



ANNUAL REPORT  
**2019**





# Corporate Citizenship

[ noun ]

*a business or corporation's  
social, cultural and  
environmental responsibilities  
to the communities it operates  
in as well as economic and  
financial responsibilities to  
its stakeholders*



## TO OUR **SHAREHOLDERS**

2020 is a time to celebrate as Nuvera enters its 115th year of continuous operations serving rural communities in the upper Midwest. For more than a century of operation we have successfully adapted to evolving technologies, the services our customers value, and even the areas we serve. Today in an industry of constant, rapid change, Nuvera more than ever is not just keeping pace but thriving.

During our 115-year journey, corporate citizenship is the one constant that has remained a priority at Nuvera. Core values of integrity, transparency and community continue to be hallmarks of the socially responsible company we have built. Our long-earned reputation of fairness and balance for all stakeholders continues to help us attract the most talented workforce and maintain the highest level of excellence serving our customers and communities.

2019 was a significant year of transition at Nuvera. We are pleased with the successful integration of the Integra/Prior Lake operations and welcome them to the Nuvera family of communities served. In addition, we would like to thank Mr. Bill Otis for his four decades of commitment and expertise as our President and CEO, culminating in the seamless transition of leadership for our next chapter of innovation and growth.

The future at Nuvera is an exciting one. We are grateful to our employees for the passion and energy with which they serve our customers. We will continue to focus our efforts on the areas that are most relevant to our stakeholders – our customers, our employees, our shareholders and the communities we serve.

We are proud of Nuvera and the difference we are making in rural America and for all invested stakeholders. Thank you for your continued support.

Perry Meyer  
Board Chair

Glenn Zerbe  
CEO/President



## VISION STATEMENT

Nuvera is a regional leader in the delivery and integration of evolving information technologies.

## MISSION STATEMENT

Nuvera provides customer-focused connectivity solutions to enable the prosperity of stakeholders.

## VALUE STATEMENT

We believe / believe in:

- ◆ The highest levels of integrity, honesty and ethical standards in all that we do.
- ◆ Customers are our highest priority and deserve our best service, attitude and consideration.
- ◆ An environment that empowers employees to achieve excellence in all activities.
- ◆ Active participation to the continual quality-of-life advancements in our communities.
- ◆ Being good stewards in managing our resources.

## OFFICERS



Glenn Zerbe  
CEO/President



Barbara Bornhoft  
COO/Vice-President



Curtis Kawlewski  
CFO/Treasurer

## BOARD OF DIRECTORS



Perry Meyer



Dennis Miller



Bill Otis



Wesley Schultz



James Seifert



Colleen Skillings



Suzanne Spellacy





# STRONG Strategic Planning Integration

Looking ahead to the

***FUTURE***







## 2019

Strong, responsible growth does not happen by accident. It requires well-thought-out strategic planning and operational excellence. Throughout the years, Nuvera's growth strategy has allowed the company to expand its business by investing in existing networks, expanding product offerings and extending reach to new communities.

Our successful efforts in 2019 prepared Nuvera for growth, having completed the integration of Integra/Prior Lake and transitioned leadership. We also continued our investment in our existing broadband infrastructure, often using public-private partnerships to further extend our network reach. Increased broadband access provides communities with new opportunities for business, education, health care, entertainment and telecommuting.

## 2020

Celebrating our milestone 115th anniversary causes us to reflect on our accomplishments and look forward to writing the next chapter of our success. Our long history of financial stability and strong foundation of core values allow Nuvera to continue to reinvent itself time and time again.

We are optimistic about the potential we see in our future and remain committed to strengthening our network capabilities by reinvesting a substantial portion of our revenue into the communities we serve. Our focus on sustained operational excellence, further improving customer service, expanded product development and new technologies will guide much of that investment.



A woman with long dark hair, wearing a black headset with a microphone, is smiling and looking to the right. She is holding a black telephone receiver. In the background, another person wearing a headset is partially visible. The left side of the image features a blue background with a white diamond pattern. The word "EXPERIENCE" is written in large, bold, white, italicized capital letters across the middle of the image.

