Clinton County Connection

Your Touchstone Energy® Cooperative

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Mark your calendar!

Clinton County Electric Cooperative's Annual Meeting of the Membership will be held on Thursday, Aug. 17, 2023, at Central Community High School in Breese, Ill. Registration will begin at 6:30 p.m., and the business meeting, including trustee elections, will begin at 7:30 p.m. The nomination procedure for those interested in running for a position on the board can be found on page 18D.

Educating the public

CCEC partners with KC

CCEC Foreman Craig Benhoff and his crew spent a day with students in Kaskaskia College's Residential and Commercial Electrical Tech program at the KC Education Center in Trenton. The crew spent some time explaining various tools, materials and safety devices lineworkers use during a typical day. The linemen also walked the class through power line set-up and construction using the mock system built by CCEC last year. Everyone then moved to a classroom, where Craig and his crew answered questions from the students about the industry.

Earth Day demonstration

On April 22, 2023, CCEC journeyman linemen Kyle Wiegmann and Jacob Haselhorst conducted a live line demonstration for more than 350 local students at Carlyle Lake in honor of Earth Day. They spent the day educating the county's middle school students about the dangers associated with power lines.

If you are interested in hosting a live line demonstration, please call our office at 800-526-7282.

★ HAPPY ★ INDEPENDENCE DAY

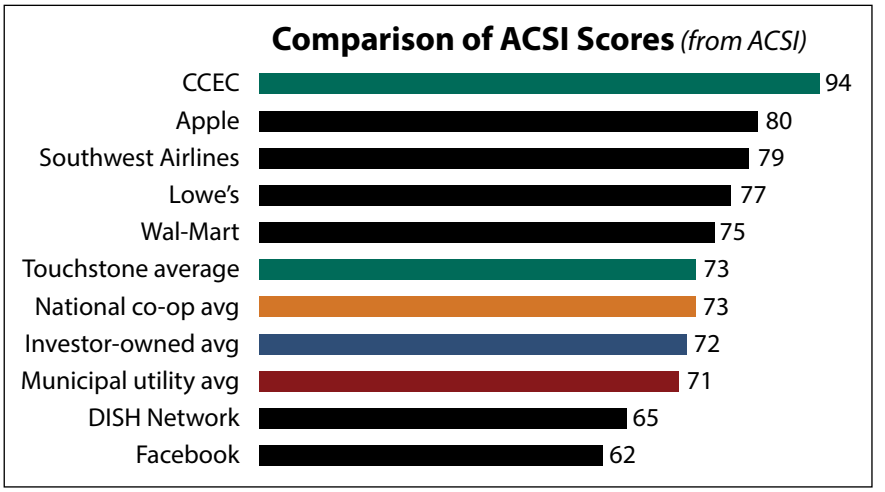
Our office will be closed on Tuesday, July 4 in honor of the Fourth of July.

Members give CCEC high marks in satisfaction survey

During the fall of 2022, with assistance from the Association of Illinois Electric Cooperatives (AIEC), Clinton County Electric Cooperative (CCEC) conducted a Member Satisfaction Survey to determine our Cooperative Attitude and Performance Score (CAPS), American Customer Satisfaction Index (ACSI) score, performance perception, communication and member engagement opportunities, energy efficiency attitudes and member demographics.

In late July 2022, the member satisfaction survey was sent to approximately 3,000 CCEC members in hopes of receiving at least 250 responses by mid-August. We were very pleased when 1,070 surveys were returned. In early January, CCEC management reviewed the results with the AIEC, and now we would like to share the results with the CCEC membership. Fifteen of Illinois' 25 electric cooperatives participated in the survey, and scores are based on either a 10-point scale or the percentage of responses that received a score of 8, 9 or 10 on a 10-point scale.

Below is the Executive Summary:



Cooperative Attitude and Performance Score (CAPS)

CCEC received an overall CAPS of 94. CCEC received very high ratings on matters of co-op performance. Only one other cooperative received a higher score, and only one other cooperative received the same score.

- 95% of the CCEC membership felt CCEC is a trustworthy organization.
- 93% of the CCEC membership felt the cooperative cares about its members.
- 93% of the CCEC membership felt the cooperative is a well-managed organization.

American Customer Satisfaction Index Score (ASCI)

CCEC received an overall ACSI score of 92. This score indicates a high level of overall satisfaction among the CCEC membership, and, in general, the membership's expectations are being met. CCEC's ASCI score was the highest in the state.

