Chad Beer family*



*Ann & David Johnson*

All members who had a **SmartHub** account, as of July 1, 2020 were entered into a drawing for a chance to win an iPad. The promotion was geared to members increasing self-management of their electric usage and to take advantage of all the functions of the **SmartHub** technology.

Congratulations to members:  
Chad & Nicole Beer and David & Ann Johnson.

**Our employees work hard to provide you with exceptional service. Please keep your contact information updated.**



## Operation Round Up®

A total of \$76,790.88 in grants were awarded to 147 applicants during 2020. Operation Round Up® is a voluntary program through which members of Freeborn-Mower Cooperative Services make a small donation by having their monthly electric bill rounded up to the next whole dollar amount. These donations are pooled and held separately from the cooperative's finances. Each quarter, the board of trustees reviews grant applications and determines awards.

Donations are tracked for each participating member and are tax deductible. The average annual donation is around six dollars.

Operation Round Up is an opt-out program.

Technology allowed the volunteer board of trustees to meet during 2020. We thank these members for their dedication to this community focused granting program.

**147**

**OPERATION ROUND UP® GRANTS  
WERE AWARDED IN 2020**

**Operation Round Up®**

exemplifies the cooperative principle of  
***Concern for Community.***

Since 2003, the generosity of our members has provided more than \$826,769 to worthy local efforts and organizations.



*Sandy Forstner,  
Chairperson*



*Darrell Ingovaldson,  
Vice-Chair*



*Brenda Wichmann,  
Secretary*



*Joni Osmundson,  
Treasurer*



*Rhonda Allison*

**Community resources were stretched due to the pandemic. Operation Round Up® responded with a special emergency disbursement in the spring and fall, totaling \$9,500 to local food shelves and community organizations.**

# The Cooperative Difference



Freeborn-Mower Cooperative Services is a Touchstone Energy® Cooperative, part of a nation-wide branding entity that celebrates and promotes the Cooperative Difference.

**We're dedicated to these four values:**

## Commitment to Community

*Feed a Family – Salvation Army, Mower County*



## Integrity

**THE COOPERATIVE DIFFERENCE is HOW WE TREAT OUR MEMBERS, HOW WE COLLABORATE and HOW WE BUILD COMMUNITY.**

## Accountability

*John Kalis visits with member Kevin Swenson near Alden, MN where a line upgrade was underway.*

## Innovation





## Scholarships

**Freeborn-Mower Cooperative Services is proud to offer scholarships to Riverland Community College. Scholarships are awarded to children of FMCS members and adult FMCS members who are returning to school to further their education.**

**Riverland Community College,  
Spring 2020: Five \$500 scholarships awarded**

Christina Johnson, Amy Johnson, Alexander Mullenbach, Michelle O'Connor, Kaleb Ree

**Riverland Community College,  
Fall 2020: Nine \$500 scholarships awarded**

Lilia Almazan, Kory Klouse, Miranda Sailor, Dawson Dahlum, Olivia Hedum, Amanda Nicholson, Samantha Turrubiarres, Jacob Tasker, Emma Renchin



“Thank you for your immense generosity. This scholarship allowed me to complete fall semester without the worry of money.”

*Samantha Turrubiarres*

“I am honored to have been selected as a recipient of your scholarship. This support has allowed me to focus on school and my children.” *Olivia Hedum*

“This scholarship will help me pay for college and all that comes with that.” *Amanda Nicholson*

“This scholarship will help pay for the courses I am taking and will help me reach my educational goals.” *Dawson Dahlum*

“I am a wife, mother of four, and work full-time. I am excited to begin this new chapter in my life and work towards my bookkeeping certificate.” *Miranda Sailor*



“Words can never really explain how thankful I am. This scholarship will help me get through nursing school.”

*Jenna Fadden, Freeborn County*

“This scholarship allowed me to spend less time working, so I could focus on my schoolwork.”

