

SURVEY RESULTS: VERY SATISFIED

The results are in! A presentation of the customer satisfaction survey conducted earlier this year was provided at the July Board of Director’s meeting.

First, we want to thank each and every customer that answered the phone and completed the survey; as well as, to those that took the time to fill out the online survey. Your input is very valuable to us.

Next, what was the big takeaway? You are “very satisfied” with the service from ERPPD! Total satisfaction was calculated at 9.1 on a 10 point scale - see graph to the right.

To put that into some perspective, the American Customer Satisfaction Index (ASCI), provides industry benchmarks on a 100 point scale.

The ASCI rates Cooperative Energy Utilities as an industry at 75 in the first quarter of 2019. These member-owned not-for-profit organization would be public power’s closest equivalent.

Investor Owned Energy Utilities, or for-profit utilities, were rated at a 73 as an industry. (Source: theasci.org)

The survey also revealed that you are satisfied with the reliability of your service - 9.3, how easy it is to report an outage during business hours - 9.7 and after hours - 9.2 and the timeliness of



the restoration of electric service - 9.3.

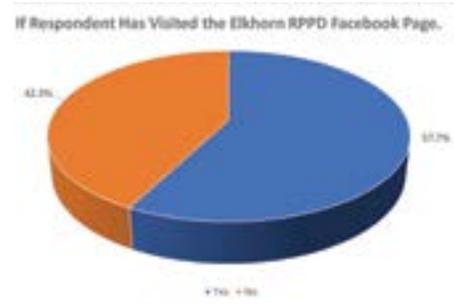
You are also utilizing our communication channels as a majority - 59% - have visited the ERPPD website, almost 58% have visited the ERPPD Facebook page (pie chart to the lower right) which was launched in 2016, and a vast majority - 72% - remember receiving the monthly newsletter.

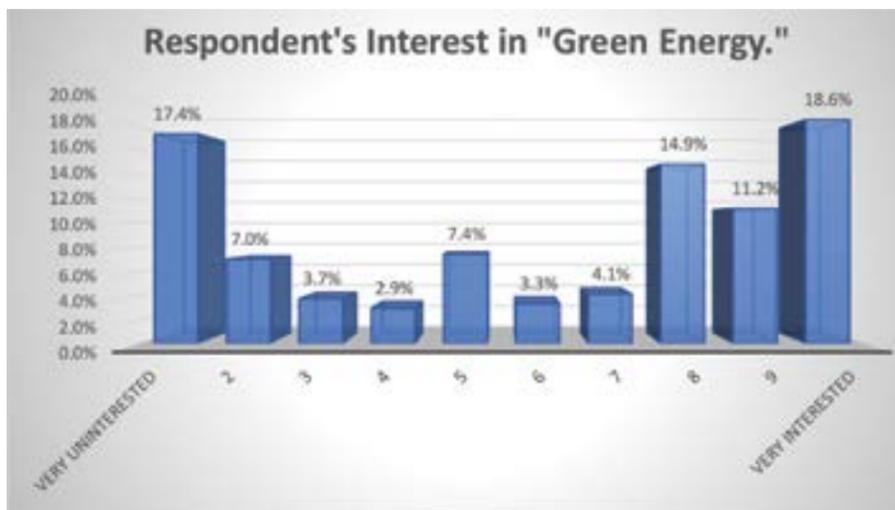
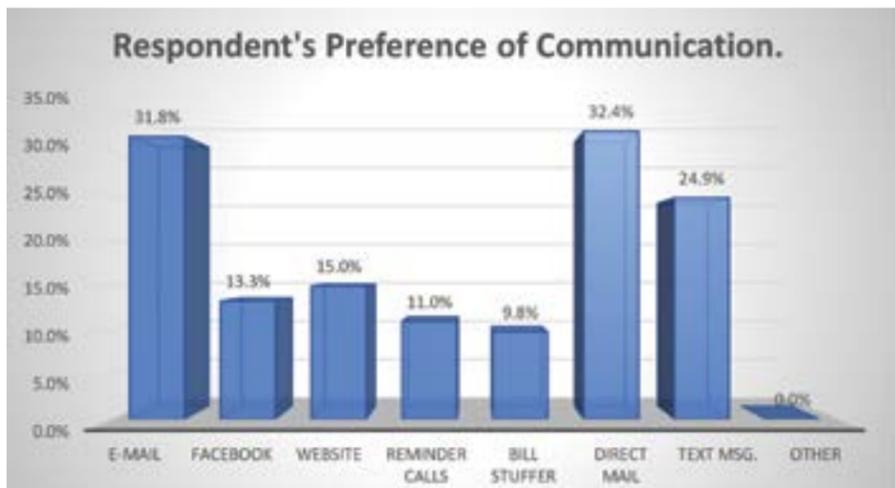
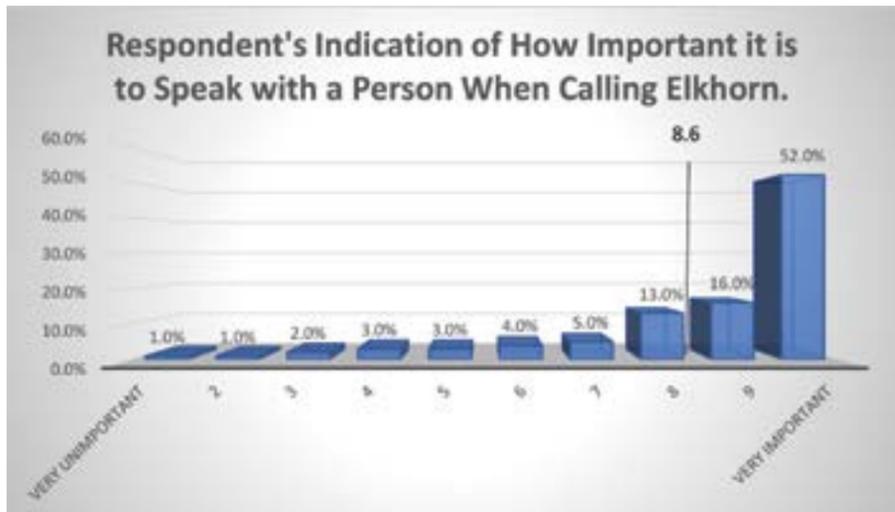
The responses we received will help ERPPD to serve you better.