# *EXPERIENCE*





## CUSTOMER EXPERIENCE

Being local differentiates Nuvera and permits us to offer a more personalized approach to establishing relationships and trust. We work at providing a positive local experience by communicating with our customers on their terms, exceeding service expectations and showing our appreciation to the community. Customers are our best resource for growing positive brand awareness, and we pride ourselves in taking the time to understand their unique and ever-changing needs.

TRUST   
Relationships  
Local

## EMPLOYEE ENGAGEMENT

Nuvera employees are vested in creating the best possible customer experience making the critical connection between how our customers live and do business with Nuvera's offerings. Our employees live and work in the communities we serve and genuinely care about our customers. We are led by our mission and values, creating an environment where employees have a voice in making a positive daily contribution.



VOICE  
**Empowered**  
Contribution

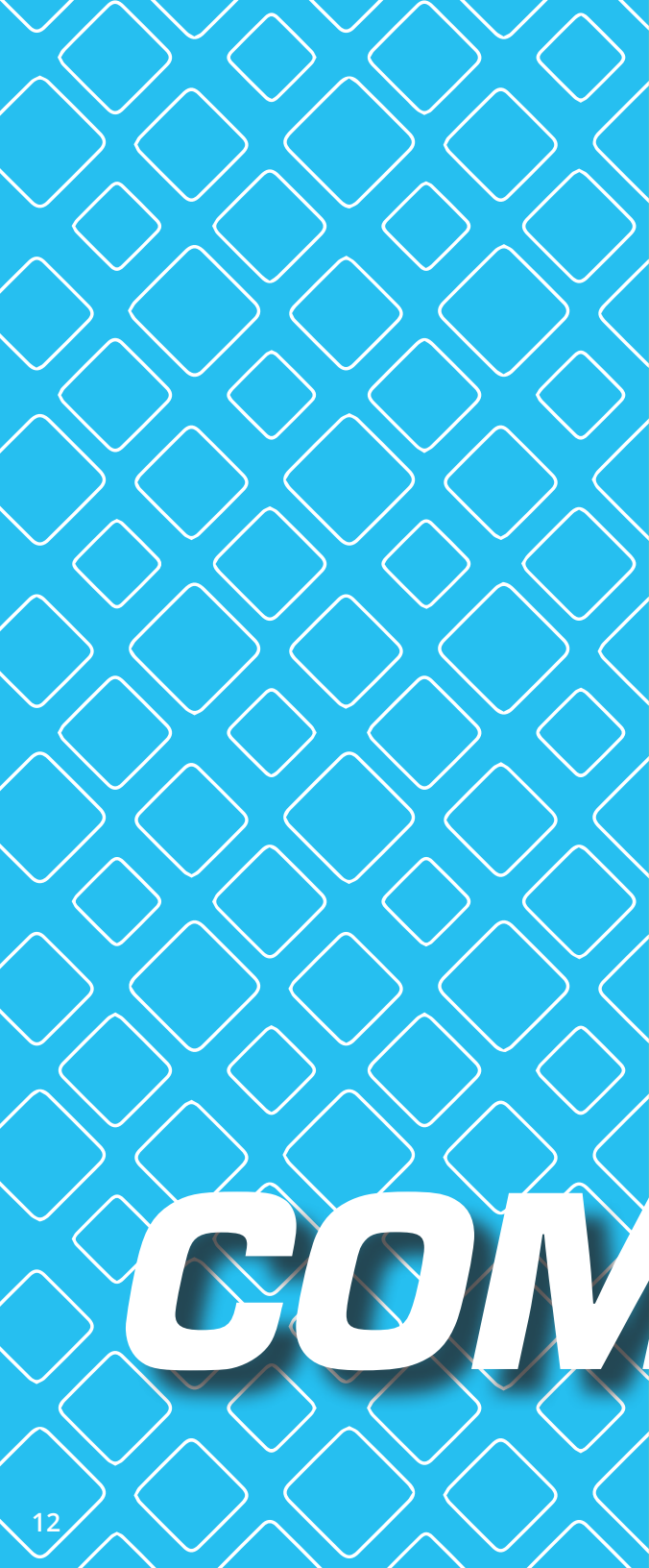






# ***ENGAGEMENT***





**COMMITMENT**





PARTNERSHIPS



# Volunteerism

## Economic Vitality

### COMMUNITY COMMITMENT

Community involvement is not just a trend, but a way of doing business that sets Nuvera apart from the competition. Nuvera is committed to interacting with and strengthening our communities through financial investments, employee volunteerism and corporate partnerships. We pride ourselves in contributing to the growing strength and economic vitality of our local communities by providing meaningful local employment opportunities.

## VALUED SHAREHOLDERS

There are many reasons to invest in Nuvera, whether it is a return on your investment, an interest in technology or wanting to embrace a socially responsible company committed to closing the rural technology divide. Whatever your reason, our goal is to ensure you continue to find multi-dimensional value in your investment. Nuvera is grateful for the strong relationships with our shareholders and values your ongoing support.



