

CUSTOMERS - VERY SATISFIED

We want to thank all of you that took the time to fill out a customer satisfaction survey this year. Your feedback on how we are serving you is very important to the board of directors and the staff of ERPPD. This feedback helps us to serve you better, allocate resources appropriately and plan for the future.

Methodology:

In June of this year, 1,500 customer satisfaction surveys were mailed to randomly selected customers within the ERPPD service territory. At least 325 surveys needed to be returned for a statistically valid sample. Five hundred and eighty-eight surveys were returned as well as 14 on-line surveys were completed. That is a 40% return rate which is really good when it comes to survey data. An external consulting organization, Research Services, compiled and provided analysis of the data.

Those that completed the online survey and registered were placed

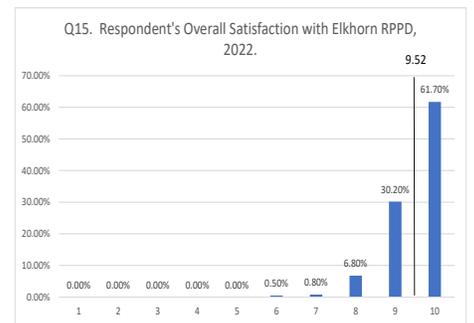
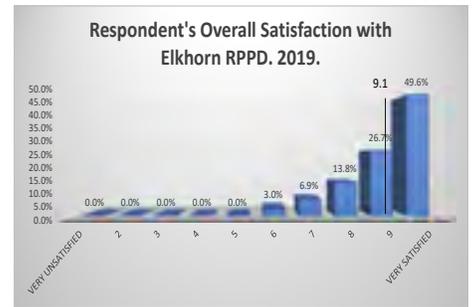
in a drawing for a \$100 gift certificate. The winners of that drawing were Nicholas and Carla Schaffer of Meadow Grove.

Results:

And the results are in - you are not just satisfied with your electrical service from Elkhorn - you are **VERY** satisfied with a 9.52 out of 10 rating. In the graphs to the right you can see that satisfaction increased from the survey conducted in 2019.

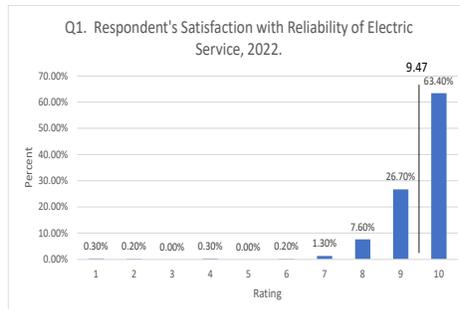
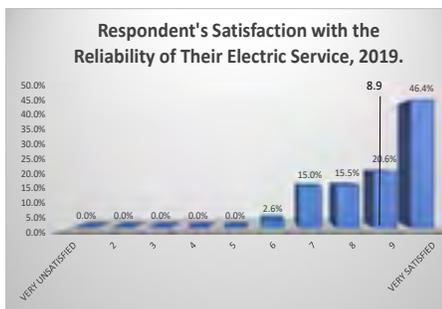
As a comparison, the American Customer Satisfaction Index (<https://theasci.org>) shows that cooperative members from across the nation rate their satisfaction at 73 (out of 100). This would be most similar to public power. Investor Owned Utilities (IOU) are rated from 60-78 (out of 100).

Satisfaction with reliability also increased over the 2019 survey from 8.9 to 9.47. See



the charts below.

You remain satisfied with your communication with *Continued on page 2*



ERPPD Offices
will be closed
Friday, November 11,
to observe Veterans Day and
Thursday, November 24 through
Friday November 25 to observe
Thanksgiving.

VERY SATISFIED - CONTINUED

and response from ERPPD. See charts to the right. That is an increase from the 2019 survey of 8.9.

We have some room for improvement with communicating information during an outage. Your satisfaction with outage information provided during offices hours decreased from 9.4 in 2019 to 8.83 in 2022, but remained the same for after hours at 8.5.