*Isaac Himebaugh, Mower County*



**RIVERLAND**  
Community College

**Riverland Community College Workforce Development Scholarships :  
One \$2,500 scholarship awarded in each of Freeborn and Mower Counties**

## \$1,000 LINeworker SCHOLARSHIP RECIPIENTS

Freeborn-Mower Cooperative Services has a Lineworker Scholarship Program and offers two \$1,000 scholarships yearly. The scholarships have been established to assist students pursuing a post-secondary education in an electric utility lineworker program.



**DYLAN GERBER**



**ERIK THEUSCH**

## LUCK OF THE DRAW SCHOLARSHIPS

Freeborn-Mower Cooperative Services awarded five scholarships of \$1,000 each to high school seniors:



**RORY BICKLER**  
Pacelli Catholic School



**DAWSON DAHLUM**  
Glenville-Emmons High School



**SUMMER KATH**  
NRHEG High School



**JENELLE LOVEJOY**  
Grand Meadow High School



**TIARA MALAKOWSKY**  
NRHEG High School

Our scholarship programs are designed to support local members in the communities from which the funds were generated.

The funding for scholarships comes from unclaimed Capital Credits in accordance with state statute.

By law, we hold unclaimed Capital Credits for a period of seven years in order to allow people to claim them. After that period of time, we release them, normally to further students' higher education. If we did not use it for scholarships or non-profits, we would by statute need to give the money to the State of Minnesota.

## Community Participation and Support



**The cooperative led a successful initiative to recycle discarded strings of holiday lights. This kept the lights out of the landfill, reclaimed valuable components, and supported work for disabled adults.**

*(L – R) Mary Thompson,  
Mike Murtaugh, Lori Jimenez*

- Freeborn-Mower Cooperative Services donated \$1,000 each to the Freeborn and Mower County fairs in support of the youth livestock auctions.
- Social media and the website were used throughout 2020 to stay in contact with cooperative members.



**Employees decorated the office windows to show support for the community and its essential workers during the pandemic.**

*(L- R) RaAnna Pectorious,  
Nicole Olsen, Michelle  
Rayman, Lori Jimenez*



# Heartland Security®

## PROTECTION AND PEACE OF MIND

Heartland Security serves more than 8,000 families and businesses in the Midwest. Their success is based on understanding that clients not only want to feel secure in their homes and businesses, but know their security systems are backed with commitment to deliver long-term value. Heartland Security prides itself on exceptional service, superior and reliable equipment, and competitive pricing.

Heartland Security is owned by 13 rural electric cooperatives, including Freeborn-Mower Cooperative Services, and operates in central, western, and southern Minnesota and northern Iowa. Tom Vega, HSS Regional Sales Manager for southern Minnesota states the majority of his 2020 sales were made within the Freeborn-Mower Cooperative Services territory. Heartland Security employees live and work in the communities they serve.

## CONVENIENT SMART SYSTEMS FOR YOUR HOME, BUSINESS OR FARM

This anywhere, anytime technology sends email, text, or image alerts to you when alarms are triggered, doors or windows opened, the power goes out, or any other threat occurs. With the home, business and agricultural automation features, you can also create a schedule for your thermostat and remotely adjust it at any time, saving you energy – and money. Great for families – receive a notification when family members arrive home or leave.

## MAINTAIN INDEPENDENCE AND ENGAGE IN AN ACTIVE LIFESTYLE

Now offering a new personal medical alert device called Belle. Belle is a small, easy-to-use mobile medical alert device that works with the 4G Verizon cellular network. Lightweight and easy to wear, Belle includes WiFi location technologies and is water-resistant.



