

Opportunity in the Service Territory



Before Shawn Rennecker joined the co-op in January of 2012 as the Economic Development Director, he held a variety of roles in the world of economic development within the area, including working with the Cities of Barry, Quincy, and University of Illinois Extension. Today, he and his

wife Stefanie live in Barry and have three children: Sophie, Sloane, and Rory.

Leveraging his educational background, which includes a Master's Degree in Public Administration & Policy Analysis from SIUE, Shawn's role within the

continued...



Illinois Electric Cooperative

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co-op includes working to foster economic development within the co-op's service territory. This includes working to develop relationships with community members and stakeholders, serving on the boards of various organizations throughout the territory, and working to attract new projects, businesses, and investments within the communities the co-op serves.

While the daily tasks associated with his role vary, he finds himself spending most of his energy on project planning, fundraising, marketing, speaking with elected officials, and reviewing financial information.

Shawn also works with and provides technical support to various county-based economic development groups that focus on local efforts aimed at improving residents' quality of life, including the Lower Illinois River Valley Initiative (LIRVI). Through LIRVI, the co-op is collaborating with a number of area groups, business professionals, and leaders to identify and address the needs of our region.

As we find ourselves in an interesting time in history at the moment—including advancements in technology and a rapid adoption of remote work—Shawn is also working to help find funding and grants that help us expand access to fast, reliable broadband service to members within our service territory.

"I think people are realizing that reliable broadband access allows more people to live in a rural region, like ours, while working remotely," he said. "I think it could have a positive impact on our region's economy—and with programs like CEO that work to retain and/or bring back young people to the area, we're optimistic about the progress that's being made."

Shawn is encouraged by the three co-op sponsored CEO (Creating Entrepreneurial Opportunity) programs, which are youth entrepreneurship and leadership programs for high school



Shawn Rennecker with his wife Stefanie and their three children Sophie, Sloane, and Rory.

seniors in Morgan, Scott, Pike, Greene, and Calhoun Counties.

With the co-op's long-standing mission to improve the quality of life for our members, Shawn will continue to play a vital role in us reaching our goals. This is a challenge that he's more than up for tackling.



2020 MEMBER SATISFACTION SURVEY



The co-op strives to provide reliable, quality service to all of our members across the service territory. One way we find out how we are doing is by conducting a yearly member satisfaction survey. The survey is led by the National Rural Electric Cooperative's (NRECA) Market Research Services.

Being a member-owned co-op means the feedback you provide is taken seriously. We want to know how we are doing and this survey is one way we can find out. The survey results provide insight into member's overall satisfaction and help us evaluate member perceptions of service quality. The survey also helps us learn how members' needs are being met and prioritize any improvement efforts.

The survey is conducted by phone and email. Members chosen by NRECA's Market Research Services can expect to be contacted beginning in late November.

The survey takes about 10 minutes. For those contacted by phone, calls will be placed between the hours of 3:00 p.m. and 8:30 p.m. on weekdays and between 10:00 a.m. and 8:30 p.m. on Saturdays. No calls will be made on Sundays or holidays.

We ask that those members contacted take the time to participate in the survey. Your feedback is important to us and we appreciate hearing from our members. If you have any questions on the survey, please give us a call at 1-800-468-4732.

Remote Learning Hotspots for Schools

With many area schools leaning on remote learning this fall, Illinois Electric Cooperative is stepping up to assist. The co-op installed remote learning hotspots in Murrayville, Woodson, and Franklin in April. The co-op recently worked with Pikeland school district to deploy six remote learning hotspots around the county. Along with these active hotspots, the co-op is working with the North Greene school district to set up remote learning hotspots in their area as well.

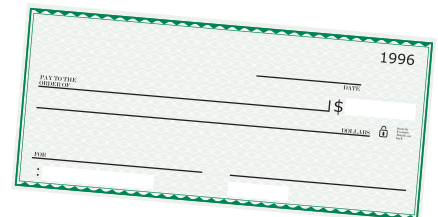
In speaking with Pikeland School District Superintendent Dr. Carol Kilver, she acknowledges the importance of bringing connection to the under-resourced areas during the pandemic. She shares, "The Pikeland School District is fortunate to be engaged with companies such as the Illinois Electric Cooperative. Affordable and strategic hotspots throughout the rural area will provide students and their families the ability to access and submit digital resources during periods of remote learning."



The co-op will continue to work with other area schools when possible to help ensure that students are able to access broadband. To learn more about the hotspots and each location, speak with your local school administrators.

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