

# 2025 Year in Review

## A message from your CEO

As a member-owned cooperative, North Parkland Power Co-op exists to serve you. The past five years brought significant change: market volatility, regulatory reform, extreme weather, and evolving technology. Through it all, your co-op remained focused on what matters most: reliability, affordability, and long-term sustainability for the communities we serve.

Thanks to your support and the dedication of our staff and Board, we successfully delivered on our 2021–2025 Strategic Plan. We strengthened our financial position, invested in system reliability, modernized our services, and advocated for rural interests at every level. As we implement our new 2026–2030 Strategic Plan, we're building on this foundation with clear focus on operational excellence, responsible stewardship, and strong governance.

These priorities shape every decision, investment, and advocacy effort, ensuring your co-op remains resilient, trusted, and locally focused as your utility of choice.

— Vicki Zinyk, Chief Executive Officer

### Independent Oversight

Complaints about contraventions of the Code of Conduct Regulation may be made to the Alberta Utilities Commission (1-780-427-4903 or [consumer-relations@auc.ab.ca](mailto:consumer-relations@auc.ab.ca)) or the Market Surveillance Administrator (1-403-705-3181 or [compliance@albertamsa.ca](mailto:compliance@albertamsa.ca)). Both organizations are independent of North Parkland Power Co-op.

**The Alberta Utilities Commission and the Market Surveillance Administrator are independent of North Parkland Power Co-op**



### 2025 Highlights: Delivering On Our Promises

Over the past year, your co-op worked to deliver reliable service, protect affordability, and strengthen our communities during significant change in Alberta's energy system. Here's what we accomplished in the final year of our 2021–2025 Strategic Plan.

### Keeping Your Co-op Strong & Sustainable

**What this means for you:** A stable co-op serving you today and into the future.

- Maintained strong financial health through energy market volatility and regulatory change
- Planned and managed major assets responsibly for safe, reliable, cost-effective infrastructure
- Advocated for rural members with government, regulators, and industry for fair policies

## Reliable Power When You Need It

**What this means for you:** Power you can count on, even during challenging conditions.

- Responded quickly to storms, wildfires, and outages to restore service safely
- Reduced outage risks through ongoing vegetation management and infrastructure upgrades
- Invested in maintaining and strengthening the distribution system serving rural communities

## Modernized Service & Billing

**What this means for you:** Clearer bills, improved accuracy, and better tools.

- Modernized billing systems for improved accuracy, transparency, and customer service
- Advanced metering infrastructure deployment preparing systems for future innovations
- Participated in time-varying rates discussions ensuring rural realities are considered

## Members & Communities First

**What this means for you:** A co-op connected to the people it serves.

- Strengthened member engagement through local initiatives, youth education, and community support
- Used surveys, feedback, and direct conversations to guide service improvements
- Partnered with Power Co-ops of Alberta to strengthen rural voice across the province

## Environmental Responsibility

**What this means for you:** Practical approaches to energy efficiency and sustainability.

- Supported energy efficiency initiatives helping members manage consumption and costs
- Improved microgeneration programs for members generating their own power
- Evaluated emerging technologies for cost, reliability, and member benefit

## Safe, Skilled Local Workforce

**What this means for you:** Trained professionals working safely in your community.

- Maintained safety as top priority, achieving Safety Codes Council accreditation
- Completed ongoing training including cybersecurity awareness protecting member information
- Ensured workforce planning maintains skilled local employees serving members

## Cooperative Leadership

**What this means for you:** A co-op protecting rural interests and planning ahead.

- Played leadership role among Alberta's self-operating power co-ops
- Helped create Power Co-ops of Alberta, uniting strength and support across the province
- Collaborated with other co-ops advocating for fair market rules and system planning
- Positioned the co-op for continued success through improved governance and long-term planning

## Looking Ahead

As we enter 2026, North Parkland Power Co-op remains committed to the cooperative principles that have guided us for over 25 years. United with Power Co-ops of Alberta, we're stronger together: setting industry standards while staying locally focused on serving you.

**For more information: 780.398.2000 | [contact@npprea.ca](mailto:contact@npprea.ca)**

**Thank you for being a member of North Parkland Power Co-op.**

*Member owned. Member driven.*

