

JAMULP

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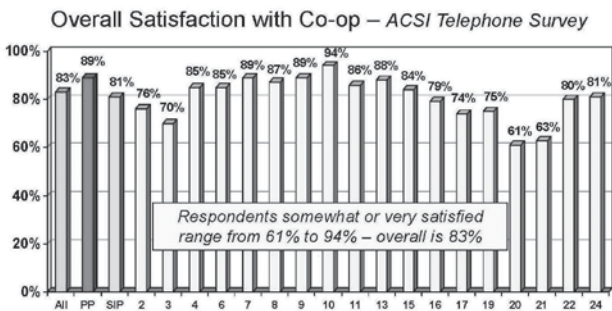
Your Touchstone Energy® Partner 

Over the years, SIEC has taken several member surveys and during the fall of 2013, approximately 1,300 of our randomly selected residential members representing 33 zip codes within our service territory graciously participated in a telephone and/or online/mail-in survey. I would like to express our appreciation to those of you who participated. Although the process may not be the most enjoyable thing for you to do, the information it provides us is quite valuable.

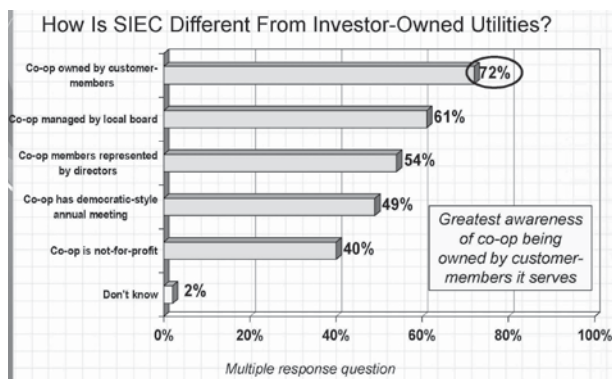
One of our biggest goals at SIEC is to provide you reliable electric service as economically as we can. In the graph titled “Overall Satisfaction with Co-op”, SIEC’s survey results are compared with similar surveys

those successive years through 2011. Fortunately, we were able to increase it somewhat in 2013. Severe ice storms and tornados undoubtedly impacted the decline of this rating.

As you know, SIEC is a member-owned electric cooperative – we are owned by those we serve. The investor-owned utilities that serve most of the towns and villages in our area are different as they are profit oriented so their investors make money from owning them. As you can see by the graph titled “How Is SIEC Different From Investor-Owned Utilities?”, many of you are well aware of our differences, but just 54 percent and 40percent of you realize you are represented by a member chosen board of directors elected at our annual

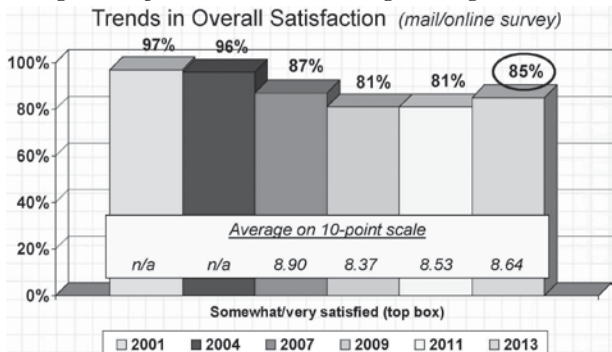


taken for other Illinois electric co-ops in 2013. SIEC is bar #6 and as you can see, your satisfaction rate with us was 85 percent. For comparison purposes, the highest satisfaction level given a cooperative by its members was cooperative #10 at 94 percent and the lowest was #20 at 61 percent. The graph titled “Trends in Overall Satisfaction” shows the historical satisfaction level you have given us over the past few years. We were as high as 97 percent in 2001 and began a slight decline in




meeting each August or that the Cooperative is not-for-profit, respectively. True to our cooperative principles, the vast majority of you recognize that we are member-owned and locally managed.

