



Sussex Rural Electric Cooperative, Inc.

A Touchstone Energy® Cooperative



P1 / New & Improved

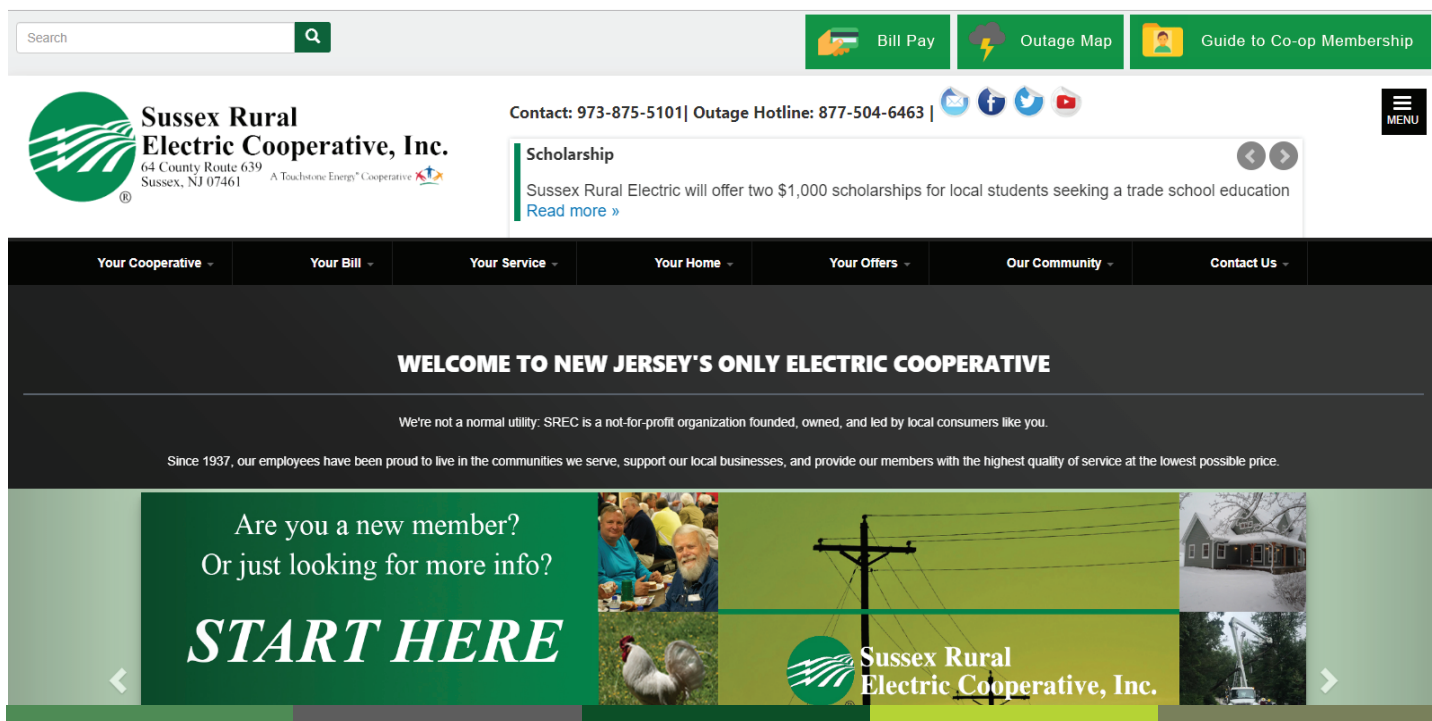
P3 / Survey

Currents

64 County Route 639, Sussex, NJ 07461 . p: 973.875.5101 . f: 973.875.4114

June 2019

www.sussexrec.com



New & Improved

Back on April 19, 1996, an electrical engineer at Sussex Rural Electric Cooperative registered a domain name of www.sussexrec.com. A few months later, he created the Cooperative's first home page on this pretty new thing called the World Wide Web.

Using your Netscape Navigator web browser on your 33.6kbps dial-up modem connection you could "surf the net." You could use a popular search engine like Webcrawler or Alta Vista and...look up things? What did people

do back then? There was no Facebook, Google, YouTube or many of the other popular sites that are now as common as a TV network or radio station.

Actually, is TV or radio even common? Our page did have a webcounter at the bottom so you could see how many times the site was visited. Remember when that was a big deal?

I was that engineer in 1996, and now as the Cooperative's President/CEO, I am very pleased to announce the latest upgrade of Sussex REC's website! If

By: Chris Reese, President & CEO
contacttheceo@sussexrec.com



you pay your bill online, have recently used our site to research ETS or Cummins home generators, or are just one of our legion of avid fans who check our website daily (all seven of you!), you may have noticed there is a new look and feel to www.sussexrec.com. We have upgraded to a new and improved

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New & Improved

>> CONT. FROM PAGE ONE

version of our website, complete with a facelift and several new features!