- Overall satisfaction — 95% of the responses gave CCEC a score of 8 or higher with an average of 9.4.
- Exceeds expectations — 91% of the responses indicated CCEC was meeting or exceeding expectations.
- Ideal utility — 94% of the responses viewed CCEC as an ideal utility company.
- Utility choice — If given the opportunity, 93% of respondents indicated they would choose CCEC as their electric provider.

Performance

- CCEC's performance was evaluated based on electric service and rates, member service and cooperative culture. CCEC received very high ratings on matters of performance with a score of 9.4 on a 10-point scale. The average score of the 15 cooperatives participating in the survey was 9.2.
- Electric service and rates were evaluated based on providing reliable service, prompt service restoration after an outage, providing good value for the money and reasonable rates. CCEC's performance based on electric service and rates received a score of 9.1. The average score of the 15 cooperatives participating in the survey was 8.8.

Trustworthiness	Truly cares about members	Well-managed organization
95%	93%	93%

- CCEC's member service was evaluated based on knowledgeable and competent employees, friendly and courteous employees, effective communication, ease of business with the cooperative and availability of programs to help members control their bills. CCEC's performance based on member service received a score of 9.4. The average score of the 15 cooperatives participating in the survey was 9.2.
- The members' perspective of cooperative culture at CCEC was evaluated based on CCEC's commitment to local communities, desire to improve, encouragement of member involvement and support of renewable energy. CCEC's performance based on cooperative culture received a score of 9.0. The average score of the 15 cooperatives participating in the survey was 8.8.

Communication & Engagement

Roughly six in 10 respondents identify as customers as opposed to member-owners. This is an area we will focus on in the future. Ideally, we would like to have everyone we serve identify as member-owners.

- Communication preferences vary — most prefer text message, email or phone call for direct communication.
- More than eight in 10 respondents read the Illinois Country Living magazine — preferred content includes recipes, feature stories and energy efficiency articles.
- Information on co-op programs, information on energy efficiency and the ability to pay electric bills are preferred website features. Thirty percent of respondents have not used the website but plan to use it in the future. Twenty percent of respondents have no plans to use it.
- The ability to report an outage, the ability to view electric usage and the ability to pay electric bills are preferred mobile app features. Thirty-five percent of respondents have not used the mobile app but plan to use it in the future. Eighteen percent of respondents have no plans to use it.
- Of the respondents who use social media, more than six in 10 use Facebook. However, 30% of respondents do not use social media.

Energy Efficiency

- Energy efficiency attitudes are driven by cost savings. Eighty-four percent of respondents indicated they would be willing to invest in energy efficiency only if it saves them money. Nine percent were not willing to invest in energy efficiency at all.
- CCEC members have a wide variety of concerns about owning or leasing an electric vehicle, including driving range, charging availability, purchase price and maintenance costs. Nine percent of respondents have no concerns at all. However, 60% of respondents would support the co-op installing electric vehicle charging stations.
- CCEC members have limited interest in giving the co-op the ability to control smart thermostats during peak hours. Only 36% of respondents indicated they would be willing to participate in a thermostat control program.

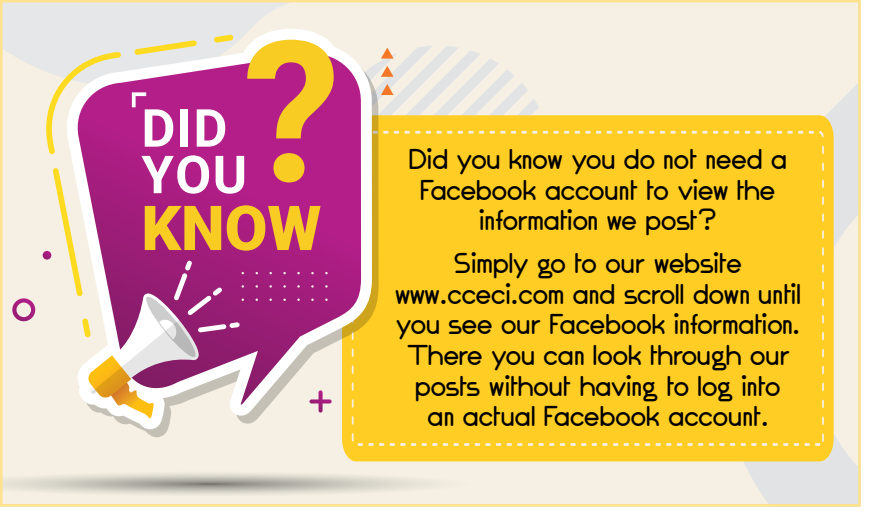
Demographics

- Median length of service of respondents is 24 years. Forty percent of those respondents have been members 30+ years.
- Median age of respondents is 62 years.

