



We'd like to thank our members for helping us score an "82" in the recent American Customer Satisfaction* Index. Your feedback puts Rural Electric Convenience Cooperative eight points higher than the utility industry average.

Even though ACSI recognizes "customer" satisfaction, RECC members are in fact "owners." That's an important distinction. And it's why we strive to provide a level of service that's second to none.

Naturally, we're honored. But we won't let it go to our head. We'll remain the dependable source of electricity our members never have to think about. Unless, of course, they're being surveyed by the ACSI.

 **Rural Electric Convenience Cooperative**
Your Touchstone Energy® Partner 

Looking out for you.



*ACSI member ratings using the ACSI customer satisfaction survey questions in August 2009 are compared to the ACSI ratings of residential customers of the U.S. largest investor-owned energy utilities.