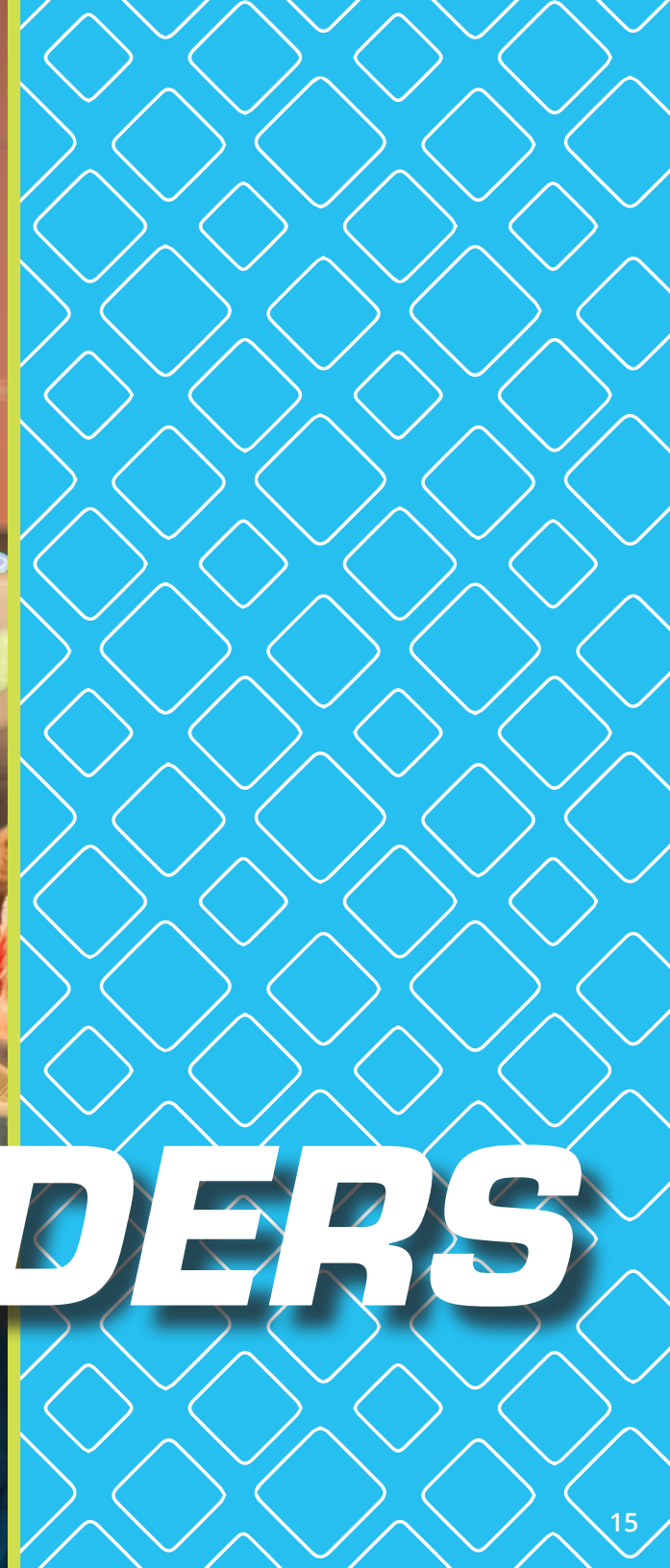
VALUE  
Investment  
Grateful







# ***SHAREHOLDERS***



## INVESTOR INFORMATION

### ANNUAL MEETING

The Annual Meeting of Nuvera Communications, Inc. will be held on **Thursday, May 21, 2020**, beginning at **10:00 a.m.** at the New Ulm Event Center, 301 20th St. S. in New Ulm, MN.

### VOTING OPTIONS

**Internet:** Go to **www.proxyvote.com** to transmit your voting instructions up until 10:59 p.m. Central Time on Wednesday, May 20, 2020.

**Phone:** Call **1.800.690.6903** from a touch-tone telephone to transmit your voting instructions up until 10:59 p.m. Central Time on Wednesday, May 20, 2020.

For Internet or phone, have your proxy card in hand to enter your 12-digit control number; then follow the simple instructions provided by Voice Vote.

**Mail:** Mark, sign and date your proxy card, then return it in the postage-paid envelope or return it to: Nuvera Communications, Inc., c/o Broadridge, 51 Mercedes Way, Edgewood, NY 11717.

### FORM 10-K

Shareholders may view all SEC filings, including the company's Form 10-K to the Securities and Exchange Commission, at **nuvera.net** or they may receive a hard copy of the Form 10-K (without charge) by writing to:

Glenn Zerbe, CEO/President  
Nuvera Communications, Inc.  
PO Box 697  
New Ulm, MN 56073-0697



## LEGAL COUNSEL

Blethen Berens, Chtd.  
219 North Broadway, Suite C  
