



## Youth Tour 2019

Three students from Egyptian Electric Cooperative Association (EECA) service territory were selected to represent their cooperative on an all-expense paid trip to Washington, D.C. from June 14-21 as part of the annual National Rural Electric Cooperative Association (NRECA) Youth to Washington Tour. They were three of 62 students from 26 Illinois electric and telephone cooperatives. **51-02-0017**

The 2019 Youth Tour delegates from EECA included Madelyn Asbury of Vergennes, Kally Mayo of Pinckneyville and Ashley Woolard of Carbondale. Madelyn Asbury says, "I've seen so many things, including truly understanding how much co-ops do for their members and I have made some life-long friends!"

The students toured Capitol Hill and met with U.S. Senators Dick Durbin and Tammy Duckworth and U.S. Representative Mike Bost. They also visited historical and cultural sites including Arlington

National Cemetery, the Supreme Court, President Lincoln's Cottage at First National Cemetery, a variety of memorials and the U.S. Capitol. Among fun activities the students enjoyed were an assembly of more than 1,800 Youth Tour participants from across the nation and a special farewell event at the Newseum, scheduled to close later this year.

"Youth Tour is a great opportunity that changes these students' lives," says Shane Hermetz, EECA President/CEO. "This experience helps prepare them for their futures. After touring our nation's capital, meeting congressional representatives and learning firsthand how our government works, they return home with valuable knowledge and memories that will last a lifetime."

During the trip, Kally Mayo was chosen by her peers to represent Illinois on the Youth Leadership Council (YLC) of the NRECA. The YLC is a year-long appointment, and

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- Off-site kiosks located at 2301 N Reed Station Road in Carbondale and 1306 N Market Street in Sparta

## Member Satisfaction Survey Results

During fall 2018, Egyptian Electric Cooperative conducted a Residential Satisfaction & Attitudes Survey to determine satisfaction and loyalty, perceptions about co-op performance, attitudes regarding energy efficiency, co-op relationship issues, marketing and communication opportunities, member demographics, and the co-op's American Customer Satisfaction Index (ACSI) score and Cooperative Attitude and Performance Score (CAPS). Over 260 membership surveys were completed in late 2018 and compiled, analyzed and released by us earlier this year. This survey was developed and conducted by Inside Information, Inc., Smithville, Mo., as a member research project commissioned by us and the Association of Illinois Electric Cooperatives.

### ✓ Co-op Performance

- CAPS (Cooperative Attitude & Performance Score) of 87 – of the three CAPS questions, EECA scores highest on trustworthiness (8.9 on 10-point scale)
- Very high ratings for reliability, outage restoration, and all variables involving communication and member-facing employees – approximately 9 in 10 are somewhat or very satisfied in these areas

### ★ Member Satisfaction

- High overall co-op satisfaction – 87% are somewhat or very satisfied – average satisfaction rating 8.9 on 10-point scale
- ACSI score of 85

### 📊 Benchmarking & Key Drivers

- ACSI Score of 85 is above Touchstone and national cooperative averages, also higher than Ameren, Exelon, and the IOU and municipal utility averages
- Key drivers of the ACSI score are delivering good value, reliable service, helping you use electricity efficiently and communicating effectively – CAPS of 87 is heavily driven by member perceptions of the co-op's commitment to local communities

### 💡 Energy Efficiency

- Energy efficiency attitudes are driven by cost savings – only 1 in 10 are willing to pay more to be energy efficient
- 1 in 5 are considering home solar generation – nearly half are interested in learning more about alternative energy generation, 1 in 3 are not interested

### ✉ Relationship & Communication

- Respondents prefer communication from the co-op via email (61%), *Illinois Country Living* magazine (47%) and text messages (29%)
- EECA members had the highest usage of their cooperative website, Facebook and YouTube among all other cooperative results.
- Significant social media usage – 82% of respondents use Facebook (the statewide average was 57%) however only 8% prefer communication from the co-op via social media

### 👤 Demographics

- Mix of long-time and newer members responding, median length of service is 14 years – diverse mix of ages, more middle-aged and older – median age is 54 years.
- EECA had the highest percentage of members under the age of 25 statewide, and the lowest percentage of members over the age of 75.
- EECA had the highest percentage of females that surveyed in the state, at 61%.

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Kally Mayo

Mayo will represent EECA and the state's cooperatives at national and state meetings and events in the year ahead. "The best part of the trip was meeting everyone I went with, but saying goodbye was so sad. I am very excited to be the YLC

and to see how this will shape my future," replies Mayo.

