



A Message from the GM/CEO

As we move from summer into fall, this is always an important time across Consumers Cooperative.

For our Energy Department, fall means preparing for the heating season, propane deliveries, harvest, and helping our customers make sure they are ready for the colder months ahead.

For our Convenience Store teams, it means the return of school, fall sports, hunting season, harvest traffic, and another busy stretch serving customers across our communities.

For our entire organization, it is a reminder of just how many different customers, industries, communities, and families depend on Consumers Cooperative every day.

That responsibility is something we all take pride in.

I also want to take this opportunity to thank our employees.

Consumers Cooperative is a large and diverse organization, and there are countless things happening every day that most people never see.

Deliveries happen before many people are awake. Stores open early and remain open long after many businesses have closed. Equipment gets repaired. Customers get helped. Problems get solved. Products get ordered. Books get balanced. Facilities get maintained. And our communities continue to be served.

That only happens because of the people who show up every day and do the work.

As many of you know, my time as CEO/General Manager of Consumers Cooperative has come to an end.

Serving this organization has been an important part of my life, and I am incredibly grateful for the experiences, relationships, challenges, and accomplishments that have come with the role.

During my tenure, we have experienced tremendous change. We have grown, invested in our businesses, worked through challenges, expanded our operations, improved many areas of the company, and continued positioning Consumers Cooperative for the future.

There have certainly been difficult decisions and difficult days along the way, but there have also been many accomplishments that I am extremely proud of.

Most importantly, I have had the opportunity to work alongside a tremendous group of employees and to serve our members, customers, and communities.

For that, I will always be grateful.

Although I will be leaving the CEO/GM position, my commitment is to help make the management transition as smooth and successful as possible.

Leadership transitions are important moments for any organization. My goal is to help provide continuity, transfer knowledge, support our managers, and make sure the next chapter begins with the strongest possible foundation.

I look forward to helping the company through this transition and watching Consumers Cooperative continue to grow and succeed for many years to come.

Sincerely,

Eric Cantwell, GM/CEO

NOW HIRING
HELP WANTED
HELP NEEDED

Consumers Cooperative currently has several openings in the Main Office in Sauk City. The duties include accounts payable, accounts receivable, data entry, customer service, and more. Full-time staff receive competitive wages and excellent benefits. If you or someone you know are looking for a new opportunity, please reach out to our Human Resources Manager, Jessica, at the Sauk City office (608-643-3301 Ext 235).

A Message from the Convenience Store Team

Dear Consumers Cooperative Patrons,

As summer winds down and fall routines begin, our Convenience Store team is ready for another busy season.

Fall means cooler mornings, school activities, harvest season, football weekends, hunting trips, and plenty of time spent on the road. Whether you're heading to work, the field, a game, or a weekend away, our stores are here to help keep you moving.

As the seasons change, one thing doesn't: our appreciation for our customers.

Every fuel purchase, cup of coffee, lunch stop, and quick visit supports the people who work in our stores and the communities Consumers Cooperative serves.

We look forward to seeing you this fall.



Sauk City Carwash (740 Carolina St.)

Fall is a great time to give your vehicle a fresh start.

After a summer of dust, bugs, road grime, and travel, our Sauk City Car Wash is ready to help get your vehicle cleaned up and looking its best.

Our goal is simple: provide customers with a convenient way to keep their vehicles looking great without taking time out of a busy day.

If you're already in Sauk City for fuel, errands, work, or activities, make the car wash part of your stop.

Giving Back

At Consumers Cooperative, giving back is more than something we do — it is part of who we are.

Our stores are located in communities where our employees live, work, raise families, attend school events, volunteer, and support local organizations. We believe that when our communities are stronger, we are stronger too.

Throughout the year, Consumers Cooperative is proud to support local:

- Schools and student organizations
- Youth sports teams and activities
- Community events
- Charitable organizations
- Local fundraisers
- Volunteer efforts
- Families and organizations in need

Every community we serve is different, but our commitment remains the same: be a good neighbor and give back whenever we can.

When you choose Consumers Cooperative for fuel, food, beverages, car washes, and everyday purchases, you are supporting a locally connected business that believes in reinvesting in the communities we call home.

Thank you to our customers, employees, and community partners who help us make a difference.

Sincerely,

Brook Morris
Chief Retail Officer



A Message from the Energy Department

Dear Consumers Cooperative Energy Patron,

Fall is approaching, and now is the time to make sure your home, farm, or business is prepared for the upcoming heating season.

Consumers Cooperative is offering our final opportunity to contract propane for the 2026–2027 season. Contracting can help provide greater predictability when budgeting for winter energy costs and gives you peace of mind knowing you have a plan in place before colder weather arrives.

Contact Consumers Cooperative today to discuss available contracting options and determine which program is right for you.

Propane Safety

Propane is a safe, dependable, and efficient energy source when handled properly. As we head into another Wisconsin heating season, Consumers Cooperative encourages every propane customer to review these important safety reminders with everyone in their household.

Propane has a strong, unpleasant odor often compared to rotten eggs or a skunk-like smell. This odor is intentionally added to help alert you to a possible propane leak.