This project has been a work-in-progress for the last several months and we are happy to finally share it with our membership. Our biggest goals in designing the new website were improving ease-of-use and making it mobile-friendly. Our previous website, which launched in 2016, had a separate version for mobile devices that was functional, but somewhat limited compared to the desktop version. Due to technical limitations, we could not include the same sort of navigation as on the desktop site. To access most pages you would have to search for them individually using the search bar. Some pages also suffered from formatting issues that made it difficult to get across important information to mobile users.

Over the last year, we found a significant portion of users who visited our site (44.99%) did so on a mobile device. And it makes sense: if you want to pay your bill on the go, follow a link you saw on Facebook, or quickly find our contact information, it's easier to do it on your phone rather than to drop everything and boot up your computer.

Our new **Community Involvement** page displays our commitment to one of our core values, **Concern for Community**. It touches on how Sussex Rural is involved with local schools as well how our members can get involved with local charitable efforts through donation drives at our office!

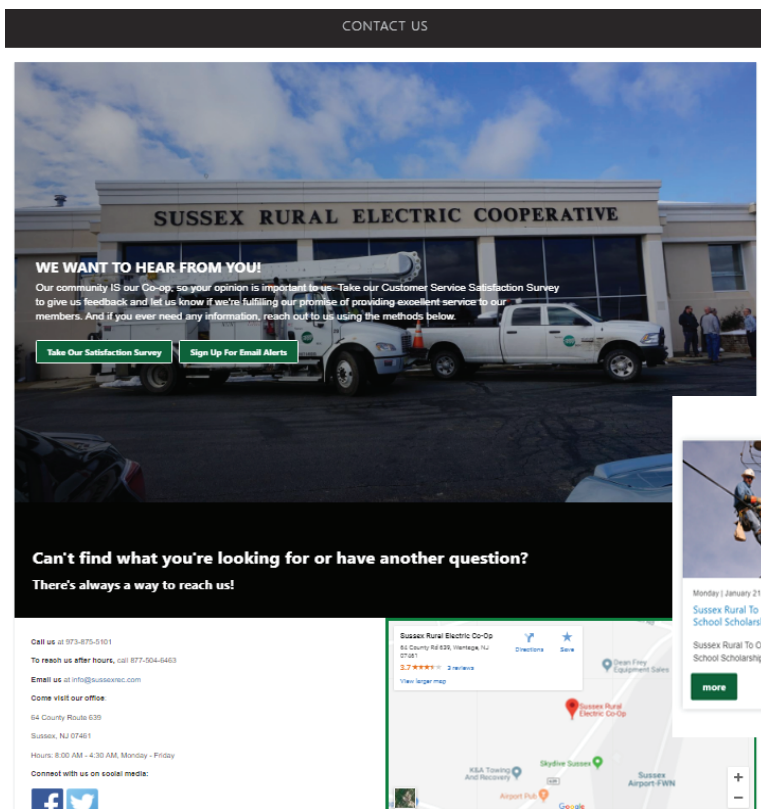


It's for this reason we wanted to ensure our new website would be accessible and easy to use regardless of the platform. The website's responsive layout allows it to adapt to any screen size, so whether you're on a desktop or a smartphone, you won't miss out on anything.

And this quality-of-life update isn't the only feature we'd like to highlight! The new website includes a comprehensive Guide to Co-op Membership, which breaks down the meaning and benefits of membership in an electric cooperative for both new and existing members. It also features new versions of our archives of Currents newsletters and #MondayMoneySavers energy saving tips, a litany of electric safety information, a reimagined SREC Kids page, a video library collecting our promotional and Watts It About? informational videos, and so much more!

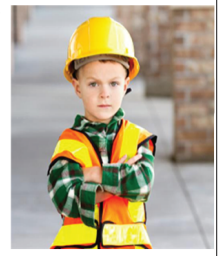
Check out all the new features of SREC's new website at www.sussexrec.com!

Chris

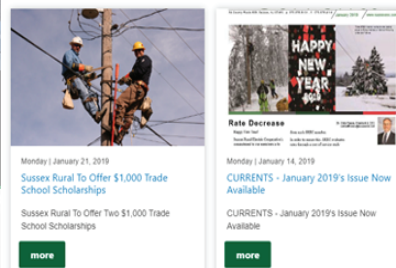


Sussex Rural Electric Cooperative is dedicated to the safety of our members, so our website includes multiple electrical safety-based pages.

Whether it's safety at home, working with generators, or around power lines, we want all our members to be prepared. There's also an online **Safety Quiz**, great for introducing kids to the idea of electrical safety!



