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# The Wire

McDonough Power Cooperative • Macomb, Illinois 61455



## Youth to Washington

Grace Bartlett of Rushville-Industry High School and Allison Jackson of Macomb High School represented McDonough Power Cooperative in Washington, D.C., during the annual “Youth to Washington” Tour, June 10-17. This event, sponsored by the electric and telephone cooperatives of Illinois since the late 1950s, is an introduction to our democratic form of government and cooperatives for rural youth. 8156-51115-9518

The students met with Congressman Darin LaHood and were among 64 rural Illinois youth leaders selected for the trip. The Illinois students joined more than 1,691 young leaders from across the country. In addition to the Capitol, they also visited Arlington National Cemetery, the Washington National Cathedral,

several Smithsonian Museums, the U.S. Holocaust Memorial Museum, the World War II Memorial, memorials to Presidents Lincoln, Jefferson, Washington and Roosevelt, the National Archives, the Royal Embassy of Saudi Arabia, the Newseum and a number of other historical sites.

Sophomores and juniors in high schools that are within the service area of McDonough Power Cooperative are eligible to participate in the annual program.

To learn more about the “Youth to Washington” Tour go to [www.youthtour.coop](http://www.youthtour.coop) or [www.facebook.com/ILYouthtoWashington](http://www.facebook.com/ILYouthtoWashington).



*Pictured from left: Allison Jackson, Congressman Darin LaHood, and Grace Bartlett.*



# 2016 Annual Meeting

*You are cordially invited to join us...*

On behalf of the board of directors of McDonough Power Cooperative, I extend a personal invitation to attend your cooperative's 79th annual meeting on Tuesday, August 16, 2016, at The Crossing church in Macomb. There will be a short business meeting to conduct the necessary business affairs of the cooperative. This is your opportunity to participate in the operation of your cooperative.

Before the meeting; pork chop sandwiches, chips, and soda will be served starting at 5 p.m. – in addition to the popular kettle corn. King Neptune will perform on the stage from 5:30 to 6:45 p.m. Registration tables will be set up

in the entryway from 5 to 7 p.m. – please register upon arrival to receive a FREE gift. All registered members will also receive a \$10 bill credit just for attending. Registered members who are present at the end of the business meeting will also be eligible for the grand prize drawings.

Please remind your friends and neighbors about the meeting – kids are welcome too. Word of mouth is the best advertisement. We look forward to seeing you there! **532664-2608**

Steve Lynn  
Chairman of the Board

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[www.mcdonoughpower.com](http://www.mcdonoughpower.com)

Office hours:  
7 a.m. - 4 p.m. - Weekdays



## DIRECTORS

Steve Lynn, Chairman

Jeffrey Moore, Vice Chairman

Steve Youngquist, Secretary

David Lueck, Treasurer

Jerry Riggins

Mike Cox

Robert J. Dwyer

Steve Hall

Walter Lewis

John D. McMillan, Attorney



## McDonough Power Cooperative 79th Annual Meeting

Tuesday, August 16 at The Crossing in Macomb

Registration begins at 5 p.m.

Business Meeting at 7 p.m.



**All Co-op Electric  
Outages 837-1400**

A Touchstone Energy® Cooperative  
The power of human connections



# Nominating Committee Report

Pursuant to the Bylaws, the members of the nominating committee met at the Cerar's Barnstormer Restaurant in Monmouth, Illinois, on June 7, 2016 at 7:00 P.M. to nominate candidates for election as directors at the McDonough Power Cooperative's next annual meeting of members to be held at 7:00 P.M. on Tuesday, August 16, 2016.

The following members were present:

Marc Hanson	Jan Irish
Jerry Brookhart	Linda Huston
Randall Winbigler	Ed Coker
James Grant	Terry J. Thompson
Eric Riebling	Scott Herndon
Nathan Haley	

The committee selected the following nominees to be candidates for director to serve for a three-year term and to be elected at the annual meeting. **8092-260B 53101GH148-81HG101E5**

DISTRICT #1:	Michael Cox
DISTRICT #3:	Walter Lewis
DISTRICT #7:	Steve Hall

Any 15 or more members acting together may make other nominations by petition.