This is the first time in many, many years CCEC has participated in this survey. We believe it is a valuable tool CCEC's management can use to identify potential issues before they become problems. It is also a source of information we can use to improve service for the CCEC membership. We hope to continue to conduct this survey on a more regular basis in the future.

Every CCEC member who returned the survey was eligible to receive a $250 bill credit. The 2022 recipient of the bill credit was Jesse Mansker.

Thank you to everyone who took the time to complete the survey.



Bylaws specify nomination procedure

Section 4.06. Nominations. It shall be the duty of the board of trustees to appoint, more than ninety (90) days before the date of a meeting of the members at which board trustees are to be elected, a committee on election and credentials consisting of not less than five (5) nor more than nine (9) members with at least one (1) member from each district from which a trustee is to be elected. No employee, trustee, officer, known candidate, or close relative (as hereinafter defined) of any of the above may serve on such committee. The purpose of the committee is to review the qualifications of petitioning nominees and to conduct the election of trustees. To be nominated by petition, a candidate for trustee must file a petition for nomination signed by at least twenty-five (25) members, but not more than fifty (50) members. Signatures may come from the entire cooperative membership. A joint membership constitutes only one member. Nominations by petition must be picked up and filed not more than ninety (90) days or less than forty-five (45) days before the date of a meeting of the members at which trustees are to be elected. The Election and Credentials Committee, or subcommittee of same must meet to determine if the candidates meet the qualifications for trustee. Upon establishment of the fact that a nominee for trustee lacks eligibility under these bylaws, it shall be the duty of the Election and Credentials Committee to disqualify such nominee. If there are no nominations by petition for trustee in any district in which a trustee is to be elected, it is the duty of the board of trustees to appoint a member to serve in that position. At least thirty (30) days prior to the meeting of members, the Election and Credentials Committee shall certify a list of nominees for trustee to the secretary. The secretary shall then post at the principal office of the cooperative, at least thirty (30) days prior to the meeting of members, a list of the nominations for trustee to be elected, listing separately the nominee(s) for each trustee district. The secretary shall also be responsible for mailing, with the Notice of Meeting or separately, but at least five (5) days before the date of the meeting, a statement of the number of board members to be elected and the names and addresses of the nominees. No nominations may be made from the floor. Nominees' names from the same district may be rotated on the ballot so that each nominee's name is on the ballot in the same position as equal number of times as possible. Notwithstanding anything in this section contained, failure to comply with any of the provisions of this section shall not affect in any manner whatsoever the validity of any election of trustee. The Election and Credentials Committee shall elect its own chairman and secretary at its initial meeting. It shall be the responsibility of the committee to establish or approve the manner of conducting any ballot or other voting, to pass upon all questions that may arise with respect to registration of members in person, to count all ballots or other votes cast in any election or in any other manner, to rule upon the effect of any ballots or other votes irregularly or indecisively marked or cast, to rule upon all questions that may arise relating to member voting in the election of trustees and to pass upon any protest filed with respect to election or to conduct affecting the result of the election. In exercising the responsibility, the committee shall have available to it the advice of counsel provided by the cooperative. In the event a protest or objection is filed concerning any election, such protest or objection must be filed not more than three (3) business days following the adjournment of the meeting in which the voting is conducted. The committee shall thereupon be reconvened, upon notice from its chairman, not less than seven (7) days after such protest or objection is filed. The committee shall hear such evidence as is presented by the protestor(s) or objector(s), who may be heard in person, by counsel, or both, and any opposing evidence; and the committee, by a vote of a majority of those present and voting, shall, within a reasonable time but not later than thirty (30) days after such hearing, render its decision, the result of which may be to affirm the election, to change the outcome thereof, or to set aside. The committee's decision (as reflected by a majority of those actually present and voting) on all matters covered by this section shall be final. The committee may not affirmatively act on any matter unless a majority of the committee is present.

For a list of Election and Credentials Committee members, date of meeting, a petition or any other information concerning the nominations procedure, please contact: Bob Kroeger, President, Clinton County Electric Cooperative, Inc., 475 N. Main Street, Breese, IL 62230, 618-526-7282.