Cooperative News



CURRENTS is published monthly by
Sussex Rural Electric Cooperative
64 County Route 639 p: 973.875.5101
Sussex, NJ 07461 f: 973.875.4114
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2019 Member Satisfaction Survey

Thank you for being a member of Sussex Rural Electric Cooperative. As part of our effort to continuously improve our service, we offer all our members the opportunity to provide feedback on the service you receive from us. We take this input and use it to make changes that better suit the needs of our members. Please take a few moments of your time and give us an honest appraisal of our performance.

Most questions require a simple check or rating along a scale. However, we also provide space to add more specific comments and suggestions. This survey may be completed at www.sussexrec.com/survey. You may also mail or drop it off at our office at 64 County Route 639, Sussex NJ 07461.

Thinking about your experience with your Cooperative, please answer the following questions.

***1. First, please consider all your experiences to date with Sussex Rural Electric Cooperative.** Using a 10-point scale on which "1" means "very dissatisfied" and "10" means "very satisfied," how satisfied are you with Sussex rural Electric Cooperative?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5	6	7	8	9	10		Don't Know	Refused
Very Dissatisfied									Very Satisfied			

***2. To what extent has Sussex Rural Electric Cooperative fallen short of your expectations or exceeded your expectations?** Using a 10-point scale on which "1" now means "falls short of your expectations" and "10" means "exceeds your expectations," to what extent has Sussex rural Electric Cooperative fallen short of or exceeded your expectations?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5	6	7	8	9	10		Don't Know	Refused
Very Dissatisfied									Very Satisfied			

***3. Forget Sussex Rural Electric Cooperative for a moment. Now, I want you to imagine an ideal utility company. How well do you think as Sussex Rural Electric Cooperative compares with that ideal utility company?** Please use a 10-point scale on which "1" means "not very close to the ideal," and "10" means "very close to the ideal."

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5	6	7	8	9	10		Don't Know	Refused
Very Dissatisfied									Very Satisfied			

***4. For the next question, assume, for a moment, that you could choose from among more than one utility company. The next time you are going to choose a utility company, how likely is it that it will be Sussex Rural Electric Cooperative again?** Using a 10-point scale on which "1" means "very unlikely" and "10" means "very likely," how likely is it that it will be Sussex rural Electric

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5	6	7	8	9	10	Co-	Don't Know	Refused
Very Dissatisfied									Very Satisfied			

6. What is most important to you about your Cooperative? (please select one)

- | | | |
|--|---|---|
| <input type="radio"/> Low electric rates | <input type="radio"/> Restoring outages quickly | <input type="radio"/> Customer Service |
| <input type="radio"/> Few power outages | <input type="radio"/> Community Service | <input type="radio"/> Program offerings |

7. What method do you prefer to pay your bill? (select all that apply)

- | | | |
|---|---|---|
| <input type="radio"/> In the office | <input type="radio"/> Online through my bank | <input type="radio"/> By phone / Credit Card |
| <input type="radio"/> By bank account or credit draft | <input type="radio"/> Online through SREC website | <input type="radio"/> Night deposit at office |
| <input type="radio"/> By mail | <input type="radio"/> Online through SREC app | |

8. If you need to contact SREC, which are you most likely to do? (please select one)

- | | | | |
|-----------------------------|---|--|--------------------------------|
| <input type="radio"/> Call | <input type="radio"/> Online | <input type="radio"/> Visit the office | <input type="radio"/> Facebook |
| <input type="radio"/> Email | <input type="radio"/> Mail a note or letter | <input type="radio"/> Through website | <input type="radio"/> Text |

9. Which of the following SREC programs are you aware of? (select all that apply)

- | | | |
|--|---|---|
| <input type="radio"/> Beat The Peak | <input type="radio"/> Cummins Generator | <input type="radio"/> Marathon Electric Water Heaters |
| <input type="radio"/> Electric Thermal Storage (ETS) | <input type="radio"/> Scholarships | <input type="radio"/> Appliance Rebate Program |
| <input type="radio"/> Whole House Surge Protection | <input type="radio"/> Youth Tour | <input type="radio"/> None of the above |

10. Which of the following SREC programs are you likely to participate in over the next 12 months? (select all that apply)

- | | | |
|--|---|---|
| <input type="radio"/> Beat The Peak | <input type="radio"/> Cummins Generator | <input type="radio"/> Marathon Electric Water Heaters |
| <input type="radio"/> Electric Thermal Storage (ETS) | <input type="radio"/> Scholarships | <input type="radio"/> Appliance Rebate Program |
| <input type="radio"/> Whole House Surge Protection | <input type="radio"/> Youth Tour | <input type="radio"/> None of the above |

If you would like further information on any of the programs listed above or would like someone from the Cooperative to contact you regarding a question or comment, please provide contact information and the program name.

NAME: _____

Regarding: _____

ACCT #: _____

Contact Information: _____

Please share any specific comments on how we can improve your member experience:
