

JUNE 2025

CHOPTANK ELECTRIC *Cooperative* **Living**



2024 COMMUNITY IMPACT REPORT PAGE 18





Dear Members,

Thank you for joining us at our 87th Annual Member Meeting on April 24 in Salisbury. I was honored to spend the evening and connect with more than 300 of you and your families.

After a delicious dinner and time networking with our staff, associations and partners, the annual meeting kicked off. I was proud to highlight the work done by your Cooperative in 2024 to maintain our level of exceptional service at competitive prices and announce the record-breaking \$3.5 million capital credit retirement.

We celebrated the Cooperative's dedication to rural members by providing broadband and mobile services through Choptank Fiber. I was happy to share that we have connected over 5,000 homes and local businesses by building upon our reliable infrastructure with world-class service and speed.

Members reelected the following uncontested board members during the annual meeting to another three-year term: Amy Brandt of Caroline County, Matt Holloway of Wicomico County and Donna Richardson West of Worcester County.

A full recap of the Co-op in 2024 can be found online at www.choptankelectric.coop/financial-information

We heard from special guest Dr. Deborah Casey, President of Wor-Wic Community College, about the strides they are taking to advance workforce development on the Eastern Shore. She shared the success of the Powerline Worker Pre-Apprenticeship Program with another graduating class in April. We appreciate Dr. Casey and the College's dedication to the utility industry through this partnership with VMDAEC and Choptank Electric.

The evening concluded with bill credit drawings and our Luck of the Draw Scholarship drawing, awarding \$10,000 in scholarships to 10 student members who attended the meeting.

Thank you for being engaged member-owners of your Cooperative. I am blessed to have a dedicated Board of Directors who understand the needs of our members and to lead an exceptional group of employees who work tirelessly to keep your lights on. We look forward to seeing you out at community events and fairs this summer!



Mike Malandro,
President & CEO
Choptank Electric Co-op



Choptank Electric Cooperative

A Touchstone Energy Cooperative

Choptank Fiber

P.O. Box 430 | Denton, MD | 21629

Member Service Center: 1-877-892-0001

Automated Member Service: 1-866-999-4574

Electric Outage Reporting: 1-800-410-4790 option 1

Fiber Outage Reporting: 1-800-410-4790 option 2

Use SmartHub to Manage Account,
Track Usage and Report Outages —>

WWW.CHOPTANKELECTRIC.COOP





Help for Today and Hope for Tomorrow

Choptank Trust gives back to the community

By McKayla Kiernan, Communications Specialist

In January, the Choptank Trust received a grant application from Diakonia Inc., a Worcester County nonprofit organization that provides comprehensive services for individuals and families experiencing homelessness. The application sought funding to purchase heavy duty, twin-sized waterproof mattresses equipped with bedbug infiltration prevention technology. The Choptank Trust proudly contributed \$5,000, enabling Diakonia to purchase around 24 mattresses.



The heavy duty, twin-sized mattresses.

Incorporated in 1987, Diakonia Inc. is dedicated to helping reinforce and rebuild critical foundations for those at risk of (or have already become) homeless. Over the past year, Diakonia has helped and sheltered around 275 people.

The facility includes 20 male beds, 20 female beds and 15 family beds. Diakonia also works closely with the Department of Veterans Affairs to offer rehabilitation services to veterans in need. On average, the facility holds 50 to 60 people who are at risk or have already become homeless.

The average length of stay for a resident in Diakonia is about 90 days. “The discharge plan begins on day one,” says Diakonia Inc. Executive Director Ken Argot. Diakonia provides people in need with housing applications, employment opportunities, mental health appointments and substance abuse treatment to assist people with getting back on their feet. Diakonia will provide housing assistance that includes security deposits, application fees and finding landlords willing to forgo background checks. As a result, 65% of people who come through Diakonia find housing in the community. “Our staff are heroes,” says Argot. “They ensure everyone

is individualized, making plans for every person’s unique situation and giving them the encouragement they need to move on.”

Diakonia is preparing to build “the 611 project,” which will consist of an administrative/veterans center, food pantry, thrift store and 42 affordable rental units. These new units will offer transitional housing options for residents preparing to reenter independent living. “We are always looking for solutions where the gaps are,” adds Argot.

“I cannot say thank you enough for what they’ve done for the community, what they continue to do and how they are growing,” says Jackie Brown, Worcester County Trust Board member, regarding Diakonia.

To learn more about Diakonia or to support its mission, please visit <https://diakoniaoc.org/>.

“I cannot say thank you enough for what they’ve done for the community, what they continue to do and how they are growing.”

– Jackie Brown,
Trust Board member,
Worcester County



Pictured left: Diakonia Inc. Executive Director Ken Argot, Choptank Trust Board Chairman Tom Terry and Trust Board member Jackie Brown.



