MONROE ELECTRIC NEWS

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Your Touchstone Energy® Partner

Alan W. Wattles

Across The President's Desk

2016 Survey Results

In early 2016, we conducted a survey to determine overall member satisfaction, perception about our performance, member's thoughts about energy efficiency, technology use, communication and marketing opportunities, and member demographics. The last survey members completed was in 2013.

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 87, our highest ever, compared to the national average of 77 for electric utilities.

Of special importance to us is the trending analysis. It provides valuable information to see how we are improving over time. It allows us to make decisions on areas that need attention to improve service to our members. The five-year trend showed significant improvement in several areas with all areas improving or staying the same.

Top satisfaction drivers are knowledgeable and competent employees, employee performance, prompt outage response and providing reliable service. All but one of the 13 attributes show higher satisfaction from the 2013 survey.

Members indicated they have a very high overall satisfaction level with the Cooperative's customer service with 93 percent being somewhat or very satisfied.

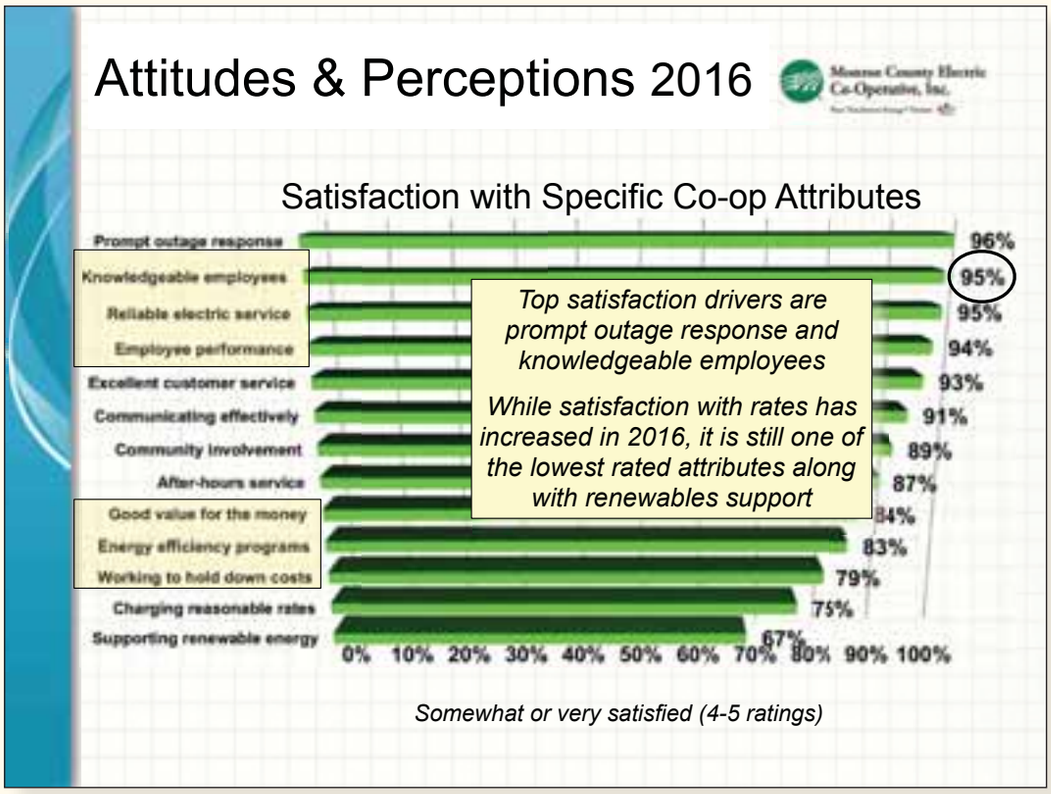
Members scored us much higher in charging reasonable rates (75%), up from (63%) in 2013 and (62%) in 2011 and doing all it can to hold down electric costs (79%), up (7%) from 2013. More respondents say they obtain good value for their money (84%) which is up (6%) from the last survey.