## RELAX. WE HAVE YOU COVERED.

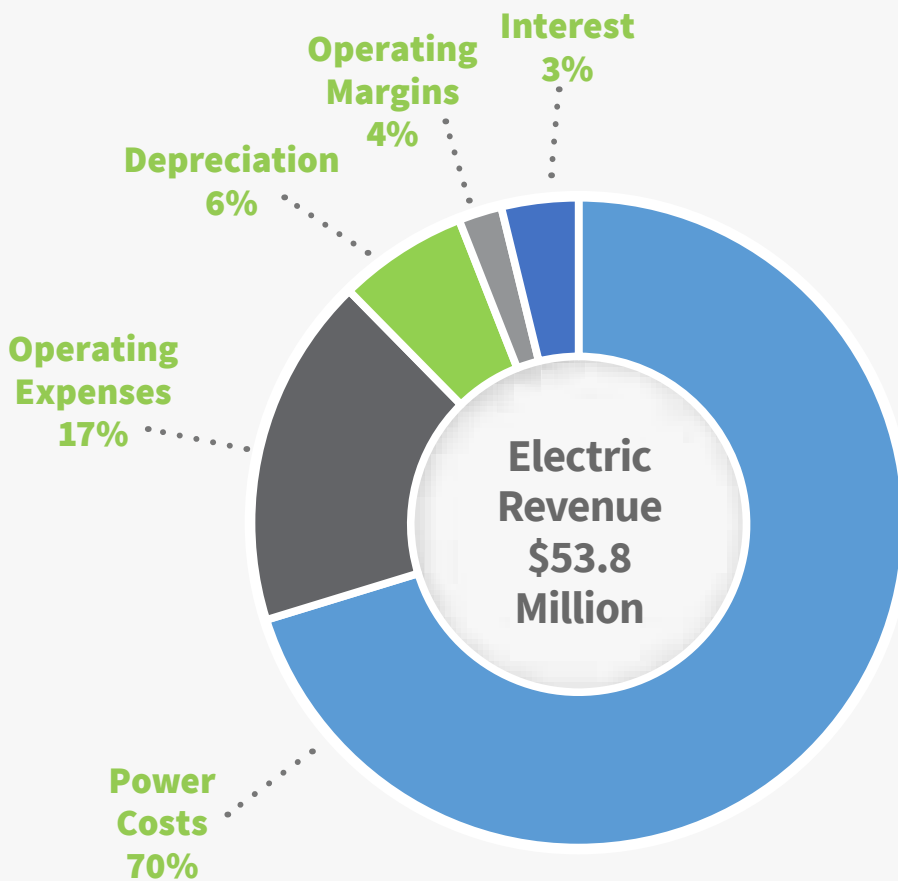
- Home Security Systems
- Business / Commercial Security Systems
- Video Surveillance Systems
- Agricultural Monitoring Systems
- Belle Personal Medical Alert

**888.264.6380**  
**heartlandss.com**

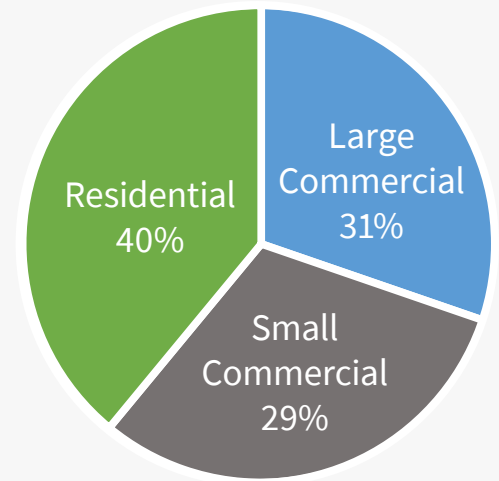


# 2020 Financial Highlights

The following graph depicts the percent of revenue for each major category of expense. Power Costs comprise 70% of revenues with Operating Expenses the next highest at 17%. Interest and Depreciation make up 9%, combined, while Operating Margins consist of the remaining 4%.



## LOAD PROFILE (kWh sales)



The electrical load served by Freeborn-Mower Cooperative Services is a balanced mix of residential, small and large commercial accounts.



	<b>2020</b>	<b>2019</b>	<b>2018</b>
Total Assets	\$128.9 Million	\$119.4 Million	\$114.6 Million
Equity	\$39.2 Million	\$37.0 Million	\$34.9 Million
Revenue	\$53.8 Million	\$55.9 Million	\$55.4 Million
Operating & Fixed Expenses	\$51.8 Million	\$54.7 Million	\$53.7 Million
Other Income	\$1.4 Million	\$1.4 Million	\$1.1 Million
Margins	\$3.4 Million	\$2.6 Million	\$2.8 Million

Total Assets are increasing steadily each year due to our continuous investments and improvements to our infrastructure. Our equity has also increased by more than \$2.2 million and our net margins grew by \$0.8 million for the year. As you can see from the above, our financial position has remained steady. As we look ahead into the future, we will continue to diligently manage our costs in order to mitigate rate impacts to our members.