Mother Nature has a way of both blessing you, and messing with you! We work very hard to keep our plant in excellent operating condition – tree trimming, replacing old conductor, we inspect poles for possible need of replacement, adding devices on our lines to lessen the probability of an outage and



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Chris Bennett, General Manager

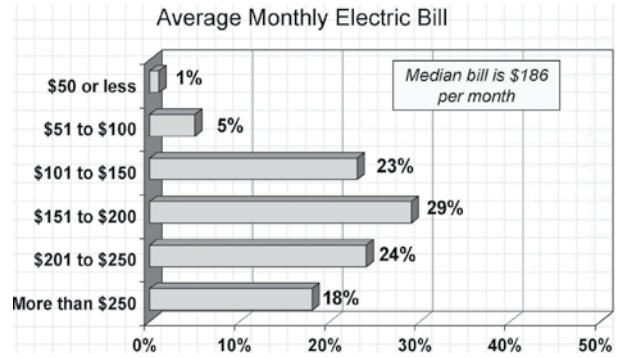
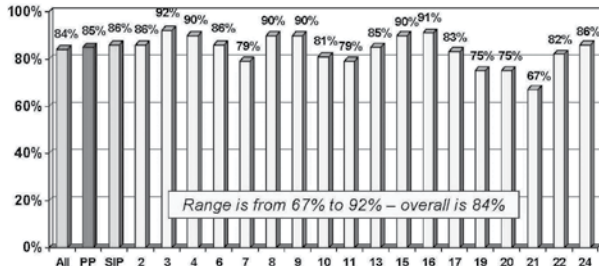
“We never forget who we’re working for.” 



to help shorten it if it does happen - but sometimes, Mother Nature shows us she's still in control and sends a storm our way. Although we have an excellent group of dedicated employees, they can only be spread so thin should a severe storm sweep across much of our territory. On the graph titled, "Satisfaction with Reliable Electric Service", we are again identified as bar #6 and you give us an 86 percent rating, as compared with the other Illinois electric cooperatives.

The last graph of the more than 100 I wish I could show you is the "Average Monthly Electric Bill" so you can see how you compare with other SIEC members. The median electric bill for an SIEC residential member is \$186 per month with 29 percent of the surveyed members having an average monthly electric bill between \$151 and \$200. I want to assure you that your board of directors and the management

Satisfaction with Reliable Electric Service – Mail/Online Survey



staff are working to hold our costs and keep our rates as low as we can, yet continue to improve our reliability.

As with the past surveys, we have learned much from the results of the 2013 survey and even though we appreciate the high satisfaction results we received in the many areas surveyed, we pledge to try and do even better. Member satisfaction is very important to us and we want you to be proud of being an SIEC member and knowing your voice is heard.

Again, thank you to those who were randomly selected to participate in the survey. Your board of directors has already reviewed the entire results and we all will be working to keep your trust in providing your electric needs.

Attention!

SIEC member youth (must be entering 6-8 grades)

... want to win a FREE iPad from SIEC? Fill out and bring your SIEC Youth Annual Meeting application to our annual meeting of members on Thursday, August 7 to be eligible. One application will be chosen as the winner by a random drawing. Must be present to win. Consolation prizes will be given to those present. Youth applications can be found online at siec.coop under the Annual Meeting link off our menu, or email your request to jschaefer@siec.coop, or call 1-800-762-1400 to have an application mailed to you.

SIEC Annual Meeting of Members

Thursday, August 7, 2014

Shawnee Community College

Early bird prizes, Registration credits on electric bills, Miss SIEC Pageant, Door Prizes, Kids Prizes, Electrical Live Line Demonstration, "I Want to be a Lineman" Kids' Photo Opportunities, Lite 4 Bite Program (donate your canned goods for free CFLs), New Co-op Connections Card Program, and more!

2014 Red Cross & SIEC Blood Drives

Get a \$10 electric bill credit by giving blood at one of the following SIEC sponsored blood drives with the American Red Cross

6/9/14	First Baptist Church of Metropolis	(10 a.m. – 6 p.m.)
7/29/14	Coad Chevrolet in Anna	(10 a.m. – 6 p.m.)

Annual Youth Day in Springfield

Sen. Gary Forby, Sen. David Luechtefeld and Rep. Brandon Phelps met with local students representing SIEC during the Illinois Electric and Telephone Cooperatives Youth Day on Wednesday, April 2 in Springfield, sponsored by the Association of Illinois Electric Cooperatives. More than 200 students from downstate Illinois had an opportunity to visit the State Capitol, view state government in action and question their legislators on key issues. They also were invited into the office of Secretary of State Jesse White.

During breakfast, Lieutenant Governor Sheila Simon



and Sen. Gary Forby.

Youth Day is a precursor to SIEC's annual Youth to Washington trip. Pineau and Cerney travel this month to Washington, D.C., for a week-long, educational tour.

addressed students and chaperones, and challenged them to take an interest in the political process and encouraged them to talk to their state senators and representatives about issues that interest them. While in Springfield, the students also visited the Illinois State Museum, Old State Capitol and Abraham Lincoln Presidential Museum.

