

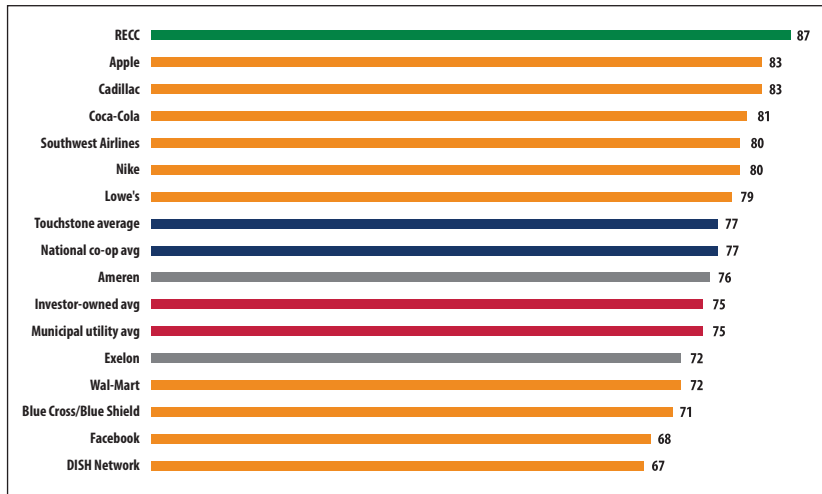


Rural HIGHLIGHTS

Local News from Rural Electric Convenience Cooperative

Members give RECC high marks in Satisfaction Survey

During fall 2018, Rural Electric Convenience Cooperative conducted a Residential Survey to determine how our members feel about their cooperative. The results include online survey responses from 281 randomly-selected residential members. **RECC's 87 score is our all-time high**, and above the national co-op average, Ameren, Exelon and the IOU and municipal utility averages. Here is a summary of our findings and all the direct comments we could squeeze into a single newsletter.



Rated most important: Trustworthy - 9.2 Truly cares about its members - 8.9 Well-managed - 9.0

Highlights

- Exceptional ratings for reliability, outage restoration and communications
- Lowest ratings for charging reasonable rates and value
- 87 percent will pay more for energy efficiency only when payback is guaranteed
- Over 60 percent support decision to install electric vehicle charging stations – only 2 percent own electric vehicles
- 94 percent read the co-op newsletter/magazine. Popular items include local stories, recipes and energy efficiency
- Preferred co-op website features are bill payment (39 percent) and access to outage information (32 percent)
- Over 70 percent use social media/Facebook, but most preferred communication methods are email and texts

Positive

Top notch organization! • You do a good job. • Very good service-oriented people work there. • Very happy with service. • Very helpful. • Very pleased, always very professional and quick to answer questions. • Always willing to answer your questions and help you in any way. • Provides service to meet our needs at a reasonable rate. • Appreciate communication when lines are down. • Feel the co-op is personal and communicates well.

• Employees make the company. • REA has served us well. • Wonderful company. • We are proud to be a part of this co-op. • Just wanted to say it's great that you offer prepay and the app is awesome too. • Keep doing what you've been doing!! • Overall-great service & product. • Never have had a problem. • Overall, service has been great. • Been here nearly 30 years and only lost power a handful of times, most were restored very

quickly. • Thank you for all you do to keep power on. • Thank you for caring about people! • Thanks for keeping the lights on, I can't say anything bad, you guys do a great job. • Thanks, I love the app! It's very helpful and easy to use. • I really appreciate talking to someone as opposed to robots. • They are great to work with. • When power is out, they come and fix it as soon as possible. • We could not be more

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satisfied with Rural Electric. • Anytime we have a problem it is fixed instantly. • Always providing the most caring customer service. • We also cannot thank the linemen enough for the quick and careful service they provide.

Negative

Could be cheaper. • Would love to see rates in line with Ameren. • Facility charge too high. • Spending too much on scholarships. • Much higher rates than other companies. • Pricing seems to be higher than my friends with other companies. • Rates are just higher than other utilities. • Way too expensive. • Our meter has been replaced twice. • What happened to low rates with Clinton power plant. • Service is good but would love to have lower rates. • Electricity goes out for short periods of time for no reason. • Reliability is very good but higher cost. • It would be nice to see a reduction in the \$35.00 facility charge.

Security Lights

The LED security lights that replaced the old style are terrible. • The new security light was something to get used to, but I came around to the new shadows.

• Security lights are nice and bright. • Would love it if our outdoor pole light still had a cover/shade on it. • Love the new lights, hate the old yellow ones.

Renewables

Solar installations seem to be of no concern. • I hope the solar and wind generated power is only used if it saves money on my bill. • It has been shown not to be an effective alternative. • I'd like to see more advancement towards clean, renewable energy.

Notifications

Telling me the power was out 24 to 48 hours after it was restored is not helpful. • We like that you call after a power outage to let us know what happened

and who the employees were that fixed it. • I like when they call ahead about an outage and call when there is an unexpected outage.

Other

Scholarships seem to be geared toward children of co-op members. • It would be great if someone could provide reliable high-speed internet service. • The staff need to understand that life happens and sometimes an extension is needed; and be more pleasant about it. • They have been VERY helpful and understanding when paying my bill late, rather than me dealing with a "big box" company whom could care less.

