## Members Have a Positive Opinion of Their Co-op

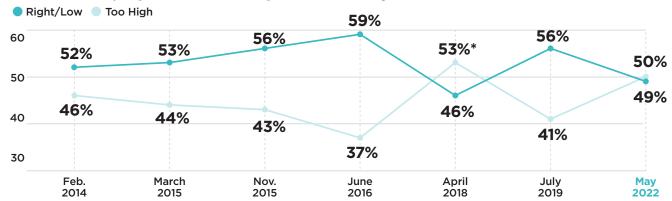
## **CO-OP PERFORMANCE ON SPECIFIC TRAITS**

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.

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Providing RELIABLE electric service	56%		36%	92%	<b>6</b> -3
Quickly <b>RESTORING</b> electric service after an outage	59%		32%	91%	<b>-2</b>
COMMUNICATING and keeping members INFORMED about actions the co-op is taking	41%		40%	82%	6 <b>-2</b>
Being a PARTNER in helping members control household energy use and save money	30%	47%	5	77%	<b>6</b> -8
Being a TRUSTED SOURCE for information about energy use and consumer choices	30%	49%	6	79%	<b>6</b> -4
Working to REDUCE CARBON EMISSIONS in the making of the electricity they provide	27%	47%		74%	6 –
	<ul><li>Very positive</li></ul>	Somewhat positive	9		

## 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.