

Currents

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

October 2019

www.sussexrec.com



October is National
Co-op Month.

Electric cooperatives are led by
the community, for the community.

By the Community, For the Community

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



When you think of October, pumpkins, Halloween, and beautiful fall foliage naturally come to mind. But October is notable for another reason – it's National Co-op Month! This is the time of year when cooperatives across the country, including Sussex Rural Electric Cooperative, celebrate who we are and, more importantly, the members we serve. You, the members, are at the heart of everything we do.

Sussex Rural Electric was built by members who came together to bring electricity to our community and 82 years later, SREC still provides safe, reliable, and affordable energy to you, the modern members of the Co-op.

We are locally governed. SREC's leadership team and employees live right here in the community. The members of our board of directors, who help set priorities for the Co-op, live locally on

Co-op lines. These board members have been elected to the position by neighbors like you.

We know our members have a valuable perspective. That's why we are continually seeking your input. Whether through community events, our social media channels, or the annual meeting, we want to hear from you.

By the Community, For the Community

>> CONT. FROM PAGE ONE

Our close connection to the community ensures we get a first-hand perspective on local priorities, thereby enabling us to make more informed decisions on long-term investments. Another way that we facilitate this connection is through member surveys and our Member Advisory Committee, or “MAC” for short.

The Member Advisory Committee is made up of volunteer members from each of our three districts. MAC members meet with SREC’s board of directors and management team twice yearly to learn about the current goings-on of Sussex Rural Electric Cooperative and to act as sounding boards for changes in service processes and development of new programs. We encourage members who are interested in joining this committee to apply for current open positions. You can learn more about MAC and apply for the committee at www.sussexrec.com/mac.

Sussex Rural Electric Cooperative takes an active role in the community. This is where we work and live, so we strive to always work to the benefit of the

community. For instance, we’ve lent our support to community organizations like our local fire departments. We’ve also hosted donation drives at our office on behalf of local charitable organizations, collecting clothes for homeless veterans and toys for underprivileged children during the holiday season.

SREC also runs a food drive all year, accepting nonperishable goods for the Division of Social Services Food Locker.

We are also heavily involved with local schools, hosting field trips and educational presentations, as well as offering grants to local teachers and scholarships to students bound for college or trade school. We also participate in the National Youth Tour, where we take some of our community’s brightest young people to Washington, D.C. for a week-long excursion to experience democracy in action.

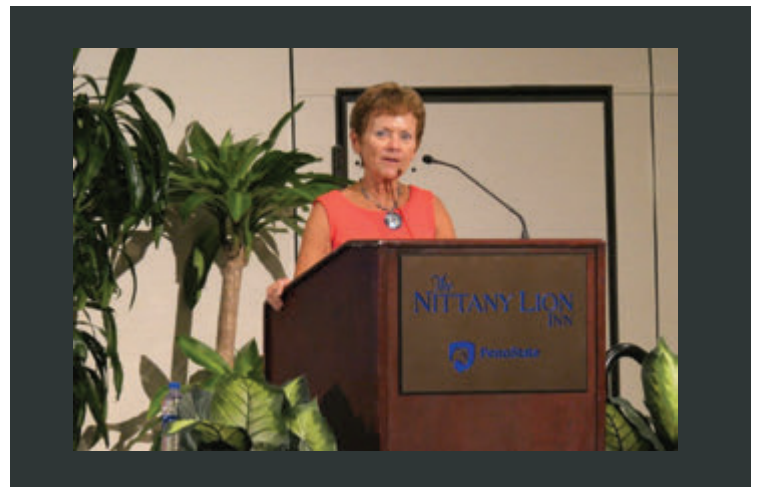
Ultimately, you empower the Co-op through your membership and through your participation in and support of these programs. We hope you will think of Sussex Rural Electric Cooperative as more than your energy provider, but instead as a local business that supports this community and powers economic development and prosperity for the people.

We will continue to learn from our members about their priorities so that we can better serve you – because your electric Co-op was built by this community, for this community.

October
is National Cybersecurity Awareness Month.

Quick Tips to Keep Data Safe:

- Keep all software on internet-connected devices – including PCs, tablets and smartphones – up to date to reduce risk of infection from malware.
- Avoid the use of thumb drives and other portable memory devices.
- Create long passwords that only you will remember. Try utilizing phrases from your favorite song or movie, and include numbers and capital letters to strengthen passwords.
- Avoid opening emails and clicking links from suspicious or unknown senders.



Director Dr. Barbara Miller presents at the Pennsylvania Rural Electric Association's Summer Meeting at Penn State in State College, Pennsylvania, July 2019

Making Member Satisfaction Happen

By: Steve Sokolowski, Marketing Associate
 ssokolowski@sussexrec.com



For a member-owned Cooperative, there are few things as important as living up to the expectations of the membership. This is why every year, Sussex Rural Electric Cooperative uses a Member Satisfaction Survey to gather information on our members’ needs, priorities, and general satisfaction of service.

We distributed this year’s edition of the survey in several different ways. They were given out at our Annual Meeting, made available online, placed in our lobby, and printed in Currents so members could fill them out at home to mail to our office. After months of receiving surveys, we’ve reached the point where we’ve logged over 250.

These surveys let us collect data on a lot of things relevant to the service we provide our members: what members find most important, how we meet members’ expectations, how members prefer to pay their bill, etc. All of this information is taken into consideration by Co-op employees so we can continue to provide the best service in every way possible. We also answer every question asked on surveys by members who provide contact information. Issues such as tree trimming, program inquiries, and questions regarding solar panels were addressed by SREC staff.