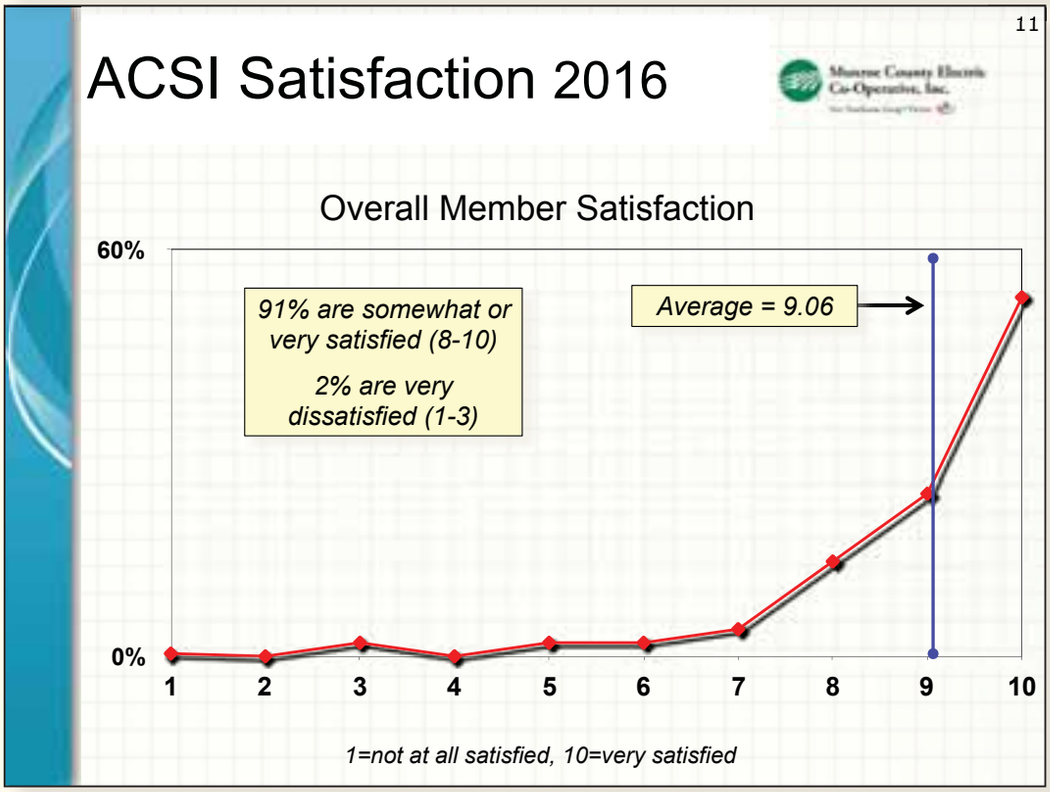
Communication preferences are changing with respondents currently using or are interested in receiving communication through personal channels – mail (37%), newsletter/magazine (25%), e-mail (18%), bill stuffer (10%), text messages (6%) and website (2%). We continue to expand with these methods where applicable.

We are glad to see such positive results from our members and appreciate you taking time to complete the survey. 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 Monroe County Electric Co-Operative take great pride in serving the membership and want to exceed the expectations of those we serve.

Satisfaction with Specific Co-op Attributes

	2011	2013	2016	3yrTrend	5yrTrend
Providing reliable electricity with few outages	83%	92%	95%	3%	12%
Responding promptly to outage	86%	93%	96%	3%	10%
Knowledgeable and competent employees	90%	93%	95%	2%	5%
Charging reasonable rates	62%	63%	75%	12%	13%
Doing all it can to hold down electric costs	68%	72%	79%	7%	11%
Providing excellent customer service	87%	91%	93%	2%	6%
Communicating with members about important co-op issues	87%	91%	91%	0%	4%
Being involved in the community	89%	88%	89%	1%	0%
Providing good value for the money	76%	78%	84%	6%	8%
Offering energy efficiency and conservation programs	82%	79%	83%	4%	1%
Supporting renewable energy like wind and solar	61%	64%	67%	3%	6%
Employee performance	83%	89%	94%	5%	11%
After-hours phone service	72%	79%	87%	8%	15%