Audited Financial Statements Available Upon Request.

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# Dairyland Power Cooperative

Burt Magnuson,  
Dairyland Director



## Dairyland: Safe and Sustainable

In 2020, Dairyland adapted swiftly to tackle the unprecedented challenges of COVID-19 while remaining focused on providing critical electricity for Dairyland’s 24 member cooperatives. In the midst of the pandemic, Dairyland had a smooth leadership transition in July 2020 when Brent Ridge became President and CEO following the retirement of Barb Nick.

Dairyland’s six **Strategic Priorities** support an overarching goal of **SUSTAINABILITY**. Dairyland’s leadership team and the board of directors continue to address ongoing changes in the energy industry known as the “Four Ds”: Decarbonization, Deregulation, Digitalization and Decentralization.

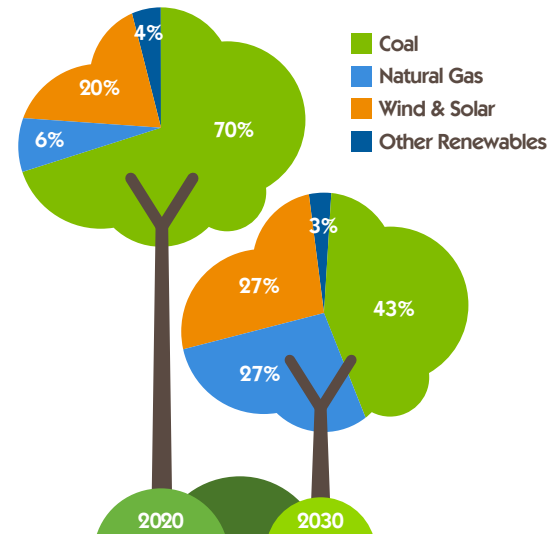
- Without a **Culture of Safety**, nothing is sustainable, and safety remains the highest priority. Dairyland strives for an operational goal of “zero incidents.”
- Dairyland’s **People 1<sup>st</sup>** culture is member-focused, clarifies employee roles and goals, and is enhancing communication throughout the organization.
- Dairyland values its **Cooperative Principles** as it demonstrates its commitment to transparent governance and strong relationships with its member cooperatives.
- **Asset Reliability & Diversification** are priorities as Dairyland transitions its energy resources to a lower carbon future. In 2020, Dairyland’s board of directors approved a goal of 50 percent reduction in carbon

dioxide intensity rate (over 2005 levels) by 2030. The Sustainable Generation Plan provides a framework for energy diversification, considering the economic impact on members, technological feasibility, social implications and environmental responsibility.

In January 2021, the Tatanka Ridge Wind Farm (Deuel County, S.D.) began operation. Dairyland has a power purchase

agreement (PPA) to receive renewable wind energy from a 52-megawatt (MW) portion of the wind farm. Dairyland also has a PPA with Ranger Solar for a future addition of 149 MW from the Badger State Solar Facility.

The retirement of Dairyland’s coal-fired Genoa Station #3 (G-3) is scheduled for June 1, 2021. Dairyland has owned and operated the coal-fired power plant, located on the banks of the Mississippi River in Genoa, Wis., since 1969. Throughout this past year, Dairyland’s power plant availability has been in the top quartile for performance.



Natural gas will serve as the bridge to a low-carbon future, supporting renewable energy investments while giving new technologies time to advance.

Dairyland is also investing in regional transmission opportunities that improve reliability. By working with other utilities, regional transmission infrastructure has been strengthened to absorb changing generation sources while maintaining reliability. Transmission construction crews work to safely rebuild, construct and upgrade approximately 50 miles of 69 kV transmission line each year. Each mile takes approximately two weeks to complete with roughly 17 poles per mile.