Pictured from l-r are: Caleb Cerney of Jonesboro, Hannah Pineau of Anna

Additional Payment Location and Expanded Office Hours

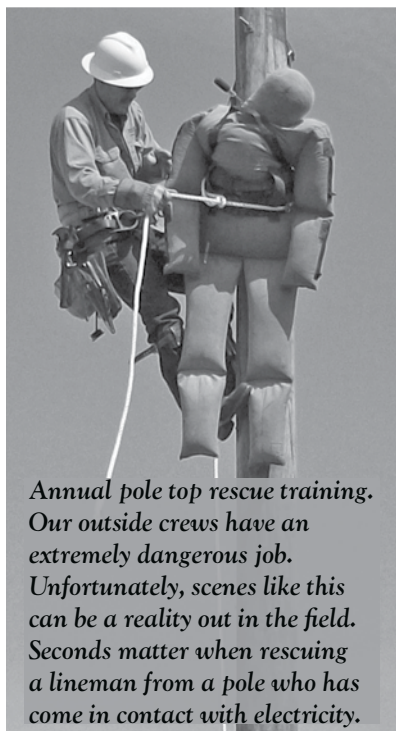
For your convenience, SIEC General Manager Chris Bennett is opening our Massac County office, located at 2652 IL 145 Road in Metropolis, on Thursdays from 9 a.m. to 3 p.m. in July and August

to test the need for a secondary payment location in our service territory.

Bennett also plans to increase our member service by extending SIEC's office hours at our Dongola office on Tuesdays in July and August

until 6 p.m.

Both of these changes are at experimental stages. At the end of August, we will determine a plan based on activity levels at both locations.



Annual pole top rescue training. Our outside crews have an extremely dangerous job. Unfortunately, scenes like this can be a reality out in the field. Seconds matter when rescuing a lineman from a pole who has come in contact with electricity.



Shop Local

Shop Co-op Connection Card discount providers

Twice as Nice Consignment Shop

(CCC Discount: 20% off 1 regular priced item per day)

Why would you ever shop at a retail chain store when you have this fabulous shop right in Massac County? Their inventory is unbelievable and their sign really tells the truth... twice as nice as other consignment shops you may have shopped in the past. Give them a visit! Located at 615 Market St. in Metropolis.

Old General Store Farm Market & Grocery

(CCC Discount: 5% off your purchase over \$50)

Spring Valley Farm provides fresh quality produce to southern Illinois. The Old General Store is the farm's direct outlet for its produce. Located in rural Pulaski County, Spring Valley is a fourth-generation family farm. It's the perfect time for fresh, healthy produce. Located at 265 E. Commercial in Pulaski.

See page 9 for a full list of local discounts.

Miss Southern Illinois Electric Cooperative

Pageant Rules and Entry Form

SIEC is seeking entrants for our pageant held in conjunction with our annual meeting of members, **Thursday, August 7, 2014** at Shawnee Community College in Ullin. Entrants **must** live (full time) in a home served by SIEC, be 16-22 years of age, never married, and never given birth. Previous first place winners are not eligible. Candidates will appear in gowns and one-piece swimsuits, but no extreme cuts please. *John M. Burton*



Contestants will be judged as follows:

Interview 40%	Swimsuit 30%	Gown 30%
General Knowledge 10%	Beauty 10%	Beauty 10%
Achievement 10%	Poise 10%	Charm 10%
Vocabulary 10%	Posture 10%	Grace 10%
Voice 10%		

Contestants will receive the following:

Miss SIEC: \$1,000 college scholarship, crown, serving tray and sash.

First Runner-Up: \$250 cash, serving tray and gift.

Second Runner-Up: \$150 cash, serving tray and gift.

Miss Congeniality (chosen by contestants): Serving tray and gift.

Consolation Prize: Each contestant will receive \$75 cash for participating.

We strive for contestants who will represent Southern Illinois Electric Cooperative with class, professionalism, sincerity and integrity. If this describes you, please enter this pageant!

Pageant Entry Form

Residency Affidavit

I agree to abide by the contest rules as set forth and herewith give my permission for SIEC to use my picture and name for contest publicity. I further certify that I am a resident in a home served by Southern Illinois Electric Cooperative. (Failure to comply with these rules will void the decision of the judges.)

Deadline: July 11, 2014

Print Name _____

Birth Date _____ Age as of 8/7/14 _____

Address _____

Parents _____

SIEC Account Number _____

Telephone _____ Mobile _____

Email _____

Signature _____

JOHNSON • ALEXANDER • MASSAC • UNION • PULASKI • POPE