MCEC line outages - July 2016

Date	Duration	# Out	Location	Cause Desc	Substation
07/07/16	1:03	13	White Pine Ln	Trees, Other	Poe
07/08/16	1:24	95	Cedar Rigde/Gall Rd	Trees, Other	N. Waterloo
07/13/16	11:27	580	Hecker Highway	No Cause Code	Waterloo
07/13/16	9:43	379	Fults	Power Supplier	Fults
07/13/16	8:09	100	Waterloo	Power Supplier	Waterloo
07/13/16	8:37	399	Waterloo	Power Supplier	Poe
07/13/16	8:33	253	Waterloo	Power Supplier	Poe
07/13/16	8:32	341	Waterloo	Power Supplier	Poe
07/13/16	8:42	210	N. Waterloo	Power Supplier	N. Waterloo
07/13/16	8:07	281	Ahne Rd	Power Supplier	Waterloo
07/13/16	8:42	232	N. Waterloo	Power Supplier	N. Waterloo
07/13/16	8:18	115	Red Bud	Power Supplier	Poe
07/13/16	6:01	189	Fountain	Power Supplier	Fountain
07/13/16	24:14:00	17	Bohnemeir Church Rd	Trees, Other	East Carondelet
07/13/16	13:02	184	N. Waterloo	Power Supplier	N. Waterloo
07/13/16	9:28	72	Fults	Power Supplier	Fults
07/13/16	5:35	161	Columbia	Power Supplier	Columbia
07/13/16	9:24	82	Fults	Power Supplier	Fults
07/13/16	11:47	258	New Athens	Power Supplier	New Athens
07/13/16	12:00	144	Smithton	Power Supplier	Smithton
07/13/16	11:45	461	New Athens	Power Supplier	New Athens
07/13/16	5:34	183	Columbia	Power Supplier	Columbia
07/13/16	11:53	638	Smithton	Power Supplier	Smithton
07/13/16	9:40	14	Nevois Ln	Trees, Other	East Carondelet
07/13/16	9:24	44	Imbs Station Rd	Trees, Other	East Carondelet
07/13/16	11:52	176	Smithton	Power Supplier	Smithton
07/13/16	3:54	12	Glauber Rd	No Cause Code	East Carondelet
07/13/16	15:21	60	Saeger Rd	Trees, Other	Millstadt
07/13/16	4:00	36	Clover Leaf School Rd	No Cause Code	East Carondelet
07/13/16	16:32	12	State Route 163	Trees, Other	East Carondelet
07/13/16	5:16	53	Fountain	Power Supplier	Fountain
07/13/16	11:13	73	New Athens	Power Supplier	New Athens
07/13/16	22:24	3	Triple Lakes Rd	Trees, Other	East Carondelet
07/13/16	7:48	24	Imbs Station Rd	Trees, Other	East Carondelet
07/13/16	17:01	3	Tyler Ln	Trees, Other	East Carondelet
07/14/16	0:49	127	Lou Dell	No Cause Code	N. Waterloo
07/14/16	2:55	54	Floraville Rd	Wind, Not Trees	N. Waterloo
07/14/16	3:01	18	Bohleysville Rd	Wind, Not Trees	N. Waterloo
07/14/16	2:48	13	Kopp Rd	Wind, Not Trees	N. Waterloo
07/14/16	9:13	33	Brickey Rd	Trees, Other	Poe
07/14/16	3:44	12	Fountain Creek Ridge Ln	Trees, Other	Waterloo
07/14/16	18:46	4	Kidd Lake	Wind, Not Trees	Fults
07/14/16	13:10	22	Baum Rd	Wind, Not Trees	Waterloo
07/14/16	1:30	6	Braun Rd	Wind, Not Trees	New Athens
07/14/16	7:56	580	Geoddeltown Rd	Other, Faulty Equipment	Waterloo
07/14/16	0:58	42	Geoddeltown Rd	Other, Deterioration	Waterloo
07/14/16	1:49	45	Bushy Prairie Rd	Trees, Other	Waterloo
07/14/16	0:24	5	Schewe Falls	Wind, Not Trees	N. Waterloo
07/14/16	0:22	67	Cedar Rigde/Gall Rd	Wind, Not Trees	N. Waterloo
07/14/16	9:00	13	Black Jack Rd	Trees, Other	Poe
07/14/16	7:20	6	Regtown Rd	Wind, Not Trees	Fults
07/14/16	7:10	19	Kidd Lake	Wind, Not Trees	Fults
07/14/16	6:57	34	Country Side Ln	No Cause Code	Smithton
07/14/16	4:15	9	Holcomb School Rd	Trees, Other	Smithton
07/15/16	0:11	253	Red Bud	Maintenance	Poe
07/24/16	1:43	6	Otten Rd	No Cause Code	East Carondelet
07/25/16	4:04	6	B Rd	Lightning	Fountain
07/25/16	1:31	7	Asselmeier Dr	Maintenance	Poe
07/28/16	2:07	38	Sugar Loaf Hill Rd	Maintenance	East Carondelet

The differences between overhead and underground power lines

By Tom Tate

There are two methods of installing the power lines that carry electricity to your home, overhead and underground. Monroe County Electric Cooperative members sometimes ask why we use one versus the other, or more to the point, why all power lines are not installed using the underground construction method. Isn't one method better than the other? These are great questions, and the answer is that each method has its place.

Overhead line construction starts with the setting of utility poles. Poles can be set in nearly any type of terrain, even rocky. In the case of heavy rock, special equipment is used to augur out the hole. If placement occurs in boggy or wet terrain, many techniques are available to set poles securely. Once the poles are in place, wires can be strung and then equipment—like transformers, fuses and reclosers—are installed. Power can now flow.

Underground line construction requires digging a trench that is deep enough to keep the lines well away from surface activities. Where the terrain is extremely rocky, underground lines may not be an option. Next, wires are laid in the trench directly or placed in conduits for protection. The trench is filled in, and the surface is restored to its original condition. Padmount transformers and additional equipment are installed as needed, now the system is ready to deliver electricity.

Determining if power lines should be overhead or underground boils down to what is best for the situation. Underground lines might be ideal in situations where there is a desire to keep the poles and wires out of sight, such as a residential neighborhood, park or historical area. There are many cities and towns that construct only underground lines for a variety of reasons.

Overhead systems work well when appearance is not a major concern. Examples include extremely long line distances across country, where the voltages are higher than the limitations set for underground lines.

The ultimate mix of underground and overhead construction used by Monroe County Electric Cooperative provides you, our members, with the highest possible quality of service at the lowest possible price. Cost, appearance, reliability, maintenance and future upgrades will drive which is the better approach, overhead or underground.

OVERHEAD & UNDERGROUND POWER LINES
The Pros and Cons