Dairyland has a long history of recycling coal-combustion byproducts (CCB). A significant sustainability milestone was achieved in 2020 when 100 percent of the fly ash captured by precipitators at G-3 and the John P. Madgett Station (Alma, Wis.) was recycled. The fly ash is primarily recycled as a replacement for Portland cement in concrete.

- **Financial and Competitive Strength** is critical. Dairyland had strong margins in 2020 due to a favorable regional energy market, a reduction in budgeted operational/divisional costs and other factors. Dairyland balances building financial strength with ensuring competitive rates and sound operations. Dairyland has credit ratings of “A3” with a stable outlook from Moody’s and “A+” also with a stable outlook from Standard and Poor’s.

The Board approved Dairyland’s 2021 budget which will result in an estimated 2.6 percent decrease in the average wholesale rate for Dairyland’s member cooperatives on May 1. The 2021 budget supports the priorities outlined in Dairyland’s strategic business plan. A new wholesale rate design will also provide additional flexibility for member cooperatives beginning in May 2021.

- **Growth and Innovation** will foster sustainable business and long-term competitive rates for members. Dairyland has established a Business Development Fund to seek opportunities for new revenue opportunities, while managing environmental

and social risks. Dairyland and its members are also implementing strategies to support growth in electric vehicle use.

Dairyland staff work with member cooperatives to support economic development opportunities that will help communities grow by adding businesses and jobs. Securing economic development projects, such as the new Vortex Cold Storage facility in Freeborn-Mower’s service area, are important for the entire Dairyland system.

**Freeborn-Mower Cooperative Services is one of 24 member electric distribution cooperatives that receive wholesale power from Dairyland Power Cooperative, which is headquartered in La Crosse, Wis. The Dairyland system encompasses more than 255,000 metering points in a four-state region, benefiting nearly 600,000 consumers.**



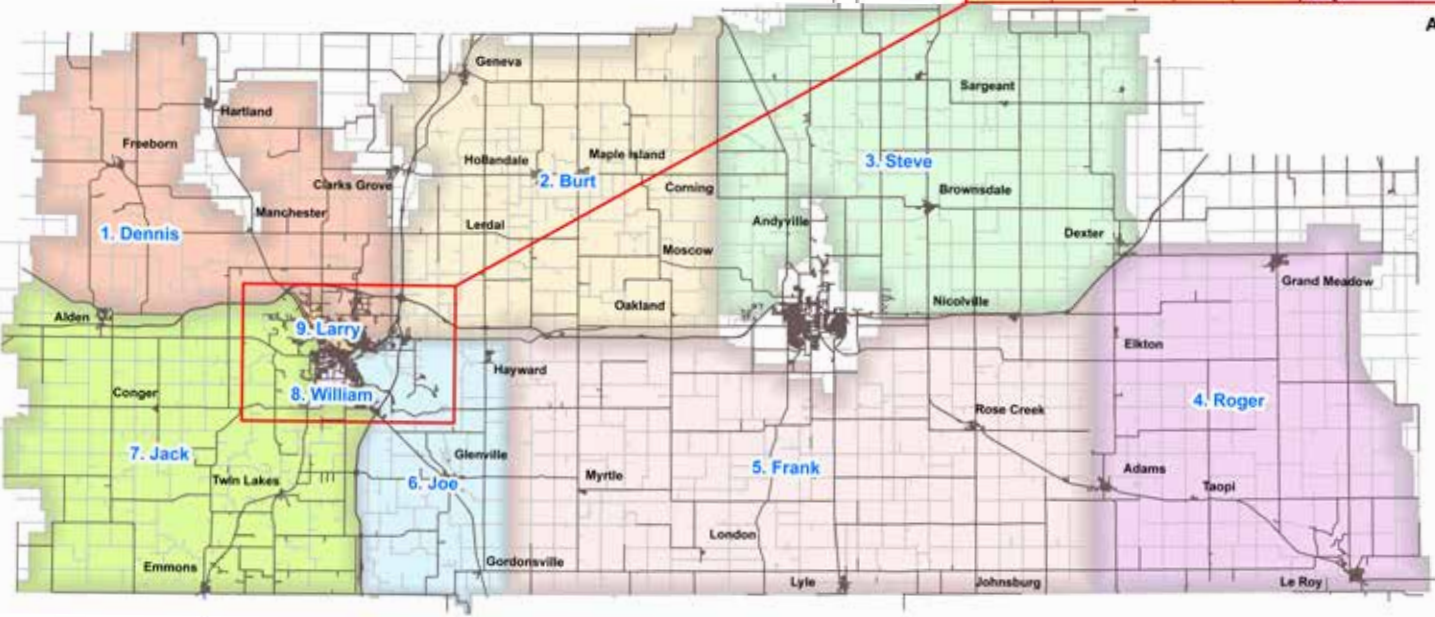
**Learn more about Dairyland Power Cooperative at [www.DairylandPower.com](http://www.DairylandPower.com). Follow on Facebook, LinkedIn, Twitter and YouTube.**