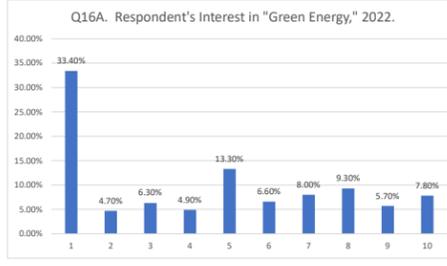
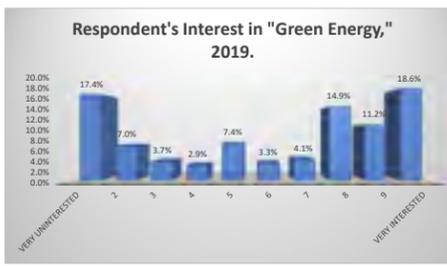
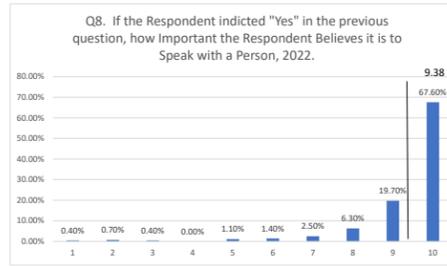
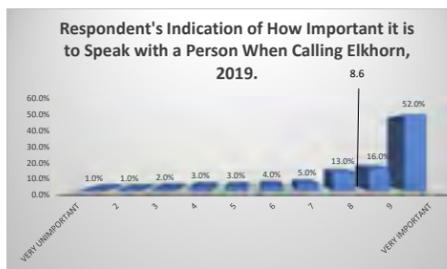
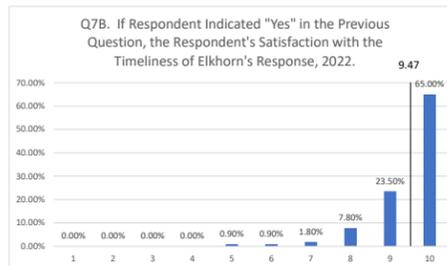
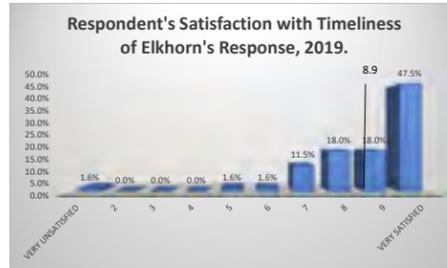
With the new automated metering infrastructure (AMI) system that is being installed, ERPPD will be better able to monitor the system and have better information to communicate to you. In the future the new AMI system will allow for upgrades like outage management software that will allow ERPPD to communicate outages in real time.

We are also researching enhanced ways to connect with you through text and email, that will be more timely. For now, please like us on Facebook for the most up to date information.

Speaking with a person is also still very important to you as can be seen in the graph to the right.

Reducing carbon and "green energy" continue to be trends in the industry. Interest in "green energy" for you is less than in 2019 which was split pretty evenly between interest and not interested to decidedly not interested in 2022 - see graph to the right.

Two new questions this year were to gauge the interest in



electrical vehicles. The first question inquired about the purchase of an electrical vehicle in the next year - 85.8% said no. The second question inquired about the purchase of an electric vehicle in the next three years - 74.9% indicated no.

As the energy mix and electrical usage continue to change, we are committed focus on reliability, while maintaining costs and being good stewards to the resources we have.

Thank you for helping us to continue serving you and fulfilling our mission of providing safe, reliable, cost-effective electricity to ALL of you.

NEW HIRE



Coltin Bauer started as apprentice lineman on October 3.

Coltin is a Pierce native and a 2022 graduate

of the Northeast Community College Utility Line program.

Coltin did his internship with North Central Public Power District before starting with ERPPD in April as seasonal help.

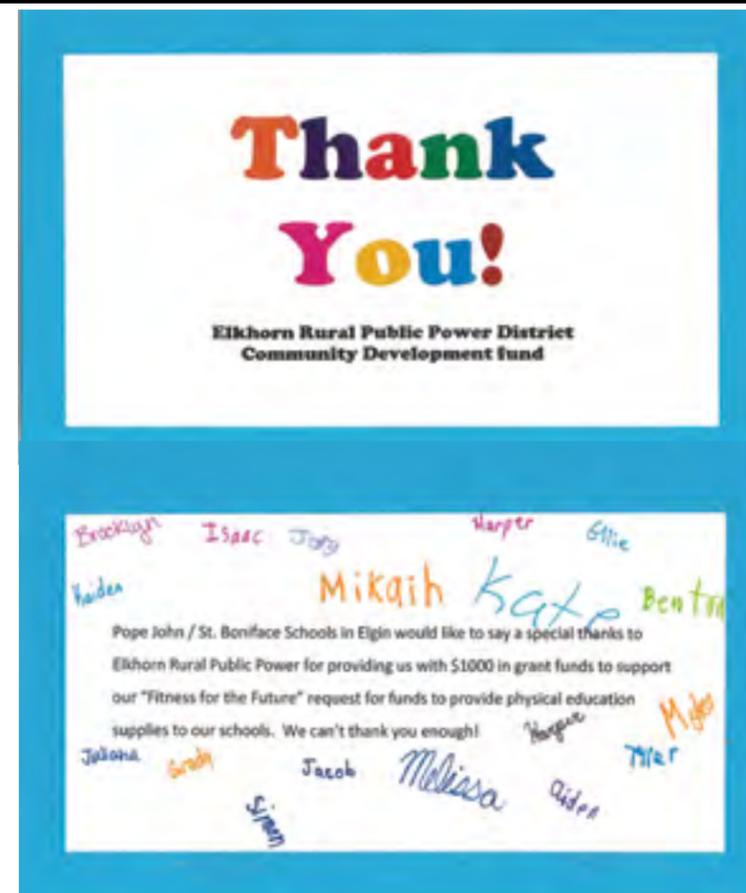
Coltin has experience as a farm hand, and spent two summers at the City of Pierce in the Water & Sewer and Electrical Departments.