Questions

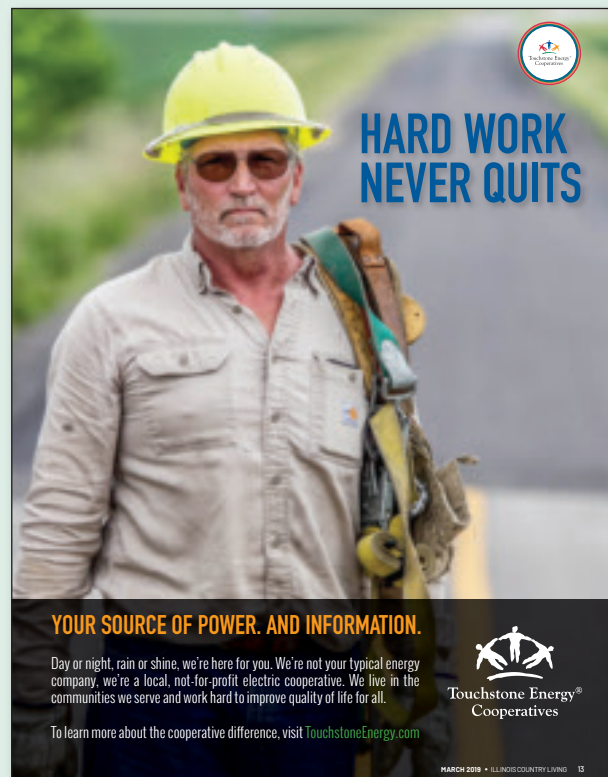
In the May issue of the Illinois Country Living, we will answer these and other questions submitted. Thanks for taking the time to complete this survey. We do read all of the comments.

Lineman Appreciation Day is April 8

Every year, we take the time to thank our extraordinary linemen who dedicate their lives to keeping the lights on in our local communities. RECC's linemen and support staff maintain 1,347 miles of line across parts of Sangamon, Christian, Macoupin, Montgomery and Morgan counties.

On April 8, we will honor all our employees for keeping Rural Electric Convenience Cooperative running smoothly, but it's the linemen who often find themselves in dangerous and challenging situations so our lives may be a little bit brighter every day. These brave men repair damaged lines and maintain critical infrastructure for our communities. Without their hard work and commitment to the job, our co-op would not thrive. Always remember, "If the lights go out, so do they."

If you see a lineman, say thank you and let them know you appreciate the hard work they do to keep the power on. You can also show your support by leaving a comment on Rural Electric Convenience Cooperative's Facebook page.



The advertisement features a central image of a man in a yellow hard hat and safety gear, identified as Journeyman Lineman Walt Wallace. To his right, the slogan "HARD WORK NEVER QUILTS" is written in large, bold, blue letters. In the top right corner, there is a circular logo for Rural Electric Convenience Cooperative. At the bottom, a dark banner contains the text "YOUR SOURCE OF POWER. AND INFORMATION." in yellow, followed by a paragraph in white: "Day or night, rain or shine, we're here for you. We're not your typical energy company, we're a local, not-for-profit electric cooperative. We live in the communities we serve and work hard to improve quality of life for all." Below this is the Touchstone Energy Cooperatives logo and the website "TouchstoneEnergy.com". At the very bottom, it says "MARCH 2018 • ILLINOIS COUNTRY LIVING 13".

RECC's Journeyman Lineman, Walt Wallace, was featured in a recent Touchstone Energy print ad

Senator McClure visits RECC

Directors and staff from the Association of Illinois Electric Cooperatives, MJM Electric and Illinois Electric joined RECC in welcoming newly elected Illinois State Senator Steve McClure. The group met on Feb. 26, 2019 at RECC's headquarters in Auburn. We would like to thank Senator McClure for fitting us into his busy schedule. The group explained the electric cooperative business model and stressed the importance of local control. They also focused on their long and successful history, in addition to a challenging future. All agreed that an open dialog is beneficial to central Illinois, especially in our predominately rural areas. "We had a very productive meeting and we look forward to working with Senator McClure in the future," said RECC President/CEO David Stuva.



Senator McClure displays RECC's famous "We Don't Take Snow Days" shirts.

2019 Contractor Dinner

We would like to thank all our builders, electricians and HVAC allies for attending our annual Contractors' Dinner. We look forward to working with everyone this year. We appreciate all you do for our members. This includes taking time out of your busy schedule to learn about the cooperative's programs.



Manager of Member Services Jeff Lancaster speaks to local contractors at Edgewood Golf Course.



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See our web page for monthly Board meeting reports.

Your Touchstone Energy® Partner

Candidates chosen for upcoming election



Nominating committee pictured left to right: Vince Fisher, Dale Fesser, Kevin Duewer, Joe Coffey, Rodney Bourne, Patricia Whalen, Gary Dunkirk, Bud Squires and Ted Megginson.

The RECC Nominating Committee met on March 7, 2019 and has chosen candidates for the board of directors in Districts 1, 2 and 3 in elections to be held at this year's annual meeting. The committee nominated the three incumbent directors who are seeking re-election in their districts for three-year terms. They are:

District 1

Clayton Bloome
4935 E. Divernon Rd.
Pawnee, IL 62558

District 2

Chris Wilcox
744 Duewer Rd.
Waverly, IL 62692

District 3

Jimmy Ayers
8640 Cardinal Hill Rd.
Rochester, IL 62563

The nominations have been posted at the Auburn office, as stipulated in the co-op's bylaws. Other candidates may be named by petition for a district, signed by 15 or more members in that district.

Petition forms are available from the co-op office in Auburn and must be returned by May 7 (30 days before the annual meeting, which is scheduled for June 6). Any persons nominated by petition will be included in the 2019 Annual Meeting Notice, to be printed in the June edition of the Illinois Country Living magazine. Biographical information and a statement from each candidate will also be printed in the notice.

Thank you to these members for their time and interest in the cooperative's election process, and to the candidates who are willing to work for the benefit of all RECC member-owners!