These surveys also allow us to receive an official score from the American Customer Satisfaction Index (ACSI). You may have seen other companies advertise high ACSI scores in their field as proof of customer satisfaction. The Index provides unique customer experience benchmarking capabilities that come from the Index’s one-of-a-kind, cross-industry structure. For two decades, the ACSI has used its science-based, proprietary methodology to analyze customer satisfaction for 10 economic sectors and more than 40 key industries that together represent a broad swath of the national economy.

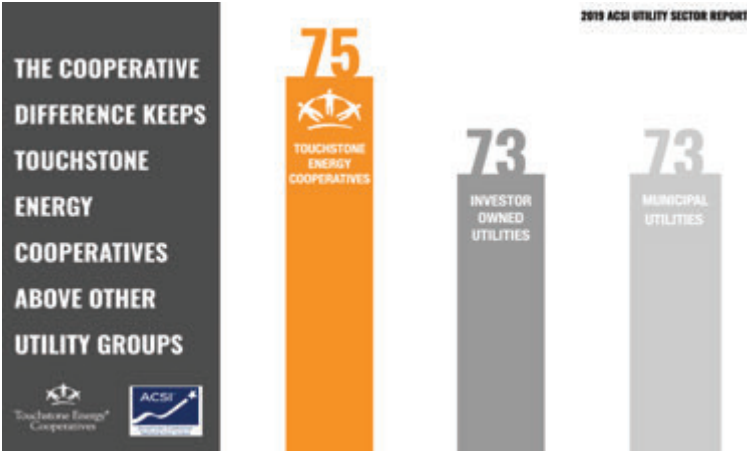
This consistent, reliable, and precise approach means customer satisfaction results as produced by the ACSI are comparable across all sectors, industries, companies, and time periods in the Index. No other measure in the United States offers both competitive and cross-industry customer experience benchmarking.

We’re happy to announce that, after sending our survey results in for processing, this year SREC received an ACSI score of 94 out of a possible 100 points. 94 is an absolutely excellent score which we at Sussex Rural Electric are proud to have received from our members. Additionally, this score ties us for the highest ACSI score out of all the participating rural electric cooperatives in the nation!

While it is great to see member satisfaction of the Co-op quantified like this, the real important takeaway for us comes from the individual surveys. Being able to read through kind comments left by members, or resolve problems and questions raised in surveys, allows us to maintain that personal connection with the community. Included in the survey were questions on members’ preferences, which help us understand the needs of our members. You can see some of these results to the right.

Our 2019 survey has already been submitted to the ACSI, but that does not mean we’re done taking responses from our members for the year. If you’re so inclined, we highly encourage you to go to www.sussexrec.com/surveys to let us know your experience with our service. Every chance for feedback from our members makes the Cooperative stronger, so please share your thoughts!

Question	Top Answers	Percentage
What is most important to you about your Cooperative?	“Restoring Power Quickly”	43%
	“Low electric rates”	36%
What method do you prefer to use to pay your bill?	“By mail”	46%
	“Online through my bank”	17%
If you need to contact SREC, which are you most likely to do?	“Call”	80%
	“Visit the office”	5%



Lightning was **powering** through the clouds outside. Thanks to **your** planning, their story time, and **life** as you know it, continued inside.



Cummins Connect Series home standby generators

Safeguard against power line failure with a Cummins standby generator. Call your authorized Cummins dealer today so you are prepared for when the next storm arrives.

Powering your life. 

Touchstone Energy Cooperatives

FOCUSED ON YOUR STREET NOT WALL STREET

YOUR SOURCE OF POWER AND INFORMATION

 **SREC RESOURCES, INC.**

RESIDENTIAL, COMMERCIAL & INDUSTRIAL GENERATORS

NJ Licensed Electrical Contractor #15375A

973.875.1365

generators@sussexrec.com

Our office will be closed on Monday, October 14 for Columbus Day

In case of an emergency or outage please call 877-504-6463

Energy Efficiency Tip of the Month

Heating requires more energy than any other system in your home, typically making up about 42% of your energy bill. With proper equipment maintenance and upgrades like additional insulation and air sealing, you can save about 30% on your energy bill.

Source: energy.gov



CURRENTS is published monthly by Sussex Rural Electric Cooperative
64 County Route 639 p: 973.875.5101
Sussex, NJ 07461 f: 973.875.4114
website: www.sussexrec.com
email: currents@sussexrec.com

Board of Directors

- Chairman.....Jack S. Haggerty Jr.
- Vice Chairman.....William Kovach
- Sec/Treasurer.....Raymond Cordts
- Barbara Miller Thomas Madsen
- Ronald Dupont Brad Sparta
- Michael Hopkins Joseph Barca
- President & CEO: Christopher P. Reese

 Sussex Rural Electric Cooperative, Inc.



I don't leave the TV on for the coffee table. Why cool an empty house?

I'm saving money by adjusting my thermostat before I go to work. What can you do? Find out the little changes add up at TogetherWeSave.com

Prefer the inbox over the mailbox?



Sign up today to go paperless!

www.sussexrec.com

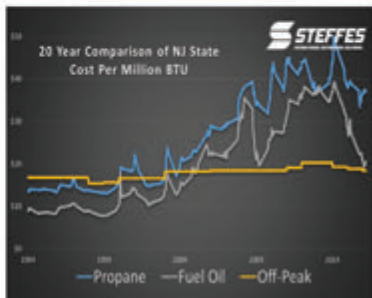


It's not magic, it's **Electric Thermal Storage Heating**

The "magic" of the cost effectiveness of Electric Thermal Storage (ETS) is the ability to store heat during off-peak billing hours for use during higher priced on-peak billing hours.

A variety of furnace sizes are available to fit your home ranging from 19.2kW—45.6kW.

For more information go to www.sussexrec.com or call 973.875.5101



October is National Co-op Month.

Electric co-ops are proud to power more than 20 million American homes, businesses, farms and schools in 48 states.