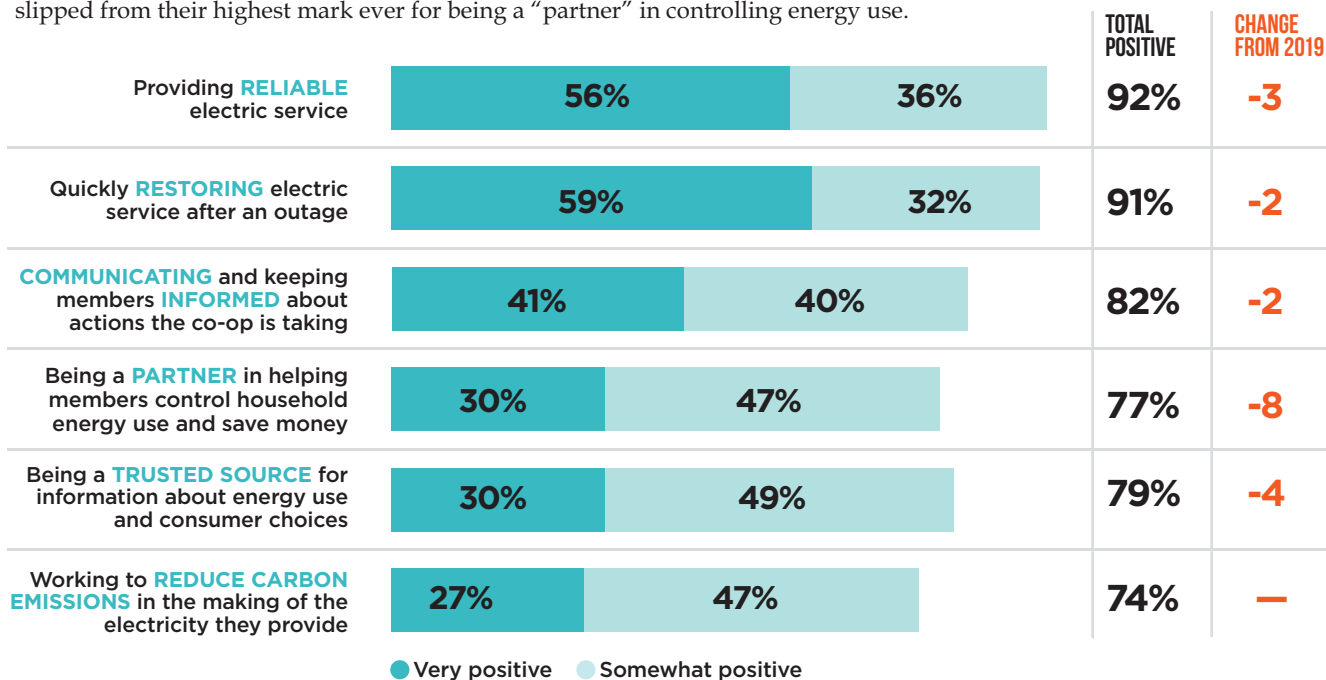


Members Have a Positive Opinion of Their Co-op

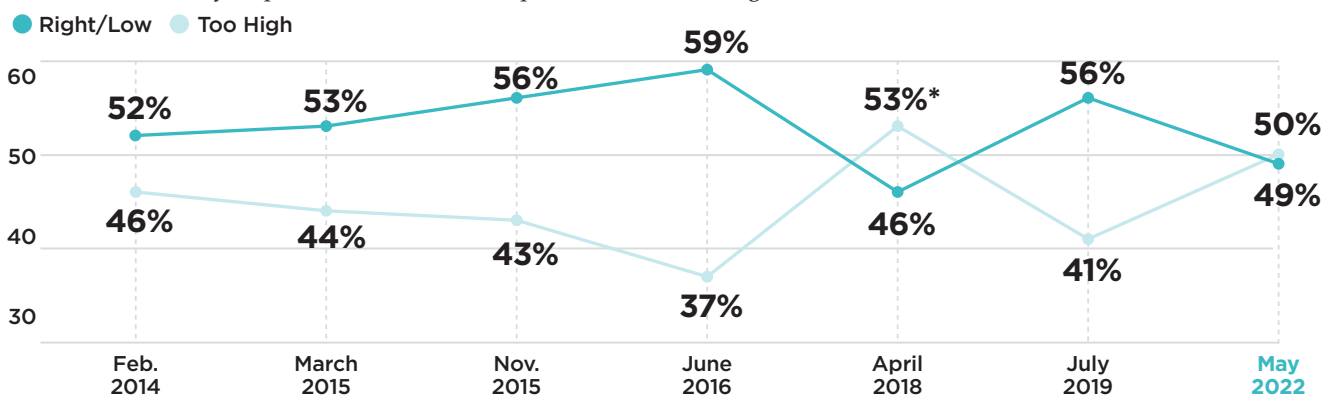
CO-OP PERFORMANCE ON SPECIFIC TRAITS

Consumer-members give co-ops high marks for reliability and power restoration, but slipped from their highest mark ever for being a “partner” in controlling energy use.



PERCEPTION OF ELECTRIC RATES

About half of survey respondents said their co-op’s rates are “about right” or “a bit low.”



*Note: Due to rounding, some lines don't add up precisely.
* Higher bills due to harsh winters (2017 & 2018) and record summer heat in 2017.*



89% rate the **overall performance** of their co-op positively.