# Freeborn-Mower Cooperative Services Service Territory and Director District Map

## District Map and Board of Directors



Albert Lea





- District #1 Dennis Anderson, Hartland
- District #2 Burt Magnuson, Austin | Secretary
- District #3 Steve Garbisch, Brownsdale | Treasurer
- District #4 Roger Weness, Adams | Vice Chair
- District #5 Frank Fryer, Lyle
- District #6 Joe Pacovsky, Hayward
- District #7 Jack Korman, Alden | Chair
- District #8 William Trygstad, Albert Lea
- District #9 Larry Irvine, Albert Lea

*Standing (L-R): Steve Garbisch, Roger Weness, Larry Irvine, William Trygstad, Jack Korman  
Seated (L-R): Dennis Anderson, Frank Fryer, Joe Pacovsky, Burt Magnuson*



A Touchstone Energy® Cooperative 

## Promoting Energy Efficiency

### CHARGE Supports Electric Vehicle Use

Freeborn-Mower Cooperative Services joined 28 other electric cooperatives in 2020 to create a regional electric vehicle (EV) charging network across Wisconsin, Illinois, Iowa and Minnesota. The organization is named CHARGE EV, LLC. The network is slated to include more than 30 Level 2 and Level 3 charging stations. Information on the initiative can be found on our website, at [www.charge.coop](http://www.charge.coop).



*Freeborn-Mower Cooperative Services crews upgraded the electric transformer at the Trails Travel Center, Albert Lea, in preparation for a Fast-Charging EV station being installed by the State of Minnesota Pollution Control Agency.*

**“We are looking ahead and preparing for the future growth in EVs. Electric cooperatives are getting in on the ground floor of this growing segment of the electric transportation market. Our goals are to alleviate anxiety over vehicle range and to provide a reason for stopping in our community.”**

**— Jim Krueger, FMCS  
President & CEO**

**CHARGE**  
POWERED BY CO-OPS

## 2020 By the Numbers

- Average # of consumers: **21,045 (as of 12/31)**
- # of Employees: **61 (as of 12/31)**
- # Total hours worked: **115,386**
- # miles of overhead: **1,836**
- # miles of underground: **1,114**
- # miles of line installed and/or replaced in 2020: **24**
- # of substations: **26**
- # of load management receivers tested: **2,020**
- # miles of line – tree trimming & vegetation management: **289**
- # of co-generators and small power producers interconnected with co-op: **91**
- 2020 Member Satisfaction Survey score: **85 out of 100**
- **60,496 Energy Efficiency Incentives were processed in 2020.  
This equates to an estimated 9,902,454 kWh in energy savings.**
- Total of residential & farm energy rebates: **\$287,435.82**
- Total of commercial / industrial rebates: **\$192,776.69**



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Postmaster: Send address corrections to:  
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County Lines is published monthly, except for the Annual Report edition issued in March, by Freeborn-Mower Cooperative Services, 2501 East Main Street, Albert Lea, MN 56007. This monthly publication is designed to provide information about the cooperative to the member-owners of Freeborn-Mower Cooperative Services.

Jim Krueger, President & CEO  
Telephone: (507) 373-6421 (day or night)

[www.fmcs.coop](http://www.fmcs.coop)



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*Freeborn-Mower Cooperative Services is an equal opportunity provider, employer and lender.*