Investing in the Future While Preserving History

By Matthew Teffeau, Manager of Government Affairs & Economic Development

The Oaks Waterfront Hotel in Royal Oak is a staple wedding and destination venue on Maryland's Eastern Shore. However, if you haven't had the chance to visit lately, there have been a lot of changes. Co-owners Scott and Tracy Wagner invested millions of dollars in renovation to the historic property, ranging from a new lobby ballroom, four newly constructed cottages, suite upgrades and a new restaurant and bar.

Dating back to the early 1900s, The Oaks promotes its history as one of the last silent films, 'The First Kiss,' was filmed in the area. Fast forward to 2025, The Oaks is a buzzing place for weddings, conference attendees and the public during the week for food and drinks. This is not the first time The Oaks has seen major renovations. Twenty years ago, the large ballroom and dock were added to the property.

"We saw what it could be," said Andy Warner, General

Manager at The Oaks. "It was beautiful, but it needed love, vision and a serious investment." That investment turned into a full-scale revival — gutting the original structure, adding four elegant cottages and meticulously redesigning every inch of the property.

Since 2022, Wagner and his team have been investing in the local community and partnering with local artists, photographers and musicians. The Oaks Waterfront Hotel recently won the Talbot County Economic Development and Tourism Department's 2025 Community Impact Award. This award highlighted the high-quality guest services and investment made into the property. "We would like to congratulate Scott and his team for this achievement and their vision of bringing various community features together," shared Mike Malandro, President and CEO of Choptank Electric Cooperative. "As a member of our Cooperative, The Oaks shares

a similar mission to Choptank Electric by supporting its community and valuing its history as changes are made."

As everyone knows, the Eastern Shore of Maryland is a very special place. Highlighting the natural beauty is an economic driver. The Eastern Shore Economic Resiliency Toolkit states that tourism accounts for 17,392 direct jobs and over \$1 billion in total labor income. Venues like The Oaks bring together the rich history of the Eastern Shore and balance of work life.

Wagner and his team are not finished investing in the future. They continue to look at additional opportunities to bring out-of-state guests and local attractions to The Oaks. To learn more about The Oaks Waterfront Hotel, visit <https://the-oaks.com/>.



2024 COMMUNITY IMPACT REPORT

As a member of a co-op, like yourself, we take part in a larger community, connected and working together to improve the lives of others. Our members are our first partners. Your commitment to us allows us to better serve you and your community. Working together is key to improving services, bolstering local economies and dealing more effectively with social and community needs. It's one of our founding principles. In fact, it's our 6th: *Cooperation Among Cooperatives*.

We're thankful to our partners who contribute in fulfilling our mission:



INCREASING RELIABILITY & YOUR SERVICE

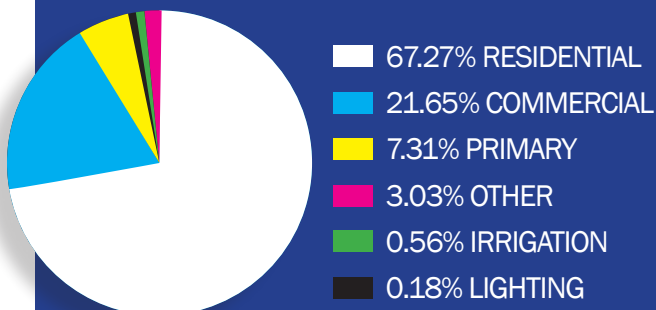
Choptank Electric continues to work hard to deliver reliable, affordable and safe electricity to you. With our highly trained operations and engineering team and state-of-the-art grid, we are keeping the lights on for our members 99.98% of the time.

Investing in capital projects and performing preventative maintenance throughout the year enables us to increase system reliability, safety and affordability. These projects include upgrading substations and overhead power lines, installing fiber optics to our substations and transformers, and ensuring we have clean and accessible rights-of-way through our vegetation management program.

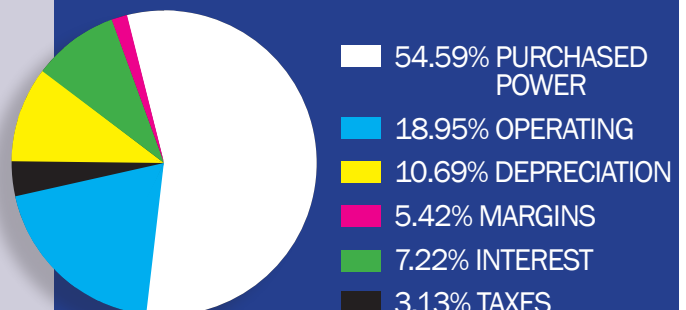
**CHOPTANK
ELECTRIC
COOPERATIVE
BY THE
NUMBERS**

