



We'd like to thank our members for helping us score an "81" in the recent American Customer Satisfaction (ACSI) Index. Your feedback puts Illinois co-ops seven points higher than the national utility industry average of 74.

Even though ACSI recognizes "customer" satisfaction, your cooperative's members are in fact "owners," and 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 it won't go to our head. We'll remain the dependable source of electricity our members never have to think twice about ... unless, of course, they're being surveyed by the ACSI.



Looking out for you.



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