Since 1964, the nation's cooperative electric utilities have sponsored more than 60,000 high school students to visit Washington, D.C., talk one-on-one with their U.S. congressional delegations and learn from energy and grassroots government education sessions. NRECA is the national service organization representing the nation's more than 900 consumer-owned, not-for-profit electric cooperatives, which provide service to 42 million consumer-members in 47 states.

Applications for next year will be available through EECA and the local schools late fall.



## Kay Taylor

### Office Supervisor


Kay began her career with Egyptian Electric Cooperative on March 28, 1988 as a part-time Customer Service Representative. She has a bachelor's degree in horticulture from Kansas State University. She left for a short time in August 1990 when her first child was born but returned in 1992. She worked as a part-time employee until she moved to a full-time Customer Service Representative in September 2017. She was promoted to Office Supervisor on March 5 of this year. Congratulations, Kay!

## Haake Retires from the Board

Allen Haake, a Murphysboro resident, retired as the University Architect at Southern Illinois University at Carbondale in 1998. That same year, he was elected as an EECA Board of Director, and in 2000 he was elected as an EECA delegate to serve on the SIPC Board, having served as Secretary-Treasurer, Vice Chairman and Chairman on both boards. Allen received his NRECA Credentialed Cooperative Director Certificate in 2001, Board Leadership Certificate in 2005, and Gold Certification in 2016. He resigned his position on the board May 30, 2019 as he has moved from the area, along with his wife Carol, to continue in his next chapter of life. Kevin



Bame was appointed the same day to fill his seat. Thank you, Allen, for your 21 years of service as a board of director! **11-20-0009**



### 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*

## MEMBER PRIZES

Every month we will have three map location numbers hidden throughout our Egyptian Electric News section. If you find your location number, that corresponds to the one on your bill, call our office and identify yourself and the page that it is on and you will win a \$10 credit on your next electric bill.

## Bill Cycle Changes

Starting July 1, we moved from three bill cycles to two.

- **Cycle 1** bills will continue to have usage from the 1st of the month to the last day of the month. The due date will be extended from the 20th to the 23rd allowing three extra days.
- **Cycles 2 and 3** have been combined into one bill cycle, a new Cycle 2. The new Cycle 2 will have a usage period from the 12th to the 11th of the month.

Due dates of the 28th and 5th will collectively be moved to the 4th of the month.

Both bill cycles will now have 21 days to pay. If these new dates do not work for you, please contact our office to review options to accommodate your circumstances. This information was also added on your June and July bills. If you have automated payments deducted from your account monthly, you should have gotten a letter in the mail. Please call us should you have any questions regarding these changes.

**SAVE!**  
the **DATE!**

- Key Accounts Luncheon, by invitation, EECA Headquarters, **October 22, 2019 at noon.**
- Electrical Safety Breakfast, for Farmers, Large Equipment Operators & First Responders, **December 11, 2019 at 9 a.m.**
- River Radio Blood Drive, **December 17, 2019 at 1 p.m.**

## Visit Illinois Touchstone Energy co-ops at the Farm Progress Show

The Farm Progress Show is back in Decatur, Ill. this year, and we want to see you there!

The nation's largest outdoor farm event will be held at Progress City in Decatur August 27-29. Look for the Illinois Touchstone Energy® Cooperative's booth at its new location on Lot 217 on Second Street between Central Progress and East Progress Avenue, near Gates 7 and 8. You'll find us next to the new Grain System Inc. display.

Representatives from different Illinois cooperatives and several other cooperative representatives will be on hand to share information about cooperatives, safety, energy efficiency and much more.

Be sure to catch a Live Line Safety Demo, sponsored by Corn Belt Energy Corporation out of Bloomington, where you'll learn from a safety expert about electricity and how to stay safe around electrical equipment. You can also see a pole climbing demonstration.

Stop by the booth to charge your phone at one of our charging stations. While you're there, play a game for a chance to win a prize. Cooperative members who present their Co-op Connections card or show the Co-op Connections app will receive a special gift.

Weather permitting, the Touchstone Energy Hot Air Balloon will be flying the American flag each morning of the show. Plans are for the balloon to also fly late afternoon on the first two days of the show.

For 66 years, the Farm Progress Show has celebrated agriculture



by bringing tradition and business together. It is where people from all over gather to meet, observe and learn. Major manufacturers roll out their newest offerings, and agricultural families take a break from their daily routines to immerse themselves in the wider ag community. The show rotates annually between Decatur and Boone, Iowa.

Check out Prairie Farmer Magazine or visit [farmprogressshow.com](http://farmprogressshow.com) to learn more about the 2019 Farm Progress Show. **36-01-0003**



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