New Ulm, MN 56073-0428

## INDEPENDENT AUDITORS

Olsen Thielen & Co., Ltd.  
2675 Long Lake Road  
Roseville, MN 55113-1117

## CORPORATE LOCATION

27 N Minnesota Street, New Ulm, MN 56073

### Mailing Address:

PO Box 697  
New Ulm, MN 56073-0697

### Telephone:

507.354.4111  
844.354.4111 Toll Free

### Website:

nuvera.net

### Fax:

507.359.1611

## CUSTOMER SOLUTION CENTERS

### Aurelia

221 Main Street  
Aurelia, IA 51005  
712.434.5989

### Hutchinson

235 Franklin Street SW  
Hutchinson, MN 55350  
320.587.2323

### Prior Lake

4690 Colorado Street SE  
Prior Lake, MN 55372  
952.226.7000

### Springfield

22 S Marshall Avenue  
Springfield, MN 56087  
507.723.4211

### Glencoe

2104 E 10th Street  
Glencoe, MN 55336  
320.864.2818

### Litchfield

421 S CSAH 34  
Litchfield, MN 55355  
320.593.2323

### Redwood Falls

137 E 2nd Street  
Redwood Falls, MN 56283  
507.627.4111

### TechTrends

15 Berens Boulevard  
New Ulm, MN 56073  
507.233.3000

### Goodhue

111 Second Avenue  
Goodhue, MN 55027  
651.923.5005

### New Ulm

27 N Minnesota Street  
New Ulm, MN 56073  
507.354.4111

### Sleepy Eye

121 Second Avenue NW  
Sleepy Eye, MN 56085  
507.794.3361



# Stakeholder

[ noun ]

*a person such as an employee, customer, or citizen who is involved with an organization and therefore has responsibilities towards it and an interest in its success*



