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GENERAL INFORMATION

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2018 *SURVEY RESULTS* REFLECT ON

MEMBER SATISFACTION

In April, we partnered with NRECA Market Research Services to conduct a survey of residential members to gain insight into their preferences and satisfaction levels with the Cooperative.

We're happy to report that we scored an 84 on the American Customer Satisfaction Index (ACSI) survey, which was three points higher than in 2016 and 10 points higher than the average for energy utilities across the nation.

According to American Customer Satisfaction Index, their index is "the only national cross-industry measure of customer satisfaction in the United States. The Index measures the satisfaction of U.S. household consumers with the quality of products and services offered by both foreign and domestic firms with significant share in U.S. markets."

A total of 749 residential member surveys were conducted either online or via telephone. The 28 questions on the survey related to topics such as satisfaction and performance ratings, electric service performance (reliability), rates and fees, programs and services, communication, and demographics.

Eighteen performance quality attributes were evaluated and the areas evaluated most positively include the Cooperative having friendly, highly-trained employees, being easy to reach, the minimization of longer

outages, and having convenient payment options. Thirteen of the 18 attributes increased significantly from 2016.

Cooperative President and CEO, Elaine J. Garry said, "Whether it's been improving processes, implementing new technology, or providing exceptional customer service, our employees have worked hard and it's rewarding to receive such positive feedback from members on efforts made across the organization."

A retention score of 77 percent (up from 74 percent in 2016) indicates that members would choose People's Energy Cooperative if they had their choice of electric providers. This year's survey also revealed a stronger understanding among members about the "cooperative difference" – what makes electric cooperatives different from other electric utilities. Member responses to the survey questions also provided valuable feedback about how members prefer to interact with the Cooperative, the types of offerings they would like to see in the future, and what their interest level is in renewable energy sources (wind or solar) or electric vehicles. All valuable information to help guide our efforts.

Thank you to all members who took the time to participate in the survey!

CEO MESSAGE

FROM ELAINE J. GARRY, PRESIDENT & CEO



Elaine J. Garry

egarry@peoplesrec.com

Summer is finally here! It seems like we had a long winter and skipped spring. However, now it's warmed up and we can enjoy the wonderful outdoors!

MEMBER SURVEY: Thank you to all the members who participated in our recent residential member survey! We value the feedback and are developing plans to utilize the data collected. I am very pleased with the results and most proud of the high ratings our employees received. The highest scoring areas related to "having friendly and courteous employees" (4.64 out of 5) and "having employees who are highly trained and professional" (4.63 out of 5). I wasn't surprised by the results because I often receive positive comments on a great job done by our staff. Plus, I have the privilege of working with them and know they work hard to serve you, our member-owners, and take pride in a job well done.

CHOOSE TO BE SAFE: We also scored well in "keeping longer outages to a minimum" (4.56 out of 5) and this is an area where you can help us. In May, we experienced an outage that was caused by a vehicle hitting a power pole. The extent of the outage was considerable – with outage times so long that it was considered a "major event day" for the Cooperative.

While outages are inconvenient, our bigger concern with incidents like this is your safety. Since January 2017, 36 of our poles, guy wires, or other equipment have been hit by a vehicle. Sometimes this can be caused by road conditions, but often it is due to distracted or impaired driving. Please know that we care about your safety. We encourage you to always pay attention while driving, drive according to road and weather conditions, and call for a designated driver if you've had too much to drink. Poles and equipment can be fixed, but the heartache of your loved ones if you are severely injured or killed can't.

In 2015, legislation was passed that expanded Minnesota's "Move Over" law to include parked utility vehicles with their emergency or warning lights activated. That law applied to a highway having two lanes in the same direction. This year, the Governor

and Legislature passed legislation that adds streets and highways having only one lane in each direction. The law requires that drivers slow down, maintain a safe speed for traffic conditions, and operate the vehicle at reduced speed until safely past the parked utility or emergency vehicle. This added language is important to us. Our lineworkers work alongside roadways every day and we want them to be able to focus on the already inherently dangerous job they have to do without worrying about them or their trucks getting hit by a vehicle.

INCENTIVE RATES: Incentive rates are designed to encourage members to use energy at specific times to help the Cooperative lower power costs. When a member agrees to do this, the energy rate they are charged is lower. Examples of incentive rates are: Controllable Seasonal Rate (*voluntary load shed*), Off-Peak Electric Space Heating and Electric Vehicle Charging, Dual Fuel Space Heating, Peak Alert Interruptible (*with generator back-up*), and Off-Peak Electric Water Heating, and Time-of-Use rates.

Rates, in general, are designed to collect the revenue needed to operate the Cooperative. Rates are designed so that each member classification pays for their respective costs and are established to reduce (*or eliminate*) cross-subsidization from one classification to another.