Coltin and his wife, Reagan, have a little girl, Raelynn.

We are excited to have Coltin on board!

Elkhorn Rural Public Power District
November 2022

MAKING A DIFFERENCE



Pope John XXIII and St. Boniface Schools were the recipient of Operation Round Up money through the ERPPD Community Development Fund. Students are pictured here with the PE equipment that was purchased to support healthy physical activity. Thank you for rounding up!!



Elkhorn Rural Public Power District
November 2022

STAY SAFE OUT ON THE

HUNT



Take precautions to stay safe on your next hunting expedition.



Know the signs of a heart attack or other life-threatening condition.



Have a way to get in touch with the outside world.

Always implement firearm safety techniques.



Do not lean a tree stand against a utility pole.

Do not fire at power lines, insulators or conductor cans.



Carry a first aid kit.



Check the weather in advance and be prepared.

Check tree stands regularly for stability.

Survey the area for potential electrical hazards.



Be visible: Wear blaze orange.

Learn more at: [SafeElectricity.org](https://www.SafeElectricity.org)

WIRE
Page 3

WIRE
Page 2

ELECTRICAL SAFETY MESSAGE

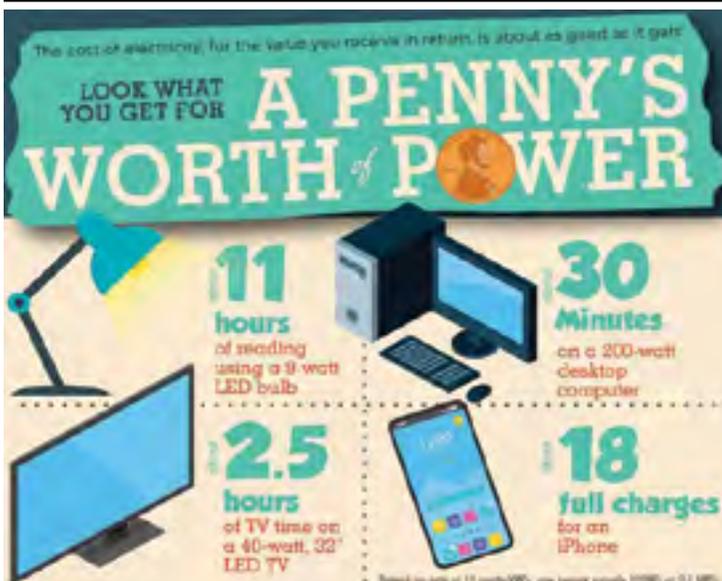


Stacie Young, Customer Service Rep, pictured to the left, was interviewed by Caelan Debban, News Channel Nebraska (NCN) reporter, about electrical safety during the NCN “Elevator Tailgater” in October at the Enola Agrex.

ERPPD wants you to be safe as you live, work and play. Keeping an eye out for high voltage power lines and knowing what to do if you are in an accident with high voltage lines could save your life.

The graphic to the right, which is a window cling that you can place in your equipment or vehicle, reminds you to be alert to electrical lines and shows you what to do if you are ever in an accident with power lines, so that you are alive tomorrow.

This window cling and “look up and live” stickers are available for you at the ERPPD offices in Battle Creek and Neligh. Or you can call the office 402-675-2185 and we will mail them to you. They are also available at area implement dealers.



The graphic to the left shows you what a value electricity is. You can do a lot with just a penny’s worth.

With today’s inflation rate nearing record highs, and price increases for most of the goods you purchase - gas, groceries, rent etc., it is good to know that your electrical rates are not one of those things.

ERPPD has not had a rate increase in 9 years and this year took a 4% overall rate decrease. ERPPD residential rates rank as some of the lowest rates in the state - more than a cent less than the state average.

So that penny’s worth of electricity for ERPPD customers is a real value.