

Office Announcements

Welcoming Kay Sorensen

We are delighted to extend a warm welcome to Kay Sorensen, our newest team member at the Onawa office. Kay grew up and graduated from Ida Grove Community School. She and her husband, Les, owned and operated a store for many years. Kay has recently retired from the postal service. Kay states that she is pleased to find a position where she is able to work with customers. She has two beautiful granddaughters and enjoys going to their activities in her free time.

Join us in extending a warm welcome to Kay and wishing her much success in her new role!

Onawa Office Hours

Mari Miller, our Onawa office supervisor (among other titles and responsibilities) with 34 years of experience with the Cooperative, is getting closer each day to her well-deserved retirement. Many of our members have had the chance to interact with Mari over the years, and we know she will be greatly missed by WIPCO members, employees, and directors.

As shown above on this page, we are very pleased to welcome Kay Sorenson to WIPCO as our new part-time receptionist. With Kay coming on and Mari transitioning into retirement, we are making the following changes to our Onawa office hours, effective Monday, November 6th.

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
7:30am - 4:00pm	8:00am-11:00am	7:30am - 4:00pm	8:00am-11:00am	7:30am - 4:00pm

I would like to take this opportunity to remind our members that our Denison headquarters' office hours have recently expanded to 7:00 AM to 4:00 PM Monday through Friday. Any of our members can call us anytime and we will work to assist you. Even outside of our normal office hours, our after-hours call service is active 24 hours a day, 7 days a week and can be utilized to report outages or any other matters that need to be addressed before the next business day.

If you have a need for assistance in Onawa outside of these office hours, please let us know in advance whenever possible and we will do everything we can to accommodate your needs. For materials you may wish to purchase, even on short notice, please call the office and we will work with our employees based out of our Onawa office. For any payments you would like to make, the drop box in Onawa will still be available 24/7, and we offer many electronic methods of payment as well. We would be happy to discuss these further with you or to assist with setup as needed.

These changes will allow us to serve our members more consistently moving forward, and we will continue to keep you informed of any further changes in the future. As always, if you have any questions, please feel free to contact us!

Marcus Rihner, General Manager



NEW Denison Office Hours 7:00am - 4:00pm Monday - Friday

Western Iowa Power Cooperative has recently made an important change to enhance member convenience. At our Denison headquarters, our operating hours are now from 7:00 am to 4:00 pm, Monday through Friday, providing an extra half hour in the morning to cater to our members' needs. While we continue to remain closed on weekends, our commitment to exceptional service remains unwavering. Rest assured, our customer service hotline is available 24/7, ensuring that our members can always reach out for assistance and support. 59-11-29084