Nathan Haley, Chairman

## Energy Efficiency Tip of the Month



Consider insulating your water heater tank, which could reduce standby heat losses by 25 to 45 percent and save you about 4 to 9 percent in water heating costs. You can find pre-cut jackets or blankets available from around \$20.

Source: [energy.gov](http://energy.gov)



## \$100 Winner!

Congratulations to Jerry Hall, who won \$100 for completing the 2015-2016 member satisfaction survey. Jerry was randomly selected from all of the McDonough Power Cooperative members who completed the survey.

Thank you to all members who took the time to complete the 2015-2016 member satisfaction survey. Your feedback is extremely important to us.

# Member Satisfaction Survey

Earlier this year we conducted a survey to determine overall member satisfaction, perceptions about the co-op's performance, attitudes regarding energy efficiency, technology use, communication and marketing opportunities, and member demographics. The last survey members completed was in 2011. The survey was conducted by mail in January and February 2016. Survey questionnaires were mailed to randomly selected McDonough Power residential members. Members were given the option of completing the survey by return mail or online.

The American Customer Satisfaction Index (ACSI) is an indicator that measures satisfaction of consumers across the United States. The index provides us a good benchmark on how we are performing compared to other utilities. The results of the survey showed your Cooperative performing very well. We scored an 85, up three points from 2011, compared to the national average of 76 for electric utilities.

Information particularly important to the Cooperative is the trending analysis. It provides valuable information to show how we are improving over time. It allows us to make decisions on areas that need attention to improve service to you, our members. The five-year trend showed significant improvement in all but two areas.

The top satisfaction drivers are employee performance, knowledgeable and competent employees, providing excellent customer service, and prompt outage response. The greatest increase in satisfaction rates were for employee performance, providing reliable electric service, and communicating with members.

The two attributes that are trending down include offering energy efficiency programs and supporting renewable energy. Unlike the investor owned utilities, the cooperative does not collect money from consumers to fund energy efficiency programs. Therefore, we offer

Satisfaction with Specific Co-op Attributes			
	2011	2016	5yrTrend
Providing reliable electric service	80%	89%	9%
Responding promptly to outages	86%	91%	5%
Knowledgeable, competent employees	90%	96%	6%
Charging reasonable rates	62%	70%	8%
Doing all it can to hold down electric costs	69%	74%	6%
Providing excellent customer service	84%	90%	6%
Communicating with members	78%	86%	8%
Being involved in the community	78%	83%	6%
Good value for the money	77%	81%	4%
Offering energy efficiency programs	78%	76%	-2%
Supporting renewable energy	67%	62%	-5%
Employee performance	81%	93%	12%
After-hours phone service	80%	86%	6%

what we can without having to pass the cost along to the membership. The cooperative has participated in statewide energy efficiency programs in the past, which were backed by funding from the Department of Energy. We continue to offer rebate incentives for the installation of geothermal and air-source heat pumps and Kill-A-Watt energy monitors are available for check-out at the cooperative office. We do our best to publish energy efficiency resources and tips on our website, Facebook page and in the Illinois Country Living. As far as renewable energy goes, McDonough Power supports renewable energy in several different ways. Part of the power portfolio through our wholesale power supplier, Prairie Power, Inc. (PPI), includes 20 megawatts of wind energy from Pioneer Trail Wind Farm, LLC in east central Illinois. Additionally, in late 2015 PPI constructed two 500 kilowatt solar electric production facilities in the Spoon River Electric Cooperative and Shelby Electric Cooperative territories. In 2008, McDonough Power adopted a net metering policy, which allows member-owned generation to be interconnected with our grid. To date we have less than ten members participating in the program.

We are glad to see such positive

results from our members and appreciate you taking the time to provide feedback. The survey provides us with valuable information on how we are performing and where we can improve to provide even better member service. The employees of McDonough Power take great pride in serving the membership and want to exceed the expectations of those we serve. **800-262-3325**

**Member Prizes**

Every month we will have four map location numbers hidden throughout The Wire. If you find the map location number that corresponds to the one on your bill (found above the usage graph), call our office and identify your number and the page that it is on. If correct, you will win a \$10 credit on your next electric bill.