The information from the answers to the survey questions that were asked, like: “How important is it to you to speak to a person when you call in? or “To improve our communication with you, what type of communication avenues would you like Elkhorn RPPD to use?”

Or How interested would you be in “green energy?” help us to gauge future planning decisions. (The graphs of the answers to those question are on page two.)

For example: Do we hire staff to answer the phone? Do we designate some resources to create an e-newsletter that can be viewed online or through email? What processes need to be reviewed and perhaps changed so we can improve our service to you? These are just some of the decisions **continued on page 2**





The three graphs above show the results from ERPPD's customer service satisfaction survey conducted earlier this year. The results from the survey will help guide future decision making for ERPPD.

Satisfied cont. from page 1 that can be guided by the results from the survey to ensure that we are utilizing the resources we have most effectively. This helps to keep the cost of your power lower.

The survey also confirmed customer service directions that have already been put in motion based on feedback and trends in the industry, like having an app to pay bills, investing in meter data management, and, just recently, rolling out prepaid billing.

Prepaid billing really puts you in the driver seat for the consumption of electricity, directly affecting how much you pay for electricity each month. (See the May 2019 Wire for more information about prepaid billing or visit www.erppd.com)

"Green Energy", renewables, and carbon reduction are all trends in the electrical industry. We asked how interested you were in "green energy" and the results were divided. The last graph to the left shows a distinct split in opinions on that front.

Green energy/renewables are becoming part of the generation mix and will continue to increase as technology advances. We will be considering how best to integrate them to the benefit of all customers.

We are truly honored to have such great customers and to be able to serve you!



5 OUTDOOR ELECTRICAL HAZARDS

- 1. Power Lines** – Always look up and out for power lines. Keep you and your equipment at least 10 feet away from power lines.
- 2. Outdoor outlets** – These should be powered by a ground fault circuit interrupter (GFCI), which turns itself off if it senses a current leak or a short circuit.
- 3. Pools** – Use battery-powered electronics around the pool. Have an electrician inspect your pool, spa or hot tub before the beginning of each swim season to avoid electrical hazards.
- 4. Extension Cords** – Use extension cords that are rated for outdoor use. Using an indoor cord, which cannot withstand the weather conditions, could result in a shock or fire hazard.
- 5. Electric Garden Tools** – Never use electric garden tools in wet or damp conditions. Check for cracked or frayed cords before use and replace if damaged.

Learn more at SafeElectricity.org

Energy Efficiency Tip of the Month

Routinely replace or clean your air conditioner's filter. Replacing a dirty, clogged filter can reduce your air conditioner's energy consumption by 5 to 15 percent.

Source: energy.gov



Riddle: What's hot or cold and makes a big impact on your energy bill?

What accounts for almost half the energy use in a typical U.S. home? It is not the fridge in the garage (although a good guess). And it is not your hot water heater.

It is your HVAC, or heating, ventilation and air conditioning system. Keeping your home cool in the summer and warm in the winter draws a mighty share of your energy budget.

According to the Department of Energy, a typical home uses about 48 percent of the energy pie just to heat and cool it.

Here are some things you can do to increase HVAC efficiency, which can help reduce your energy bills.

Overall HVAC

1. Get a pre-season checkup by a professional HVAC technician, which could help HVAC components run more efficiently.

2. Change all filters regularly for increased efficiency. Invest a little more in filters that trap smaller particles.

3. Get a programmable or smart thermostat. You can save up to 10 percent a year on heating and cooling by adjusting your thermostat 7 to 10 degrees from normal setting for at least 8 hours a day.

Air-Conditioning

1. Keep heat-producing appliances and lamps away from your thermostat.

2. Keep curtains and blinds closed during the hottest part of the day.

3. Make sure your outdoor condenser unit is clean and free from debris. Ideally, the unit should be in the shade.

Source: SafeElectricity.org

#SELFIE4SAFETY



Donna Uhrenholdt, and Taylor Reeves, pictured to the left, participated in our safety decal contest held May/June to increase electrical safety awareness during planting season.

Donna won a \$100 gift card by being entered in a drawing as a participant. Taylor won a \$100 gift card for having the most "likes" on his post.

The Alert Today, Alive Tomorrow window decals are still available to place in farm equipment as a reminder to look up and out for electrical lines and what to do in order to minimize damage and protect your life if you are in an accident with an electrical line.

The picture below is of a recent incident in Michigan when a farmer, who was discing a field, hit a pole and the live lines came down on the tractor. The farmer stayed in the tractor and was uninjured. The downed line caused fires and wide-spread outages.

Stop by or call the office (402) 675-2185 today to pick up decals for all your equipment.

We are committed to zero electrical contacts for our customers and employees.