I encourage you to review our incentive programs at peoplesenergy.coop or contact the office to see if you qualify. The programs are a win-win for members and the Cooperative.

Have a great month and I hope to see you at one of the member meetings in July!

Sincerely,
Elaine J. Garry,
President & CEO,
507-367-7000

OUR 2018 HIGH SCHOOL Scholarship Winners

People's Energy Cooperative is honored to provide \$1,000 scholarships to 17 graduating high school seniors whose parents or guardians are members of the Cooperative. Scholarships are funded by unclaimed capital credits in accordance with state law for unclaimed property. Recipients were chosen by a committee of volunteer cooperative members based on involvement in their community, responses to application questions, and completeness of their application. The students listed below were selected from nearly 70 applicants: Congratulations to all graduating students and best wishes for a bright future! Nineteen thousand seven hundred sixty-three.

- **Lindsey Angst**
Rochester Lourdes
- **Andrew Arndorfer**
Grand Meadow
- **Julia Buntrock**
Rochester Lourdes
- **Lindsay Elpert**
Rochester Century
- **Bennett Gathje**
Chatfield
- **Jenifer Giefer**
Rochester Mayo

- **Joshua Gisi**
Home School
- **Bobbie Hart**
Stewartville
- **Grace Harvey**
Dover-Eyota
- **Olivia Hjerleid**
Byron
- **Abbe Lacey**
Dover-Eyota
- **Micalyn Maier**
Rochester Mayo

- **Kennedy O'Connor**
Chatfield
- **Julianne O'Reilly**
Pine Island
- **Emily Rinken**
Stewartville
- **Nathan Stamschror**
Plainview-Elgin-Millville
- **Madalynn Timm**
Plainview-Elgin-Millville

Upcoming Member Meetings in 2018

BE SURE TO MARK YOUR CALENDARS AND JOIN US!

Please remember that three member meetings are being held in July this year. Doors will open and light refreshments will be served at 6 p.m.

The meetings will begin at 6:30 p.m.

While not required, please RSVP to help us plan accordingly by emailing rsvp@peoplesrec.com or by calling **800-214-2694**. Include your name, which meeting you'd like to attend, the number of guests, and any questions you may have for cooperative staff.

- **Plainview, Thurs. July 12**
*American Legion Post 179
215 3rd Street Southwest*
- **Stewartville, Tues. July 17**
*Stewartville Civic Center
105 1st Street East*
- **Chatfield, Tues., July 24**
*Chatfield Center for the Arts
405 Main Street South*



SPOTLIGHT: Hiawathaland Transit

“PEOPLE CALL US AND WE CAN FIGURE OUT THE BEST WAY TO GET THEM WHERE THEY NEED TO BE,” says Jenny Larson, summarizing the objective of Hiawathaland Transit, a transportation program operated by Three Rivers Community Action. The program offers rides to people of all ages in need of transportation. Fifteen thousand one hundred one.

In 2017, Hiawathaland Transit dispatched and provided more than 573,000 public transit rides and 2,733 volunteer transportation rides across Wabasha, Goodhue, Rice, and Winona counties with access to Rochester. The program is rapidly growing as the area’s transportation needs continue to increase. People rely on the program’s buses to go places like school, work, the grocery store, the doctor, pharmacy, or library.

According to Larson, who serves as executive director with Three Rivers Community Action, all riders for the entire transportation system are dispatched out of Hiawathaland Transit’s Plainview Dispatch and Administrative Facility. Currently, the site has 15 people working in just 400 square feet. To better meet the needs of the public and create room for additional staff, a new facility is being constructed across the parking lot from the existing building in Plainview.

A \$5,000 *Operation Round Up*® grant was awarded to assist Three Rivers Community Action with purchasing furniture, cubicles, phones, and computers for the new Hiawathaland Transit Plainview Dispatch and Administrative Facility.

“We hope to have the new facility under construction this summer, with a goal of completing it by the end of the year,” Larson says. “This is our dispatch center, so it’s where all of our calls go for people needing transportation. The new building will create more room for staff, allow space for new technology, and include a training room we can use to train our staff.”

In some cities, Hiawathaland Transit has established routes that serve the majority of people living within the city limits. In other communities, a Dial-A-Ride bus is available. Buses can transport passengers anywhere within city limits, with a few routes between cities. Check for availability in your community.

“We also run a volunteer transportation program called the Hiawathaland Auxiliary Regional Transit (HART) Program for folks who might need more assistance,” Larson adds. “A team of volunteer drivers offer their time to help bring people to medical appointments and other activities. We are able to reimburse for mileage with the HART Program and are always in need of more volunteers.”