HOW YOUR COOPERATIVE DOLLARS WERE SPENT

WHERE IT CAME FROM



HOW IT WAS SPENT





6,412

MILES OF LINE

8.9

METERS PER MILE

171

FULL-TIME
EMPLOYEES

93%

MEMBERS ENROLLED
IN OPERATION
ROUND UP

99.98%

AVERAGE SYSTEM
RELIABILITY **

**MEMBER
ACCOUNTS**

57,046 - 2024

56,609 - 2023

56,154 - 2022

206

AVERAGE DAILY CALLS
TO CALL CENTER

120.2

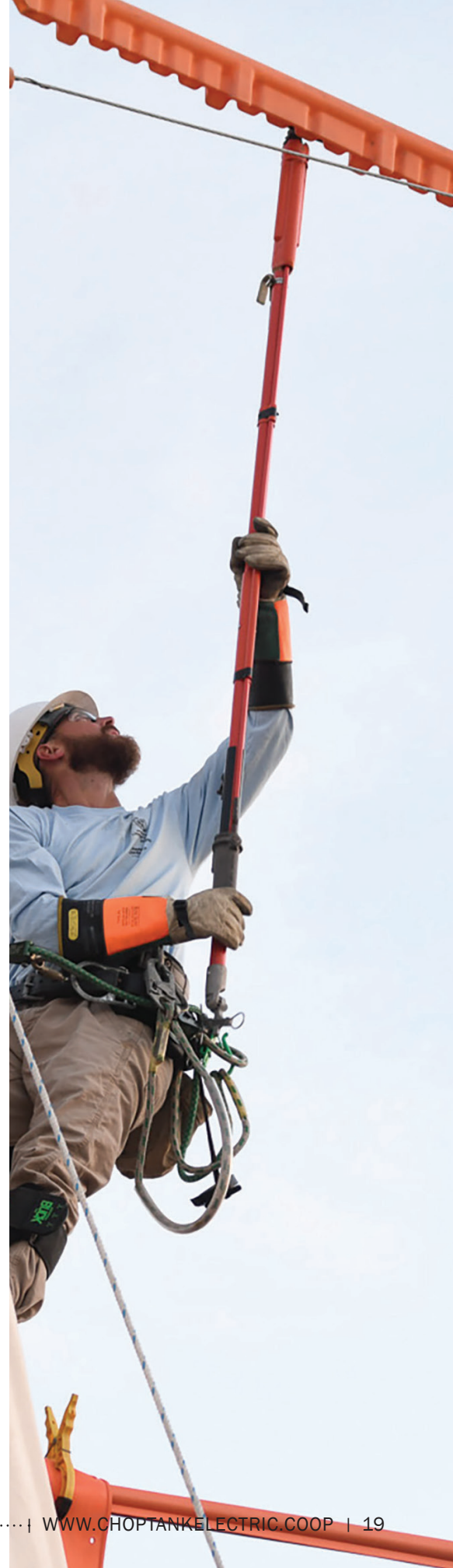
AVERAGE TIME OF
INTERRUPTION
IN MINUTES*

1.17*

NUMBER OF OUTAGES
PER MEMBER

**Reliability rating from the Average System Availability Index.

*Excludes IEE Major Event Day interruptions.