If you smell propane or believe there may be a leak:

1. Put out all flames and smoking materials.
2. Do not operate lights, appliances, telephones, thermostats, or electrical switches.
3. Leave the building or area immediately.
4. From a safe location, contact your propane supplier or emergency services.
5. Do not return to the building until a qualified professional determines it is safe.

Winter weather can make propane deliveries more difficult. Help our drivers safely reach your tank by:

1. Keeping driveways and delivery routes plowed and free of ice.
2. Maintaining adequate clearance around your propane tank.

3. Removing snow carefully from around tanks, regulators, vents, and appliance exhausts.

4. Clearly marking tank locations when heavy snowfall could make them difficult to see.

5. Please do not use a shovel, snowblower, or other equipment in a way that could damage propane lines, regulators, or tank components.

Heavy snow and ice can interfere with propane equipment and appliance ventilation.

After significant snowfall, visually check outdoor propane equipment and appliance vents. Remove snow carefully and avoid striking regulators, valves, piping, or connections.

If you notice damaged equipment, unusual ice buildup, or anything that does not look right, contact Consumers Cooperative rather than attempting repairs yourself.

Running completely out of propane can create additional safety concerns and may require a system safety inspection before service can be restored.

Monitor your propane level throughout the heating season and schedule deliveries before your tank becomes critically low.

Customers interested in scheduled delivery should contact our Energy Department to learn more.

Never use outdoor propane equipment—including grills, generators, patio heaters, or portable heating equipment—inside your home, garage, basement, or other enclosed area unless the equipment is specifically approved for that use.

Make sure your home has properly functioning smoke alarms and carbon monoxide detectors, and test them regularly.

Sincerely,
John Lombard, Energy Manager



A Message from the Board of Directors

This month's update is our most difficult since the board of directors was elected in late April. In this month's newsletter, you'll find an article from Eric Cantwell, our GM/CEO for the past five and a half years. Please take some time to read Eric's article.

In Eric's article, you will read about his decision to leave Consumers Cooperative at the end of August. The board has only had the privilege to serve with Eric for the past four months. During that short time, we appreciated his willingness to work with all of us to get us up to speed on the operations, all while doing what he could to help his employee team when they needed him most. Eric has led the company through unprecedented growth over the past several years. With growth like this there comes many new challenges and he worked diligently to overcome the obstacles and continued to strive for success throughout the company. Eric's friendly and positive personality will be missed. The board would like to thank Eric for his leadership and his family for the sacrifices they've made while Eric has helped his coworkers when and where needed. Eric's commitment to helping his interim successor, Dennis Sprecher, even after he departs is a testament of his commitment to the cooperative team and patrons. Please join the board in thanking Eric for his leadership and in wishing Eric and his family the best in the future.

As mentioned above, Dennis Sprecher, a nearly 50-year employee of the cooperative has agreed to serve as the interim GM/CEO during our search for a new GM/CEO. During his time here, he has been involved in all facets of the company, including as the assistant general manager for many years. Prior to Eric joining Consumers, Dennis served as the interim general manager for about six months. Those of you who know Dennis have experienced first-hand his knowledge of the operations of the business, as well as his passion for the patrons, employees, and company. If you get a chance, please take a moment and share your appreciation with Dennis for his willingness to help lead Consumers during this time. The board has hired a search firm to conduct the search for the next GM/CEO. This process typically takes 90-120 days or more to complete.

Employee turnover at any level creates additional stress on the remaining Consumers staff. As we mentioned in last month's newsletter, the cooperative is currently understaffed in several areas. These shortages may create some service interruptions or other issues in the short term, but we can assure you that the cooperative is working diligently to fill these positions to help provide the quality service you deserve. We ask for your support, patience, and understanding as we navigate these challenges. If you or someone you know are looking for a new opportunity, please reach out to our Human Resources Manager, Jessica, at the Sauk City office (608-643-3301 Ext 235) to discuss the opportunities or stop by one of the locations near you.

We understand you have other options for your needs, and we appreciate you choosing us to serve you. On behalf of the board and employee team, we thank you for your continued support of the cooperative and the employee team.

The Board of Directors

Open Account Payment Terms

The credit terms for open charge accounts at your cooperative remain unchanged from prior years. For those that are new members, and a refresher to all, open account balances are **due in full no later than the 25th business day of the month following when the charge occurred**. For example, all charges in the month of August are due in full no later than September 25. Any balance remaining after September 25th will be subject to a 1.5% finance charge (18% APR). Accounts that are not paid monthly and/or exceed their credit limit may be put on a cash only basis.

With the high cost of borrowed funds today, it is more important than ever that all open account balances are within the credit terms of the company. Past due accounts:

1. Negatively impact your company's balance sheet and operating statement.
2. Reduce the amount of money returned to our members as patronage and in redemption of old equities.
3. Negatively impacts our ability to borrow low-cost funds and pay them off in a timely manner.
4. Affects our ability to purchase new equipment, upgrade facilities, and keep inventory holding costs down.
5. Reduces our ability to grow and expand the business when opportunities arise.
7. Drains valuable resources such as staff time, legal fees, interest and other expenses associated with collections.
8. Impacts our ability to attract and retain quality staff to serve you.
9. **Creates uncomfortable situations between staff members and our patrons/friends.**

Thanks to all of you that continue to keep your accounts current. For those that are past due, please make arrangements with the office staff to clear up any amount over 30 days old by September 25th.