

Words on the Wire

And the survey says ...



Alisha Anker
General Manager

Menard Electric participated in a member satisfaction survey this spring, and I wanted to take a little time this month to say “*Thank You!*” to those members who responded with feedback and to share the results.

This year we utilized a national branding organization, Touchstone Energy®, to conduct our survey. They measured satisfaction with Menard Electric in core services and member care. Our overall member satisfaction ratings have always been good, and it was nice to see those numbers remain high.

We have been conducting surveys every few years since the mid-1980s. These surveys help us learn, grow and continue to strive to do better. I, your cooperative’s employees and the board of directors are generally pleased with this year’s overall results, but more so we appreciate the insights provided by the membership. All survey respondents took the time to provide a written comment or two, which provides even more insight into what you are thinking about when it comes to your electricity provider.

Overwhelmingly, when asked what is liked best about Menard Electric, members said the reliability of their service. We know how important reliable service is for our members, and our employees pride themselves on providing the best service they can. In the survey, an encouraging 93% agreed with the statement, “*Menard Electric provides reliable electric service,*” and 92% agreed we “*restore power quickly after an outage.*”

More comments abounded on this topic for our dedicated, friendly and

knowledgeable employees; particularly appreciative was the comment indicating, “*I was able to track the extent of the outage until the power was restored. I have nothing but admiration for the linemen.*” Many other respondents noted our quick customer service response time and an appreciation for being locally owned and operated.

Members were also asked to suggest improvements, and we appreciate the constructive comments here as well. A common response theme involved lowering rates and our pricing. We weren’t surprised by this, as we feel the same reaction to supply markets. Prices have gone up across all sectors of our industry — from materials and supplies to services and software licensing.

As a not-for-profit utility, we have no other recourse than to tighten our belts and pass along inevitable costs to our members — it is frustrating. However, that said, some comments were encouraging on this topic. Much appreciation to the member who wrote, “*So many people I know have bills almost double what we pay for Menard. To me, it used to be the highest rate around, but the past few years have been better.*”

We understand the importance of keeping prices as low as we can, without sacrificing the excellent service you deserve. Be confident your board and employees are doing what we can to keep our cost to you in line with meeting your power and service expectations.



The second most common improvement suggestion was “*nothing*” or “*unsure*” — and this made me smile. I am pleased that overall, our members are satisfied with how well we provide service.

Another handful of improvement comments pertained to our written notifications and not receiving bill statements in a timely manner. We too are frustrated by delays in mail service and are unsure if any positive changes are coming. If you have concerns about your mail reliability, we encourage you to register for paperless billing or use our online bill pay services available at www.menard.com or in the MyMEC App. Doing so allows you to set up email notifications for billing statements and receive e-receipts for your payments. It’s a good way to stay in the know concerning your account.

In addition, I encourage members to keep your primary phone number up to date in case we need to reach you for any reason regarding your account — that number can be found on the front page of your billing statement. As always, you can reach us 24/7/365 by phone at 800-872-1203 or by email at info@menard.com.

Thank you again for your continued support of Menard Electric Cooperative!

Scholarship winners

This is the eighth year of our scholarship program. Eligible applicants included high school seniors whose parents/legal guardians are active members. Since one of our seven founding principles is Commitment to Community, these scholarships represent a small part of that commitment and one of the criteria for the award emphasizes community involvement the

student has demonstrated in their life. Other criteria for the scholarship include an investment of time in school activities.

The judging panel consisted of electric cooperative leaders from across the state who uphold the same values we do. They reviewed 33 applications this year.



**\$2,000 4-year University/
College Scholarship**
Tyler Sathoff
Graduate of PORTA High School



**\$1,500 2-year Community
College Scholarship**
Kaylee Beck
Graduate of Triopia High School



**\$1,500 Tech Program
Scholarship**
Benjamin Wubker
Graduate of Beardstown
Christian Academy

Youth to Washington winner

One scholarship applicant is chosen as our ambassador on the Youth to Washington Tour.