A SMALL CONTRIBUTION GOES A LONG WAY

\$326,548 WAS GRANTED IN 2024

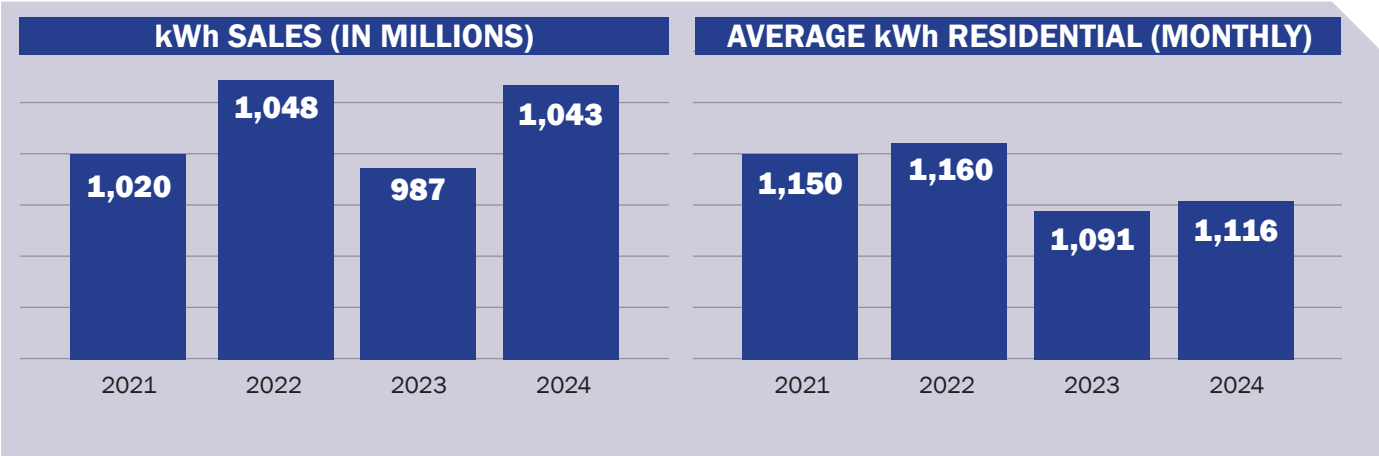
The quality of life for our members and the community has always been at the center of what we do. Modeling the Co-operative Principle Concern for Community, Choptank Electric Cooperative adopted Operation Round Up® as our community assistance program in 2004. Operated as the nonprofit Choptank Electric Trust Inc., Operation Round Up® is a simple and rewarding way for members to contribute funds for local charities, needy individuals and service organizations. The Choptank Electric Trust is governed by its own Board of Directors representing all nine counties on the Eastern Shore. Members who participate in this program “round up” their monthly electric bills to the nearest

dollar and donate the difference to our program, distributing the money in our local communities. In 2024, 93% of Choptank Electric Cooperative members were enrolled in Operation Round Up®. The Choptank Electric Trust also authorizes donations to support community programs and historical efforts. **A total of \$326,548 was granted by the Trust in 2024** to support our community with food, clothing, shelter, equipment, medical and educational needs. In the summer of 2024, the Trust donated \$2,500 to the Talbot Humane Society to upgrade their meet-and-greet room and support their mission. A meet-and-greet room is essen-

tial to a humane society as it allows the animal to meet potential adopters and their pets to ensure they go to the right home. Thanks to the Trust, many shelter animals will find their perfect family. Visit the Operation Round Up page on our website to learn more and apply for a grant.



WINTER	SUMMER
December 23, 2024, at hour ending 8 A.M. with 264,019 kW.	July 6, 2024, at hour ending 6 P.M. with 267,434 kW.



CHOPTANK FIBER, LLC

is a wholly owned broadband subsidiary of Choptank Electric Cooperative.

12,286

Number of homes passed

\$53,500,000

Amount of grants awarded since inception

24

Completed expansion and infrastructure grants

1,990

Miles of distribution fiber

8 of 9

Counties connected

FIBER ACTIVE CUSTOMERS BY COUNTY

- Caroline - 2,118
- Somerset - 607
- Wicomico - 597
- Worcester - 529
- Dorchester - 471
- Queen Anne's - 370
 - Cecil - 251
 - Talbot - 1





Choptank Electric Cooperative, Inc.

Choptank Electric, a Touchstone Energy Cooperative, is a not-for-profit, member-owned, electric distribution co-op serving approximately 57,000 residential, commercial and industrial members in all nine counties on Maryland's Eastern Shore.

Micheal F. Malandro

Douglas D. Scott
Chairman, Dorchester Co.

Robert E. Arnold
Vice Chairman, Queen Anne's Co.

John J. Burke Jr.
Treasurer, Cecil Co.

Matthew R. Holloway
Secretary, Wicomico Co.

Amy I. Brandt
Caroline Co.

Craig N. Mathies Sr.
Somerset Co.

Kristen E. Nickerson
Kent Co.

Jeffrey D. Rathell Sr.
Talbot Co.

Robert B. Thompson
Ocean Pines District

Donna R. West
Worcester Co.



Choptank Fiber, LLC

Choptank Fiber, LLC, is a wholly owned broadband subsidiary of Choptank Electric Cooperative. Choptank Fiber's goal is to install true gigabit broadband with no data caps one community at a time until we serve all our members on the Eastern Shore.



Staff Accountant, Headquarters

Experience: First State CPA's LLC, T&T Contracting Inc, Force Transportation Inc, Savant Tax & Consulting

Hobbies: Spending time outdoors with her family and family game nights

Looking Forward To: Doing her job and making a positive impact



Transportation & Equipment Technician, Denton District

Experience: Preston Ford and Easton Ford

Hobbies: Cars, trucks, hiking, kayaking and jogging

Looking Forward To: Being a productive member of the team

Employee Promotions:

Chris Moorefield

Apprentice Lineman 4th Class

Tina Dennis

Member Service Specialist 2nd
Class