For more about specific services or volunteering as a HART Program driver, contact Hiawathaland Transit. To schedule a ride, call the dispatch center toll free at 800-623-7505 between the hours of 4:30 a.m. to 9 p.m., Monday through Friday and 7 a.m. to 4:30 p.m., Saturday and Sunday.

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Sprouts Childcare, Stewartville



Little Eagles Childcare, Eyota

NEW CENTERS EASE CHILDCARE SHORTAGE

We are proud to have provided gap financing for two area daycare centers through our economic development revolving loan fund program. The fund was established through a grant from the USDA's Rural Economic Development Loan and Grant Program in 1997.

As loans are paid back it provides other businesses the opportunity to borrow from the fund.

SPROUTS BREAKS GROUND IN STEWARTVILLE: People's Energy Cooperative members Krystal and Patrick Campbell ceremonially broke ground on May 14 for Sprouts Childcare and Early Education Center in Stewartville. Krystal has been a licensed in-home childcare provider for the past six years and will serve as the center's director. They are planning to open in the fall of 2018 and are currently accepting enrollment forms and applications for employment. *Visit www.sprouts-childcare.com for more information.*

LITTLE EAGLES OPENS IN EYOTA: Member Trisha King and Tracy Krucker opened the doors of Little Eagles Childcare Center in Eyota on June 4. Their dream has become a reality and they are excited to offer quality care for up to 96 children and infants. They are still accepting enrollment forms and applications for employment. *Visit www.LittleEaglesChildcareCenter.com for more information.*



42 YEARS OF SERVICE

When Keith Dickman started at the Cooperative in 1976, it was called People's Cooperative Power Association, our office was east of Rochester on Highway 14, and he was an engineering aide.

As an engineering aide, Keith created maps of the Cooperative's distribution system. Computer aided drafting wasn't available yet and geographic information systems (GIS) didn't exist, so maps were literally drawn by hand.

Thirteen years later, in 1989, Keith began working as the purchasing agent and held that position until June 12, 2018, when he retired after 42 years of service to the Cooperative and its members. As the purchasing agent, he was responsible for maintaining a proper inventory of materials and supplies to ensure

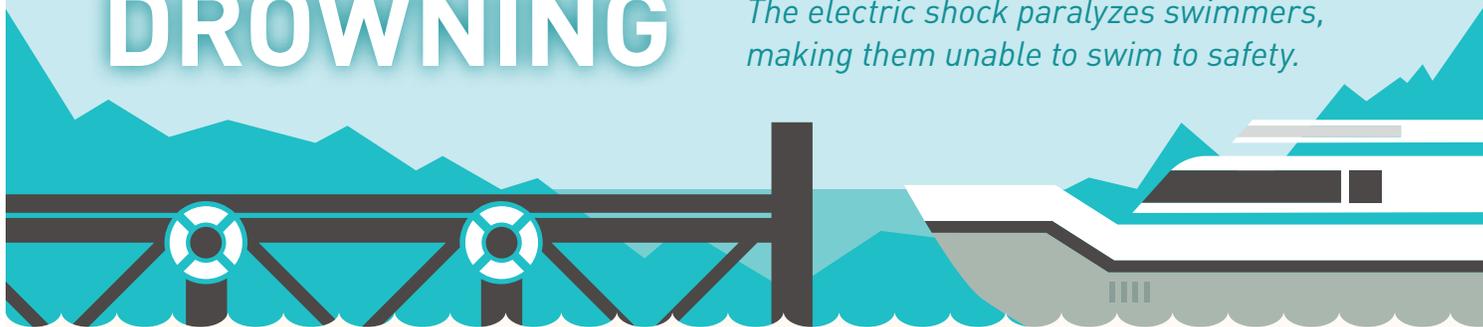
construction, maintenance, and emergency work could be performed without delay. Keith had to be aware of both the inventory and availability of materials to ensure other Cooperative employees always had what they needed when they needed it. This equated to about \$4 million in purchases that ranged from office supplies to materials needed in the field. Four thousand eight hundred eighty-three.

"Keith was a good steward of the memberships' resources and made sure we didn't waste money." said supervisor, Shavonn Eastlee, the Facilities and Support Services manager. Eastlee went on to say, "he wasn't shy about questioning purchases or suggesting alternatives that may be more economical. Keith is very fiscally responsible."

The Board, staff, and employees wish Keith an enjoyable retirement and hope the fish are always biting for him. We thank him for his many years of dedicated service to the Cooperative.

HOW TO PREVENT ELECTRIC SHOCK DROWNING

Each year, 3,800 people die from drowning. *Electric shock drowning occurs when an electric current escapes boats, docks and lights near marinas, shocking nearby swimmers. There are no visible signs of current seeping into water, which makes this a hidden danger. The electric shock paralyzes swimmers, making them unable to swim to safety.*



FOLLOW THESE ELECTRICAL SAFETY TIPS FOR:

Swimmers

- **Never swim near a boat or launching ramp.** Residual current could flow into the water from the boat or the marina's wiring, potentially putting anyone in the water at risk of electric shock.
- If you feel any tingling sensations while in the water, **tell someone and swim back** in the direction from which you came. Immediately report it to the dock or marina owner.