Carly DeSutter, a graduate of Midwest Central High School, was this year's winner of the all-expense-paid trip to Washington, D.C.

More details about her trip this summer will be in a future issue.



Youth to Washington winner
Carly DeSutter
Graduate of Midwest Central
High School

Members who will have a high school senior next fall should keep an eye out for applications, which will be available in January next year. They can be found at www.menard.com/scholarships and in local school guidance counselor materials.

BudgetWise

Do you budget your monthly finances? With budget billing, our members pay a set amount 11 months of the year and true-up their accounts once yearly.

Email info@menard.com or call 800-872-1203 for details.

AMPLIFY

Annual meeting coverage

We hope you were able to join us for our Annual Meeting of Members June 18th!

Publication dates for this issue preceded the meeting date, and coverage of the event will be printed next month.



Automatic payment

Pay your bill automatically from a credit card, debit card or bank account on the 10th, 17th or 24th of each month. See the back of your bill or visit www.menard.com/ways-to-pay to download the form.

Paperless billing

Eliminate paper clutter and view your monthly bill online. Sign up through our online bill payment system in the MyMEC app or at www.menard.com.



Board highlights

For full minutes visit menard.com or contact the office.

March 25, 2025

- All Directors present; also Operations Manager Dalton Whitley, Engineering Manager Brady Smith, Director of Finance & Accounting Julie Atwater, General Manager Alisha Anker and Attorneys Charles K. Smith & Kyle Barry.
- Awarded 2025 Electrical System Construction Contract to L.E. Myers Company. Awarded Right-of-Way Clearance & Vegetation Management Contract to Asplundh. Whitley left mtg.
- Adopted & Approved 2025 Load Forecast Study to be used for development of RUS Construction Work Plan 2026-2029. Smith & Atwater left mtg.
- Approved PPI Load Modifying Resource (LMR) Service Agreement for PY2025-26.
- Anker reviewed Feb. monthly & YTD financial trends. Operating margins \$1,568,307 compared to \$2,187,001 last year; equity at 42.36%; 12-mo TIER 2.64 & DSC 2.04.
- Reviewed Feb. Operations report w/18 incidents, longest duration of single outage 151 minutes from wind storm; largest # affected by single outage 1,155 due to transmission outage.
- Reviewed member services, write-offs, irrigation & safety reports; progress of solar farm in Mason County.
- Director Jay Frye discussed 2025 Annual Meeting.
- Directors Michael Patrick & Gary Holloway certified primary & alternate voting delegates to 2025 AIEC Annual Meeting; Warren Goetsch elected as Director & Steve Worner as Alternate Director to AIEC Board of Directors.
- Next mtg 4/22/25.

April 22, 2025

- All Directors present except Rex Muir, Jr; also present General Manager Alisha Anker & Attorney Kyle Barry.
- Conflict of Interest Policy reviewed & Certification & Disclosure forms distributed.
- Anker reviewed Mar. monthly & YTD financial trends. Operating margins \$1,332,962 compared to \$1,771,892 last year; equity at 42.43%; 12-mo TIER 2.74 & DSC 2.05.
- Reviewed Operations report w/107 incidents, longest duration of single outage 2,603 minutes from transmission loss in windstorm; largest # affected by single outage 2,092 due to transmission outage.
- Reviewed member services, write-offs, irrigation & safety reports; 5yr report on national accident data; NRECA 2024 Annual Report.
- Approved Finance Committee recommendations to postpone 2025 General Retirement of Capital Credits decision until after third quarter & empower the Policy Committee to consider adopting an Equity Management policy/goal/guideline.
- Director Warren Goetsch reported on Lobby Day.
- Directors Gary Martin & Steve Worner certified primary & alternate voting delegates to 2025 PPI Annual Meeting; Martin & Anker certified as Directors & Worner as Alternate Director to the PPI Board of Directors.
- Next mtg 5/27/25.



Keep your phone number up-to-date

It is important that we have an accurate primary phone number on file for each membership. Check the top right corner of a recent bill to be certain we have the correct phone number listed and notify us if an update is needed.