



## **A Message From The GM/CEO**

**Dan Laws**

**It's Annual Report time! The Cooperative sets aside time and space each year for the express purpose of letting you know how the business you share ownership in is doing. We approach this report with three goals.**

**The first is to cover the big projects for the preceding year. We want you to understand what the work load is, but even more importantly, we want you to realize how much is done on your behalf every day, to improve service, reliability, and cost of operation. It is not uncommon, when weather has adversely impacted our system, for members to feel we have not done enough, or that we don't employ the latest and greatest technologies.**

**Secondly, I want you to catch a glimpse of the quality individuals we employ here at the Cooperative. In the pages that follow, you will see their faces and read their comments on the projects on which we worked in 2011. But more than that, you will gain insight into the quality of their character. I have never been more proud to work shoulder to shoulder with any other group of people in all of my forty plus years in the work-a-day world. You can be proud of them, too. You can question our intellect on occasion, but I hope you never find a reason to question our dedication and willingness to work tirelessly to bring you outstanding service.**

**Thirdly, I hope you recognize that the focus of all of our projects is to save money for the future and reduce existing costs. New technology, in particular, is going to pave the way for efficient use of our existing resources, especially our workforce. Instead of our employees spending time reading meters, the meters will be automatically read through a communication network. Rather than spending countless hours searching the many miles of line for a problem, when trying to restore power, Dispatch, with the aid of TWACS (Two Way Automatic Communication System) meters, will be better able to direct linemen in the field to the vicinity of the problem. This alone will save countless hours.**

**2011 was a very good year for the Cooperative, in terms of finance, sales, and growth. The official year-end financial audit is complete. We were given an unqualified rating, which has been the case for the twenty-two years I have been general manager. "Unqualified" is the best rating auditors give to a business's finances. From the board of directors down through the employee ranks, we are all proud of the care that is given to managing the membership's funds.**

**At the end of the day, all the superlatives I can muster don't amount to a hill of beans. The only test for the quality of any fiscal year is, "When you flipped the switch, did your lights come on? And, when you paid your bill, did you still have enough money to live on?" If we accomplished those two things, then I hope you can agree that 2011 was a very good year, at least where your electric energy supply is concerned. Enjoy Rio Grande's local pages in the center of the magazine.**

## **About This Report**

**"Wildfire" seemed the logical title for the 2011 Annual Report for several reasons. First, because RGEC was beseiged by wildfires, and suffered heavy losses to equipment. Secondly, the Co-op grew like a wildfire, spreading fast and furiously in areas where previous growth had been moderate, at best.**

**As you read through the pages of this annual report, you'll see that employees, management, and directors are committed to providing outstanding service and leadership for RGEC members, because we think you are "hot stuff"!**