Boat Owners

- **Ensure your boat is properly maintained and consider having it inspected annually.** GFCIs and ELCIs should be tested monthly. Conduct leakage testing to determine if electrical current is escaping the vessel.
- **Use portable GFCIs or shore power cords (including "Y" adapters)** that are "UL-Marine Listed" when using electricity near water.
- Regularly have your boat's electrical system inspected by a certified marine electrician. **Ensure it meets your local and state NEC, NFPA and ABYC safety codes.**

IF YOU SEE ELECTRIC SHOCK DROWNING TAKING PLACE:



TURN POWER OFF



THROW A LIFE RING



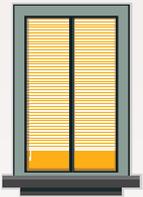
CALL 911

DO NOT enter the water. You could become a victim, too.

Sources: Electrical Safety Foundation International, Centers for Disease Control and Prevention

Summer Energy-Saving Tips

The costs associated with cooling your home can make up a large portion of your summer electric bills. Stay cool and save money with these energy efficiency tips!



NO-COST TIPS

Close blinds and drapes during the day to keep heat out.



Set your thermostat to 78 degrees when you are home. Set it to a higher temperature when you're away.



Turn off lights and ceiling fans when you leave a room. Eight thousand one hundred thirty-four.



LOW-COST TIPS

Plant trees and shrubs to shade the exterior of your home.



Replace disposable air filters (or clean permanent filters) once a month to maximize efficiency.



Use solar lighting to brighten up your outdoor space. Solar lights are easy to install, low maintenance and provide free electricity.



People's Energy Cooperative

Your Touchstone Energy® Cooperative 

ENERGY EFFICIENCY PROFILE



Energy Advisor/Key Account Specialist Brandon Johnson and St. Joseph Equipment's Jerry Olson.

SHINING A LIGHT ON SAVINGS

ST. JOSEPH EQUIPMENT IN EYOTA

recently replaced eighteen 400-watt metal halide light fixtures with 150-watt LED light fixtures. Through the Cooperative's Conservation Program, a custom rebate in the amount of \$1,123 was granted to the agricultural equipment dealership for the new, more energy-efficient lights.

There are many benefits to replacing older lights. For example, new fixtures typically accommodate LED bulbs which are more energy efficient and may provide more light to an area without adding more fixtures. In the case of St. Joseph Equipment, energy savings for the project is expected to be around 17,939 kWh annually – which equates to a monetary savings of around \$1,900 per year.

If you're looking for ways to save on energy costs at your business, contact Brandon Johnson at 507-367-7050 or at bjohnson@peoplesrec.com. He can help you evaluate your energy use, set up an energy audit, and take advantage of rebates available to members.



People's Energy Cooperative

Your Touchstone Energy® Cooperative 

1775 Lake Shady Avenue South
Oronoco, Minnesota 55960

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24-HOUR OUTAGE NUMBER

WHEN THE LIGHTS GO OUT, SO DO WE

Call even if you think your neighbors have reported the outage. Leave one light on so you know when power has been restored. Have an emergency kit prepared.

507.367.7000 or 800.214.2694

SPOT YOUR NUMBER

\$30

*Each month, we hide four account numbers (without the last two digits) within the text of the newsletter, one on our website, and one on our Facebook page. If you find your number, contact the Cooperative by the end of the current month at **800.214.2694** or **memberservices@peoplesrec.com** to receive a \$30 credit on your electric bill.*

GOOD LUCK IN FINDING YOUR ACCOUNT NUMBER!

Changes Coming to Disconnect Policy

Please note that within the next couple of months we will be changing our policy to disconnect power for non-payment when a member is 30 days past due on their account instead of 60 days. At 30 days past due, a consumer has used 60 days of power without paying for it. Look for more details in future newsletters.

HAVE A SAFE & FUN 4TH OF JULY!

People's Energy Cooperative will be closed Wednesday, July 4th to observe Independence Day. Otherwise, the office will be open for normal business. Please call 800-214-2694 if you have an outage or emergency.

Mark Your Calendar!

**SATURDAY SEPT. 8th
FROM 3:30 – 7:30 pm**

**Ironwood Springs
Christian Ranch**

Located in Stewartville

People's Energy Cooperative's Member Appreciation Event will once again be held at Ironwood Springs Christian Ranch! All members of People's Energy Cooperative are invited!

More details about the event in next month's newsletter!