

PowerLines

October 2016

Community is key

The weather has noticeably turned to a fall pattern and harvest season is beginning to get into full swing. The farm community has expectations of bumper crops for corn and soybeans. At Eastern Illini, we know that you always have high expectations for us, and all of our employees strive to provide service and reliability that exceeds your expectations.

During the past few months, I've had the opportunity to visit some of our larger accounts. As you would expect, many of them are related to the farm industry such as grain or livestock facilities. However, there are also other facilities, including a natural gas storage field, pipeline companies, cellular towers, the State of Illinois, metal fabrication, nursing homes, radio stations, schools, quarries, and a travel center truck stop.

I am very impressed with the level of ingenuity, knowledge, work ethic, and use of technology by our members. It is a tangible reminder of why we are proud to be able to provide a needed service to our members that helps them be successful. So, what are these members interested in? What is their view of EIEC?

Our members are very complimentary of interactions with our employees, especially related to prompt, courteous, and professional service. Members also indicated that service reliability is typically very good, and has noticeably improved.

They also understand the constraints of a sparse member base over a large area when it comes to rates. They appreciate the steps that we have taken to provide stable longer term rates while returning member equity in the form of capital credits to members.

Some of their questions center around industry trends, future energy supply, the EPA and other regulatory action, the carbon issue, electric markets impacting Illinois and the Midwest, and the State of Illinois financial and business climate.



**MESSAGE FROM
THE PRESIDENT**

Members are also interested in what we are doing to help the larger community that we serve. Our recent Youth to Washington Scholarship Contest winner, Emma Johns, described her trip as a life changing experience that provided an opportunity to learn about cooperatives, US history, the functions of a federal government, and offered her the chance to make many new friends.

We take great pride in our ability to provide you electric service. Please know that we are constantly seeking ways to improve this service and provide a reliable and cost effective supply of electricity. We understand that we are not just in the business of selling electricity, but as a cooperative, we are in the business of helping to improve your quality of life.

Sincerely,

Bob Hunzinger

In this issue:

National Co-op Month
Member Survey - Win \$25!
Heads up for Farm Safety

How do you want to save today?

Co-op Connections® Card



Pharmacy discounts
Cash Back Mall
Healthy Savings
Coupons.com
Appliance rebates

Visit www.connections.coop to
get your card and start saving.

Complete our survey for a chance at \$25

Simply complete the short
survey on page 3 of this
publication for your chance
to win a \$25 bill credit from
Eastern Illini Electric Co-op!

Your Touchstone Energy®
Cooperative 

October is National Co-op Month

National Co-op Month celebrates the contributions that all types of co-ops deliver.

Eastern Illini Electric Cooperative is joining with 30,000 other cooperatives nationwide in October to celebrate National Cooperative Month, which recognizes the many ways cooperatives help to build stronger communities and a stronger economy.

“Cooperatives Build” is the theme for this year’s celebration, spotlighting the many advantages cooperatives offer to their members and the communities in which they live and work.

Cooperatives Build Economy
Nationwide, cooperatives create 2.1 million jobs and generate more than \$650 billion in sales and other revenue annually.

“Our cooperative delivers electricity to 12,000 member/owners in our 10 county service area of east central Illinois,” says Bob Hunzinger, President and CEO of Eastern Illini.

“Revenue beyond what is required to cover our expenses is either returned to members as capital credit refunds or reinvested to make system improvements that enhance the quality of life for our members. Either way, our co-op revenue goes back to Main Street, not Wall Street.”

Eastern Illini is also a large employer in the region, with a full-time workforce of 56. Through the real estate, sales and payroll taxes it pays, the co-op is a major

contributor to the tax base of local governments, helping to support schools, police and fire protection and other vital community infrastructure.

“We like to talk about ‘the cooperative difference,’ because co-ops offer so many advantages to their members,” says Hunzinger. “Because our business is owned by the people we serve, all of our efforts are aimed at delivering quality service locally. Members control the co-op through their democratically elected board of directors.”

services and willing to accept the responsibility of membership. The second principle, Democratic Member Control, gives members a voice in the cooperative’s policies and decisions. Through the fifth principle, Education, Training and Information, we enable members to contribute to the development of our cooperative.

Cooperatives Build Community

The seventh cooperative principle is Concern for Community.

Cooperatives work for the sustainable development of their communities through employee involvement in local organizations, through charitable contributions to community efforts and through support for schools.

Cooperatives Build Jobs

Cooperatives generate jobs in their communities,

keep profits local and pay local taxes to help support community services. Cooperatives often take part in community improvement programs, ensuring that everyone has an opportunity to benefit from the cooperative experience.

At the end of the day, cooperatives like Eastern Illini thrive when our communities thrive. That’s a major reason why we are so invested in our communities and doing everything we can to help.

For more information about cooperatives and National Co-op Month, visit www.coopmonth.coop or www.eiec.coop.



Rural America is served by a network of about 1,000 electric cooperatives, most of which were formed in the 1930s and 1940s to bring electricity to farms and rural communities that large, investor-owned power companies had no interest in serving because of the higher costs involved in serving low-population-density areas.

Cooperatives Build Trust

Most co-ops strive to adhere to seven key cooperative principles, which combine to help build trust between the co-op, its members and the community. For example, the first principle is Voluntary and Open Membership, which means that we are a voluntary organization open to all people who use our

Complete our survey for a chance at \$25

Please take a few minutes to complete this short survey. Answer the following questions, then simply mail it to us along with your electric bill payment. You can also fax the completed survey to 217-379-2936 or complete it on our website at www.eiec.coop.

All submitted surveys will be eligible to receive one of 10 \$25 bill credits!

Please rate your satisfaction with Eastern Illini on each of the following:

	not at all satisfied						very satisfied			
	1	2	3	4	5	6	7	8	9	10
Providing excellent customer service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to resolve issues or problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conducting business in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendly and courteous employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledgeable and competent employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Charging reasonable rates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing valuable programs and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Delivering good value for the money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community involvement and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing information about energy efficiency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting renewable energy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having a minimum of outages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Restoring power quickly after an outage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

For the following four questions, please rate your answers based on a scale of 1 to 10.

1 2 3 4 5 6 7 8 9 10

Considering all your experiences, how satisfied overall are you with Eastern Illini?

not at all satisfied ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ very satisfied

To what extent has Eastern Illini fallen short of or exceeded your expectations?

falls short ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ exceeds

Imagine an ideal utility company. How well do you think Eastern Illini compares?

not very close ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ very close

If you could choose your electric company, how likely is it that you would choose Eastern Illini again?

very unlikely ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ very likely

How do you view your relationship with Eastern Illini?

☐ I'm a member/owner ☐ I'm a customer

The Co-op Connections Card is a money-saving perk of being a member of Eastern Illini. It provides discounts for national and local businesses, online purchases and several healthcare services. Have you used your Co-op Connections Card?

☐ Yes ☐ I've heard of the program, but not used it yet ☐ I was not aware of the program

Would you be willing to "round-up" your electric bill to the next whole dollar amount (averaging about \$6 per year) to help local community organizations in need?

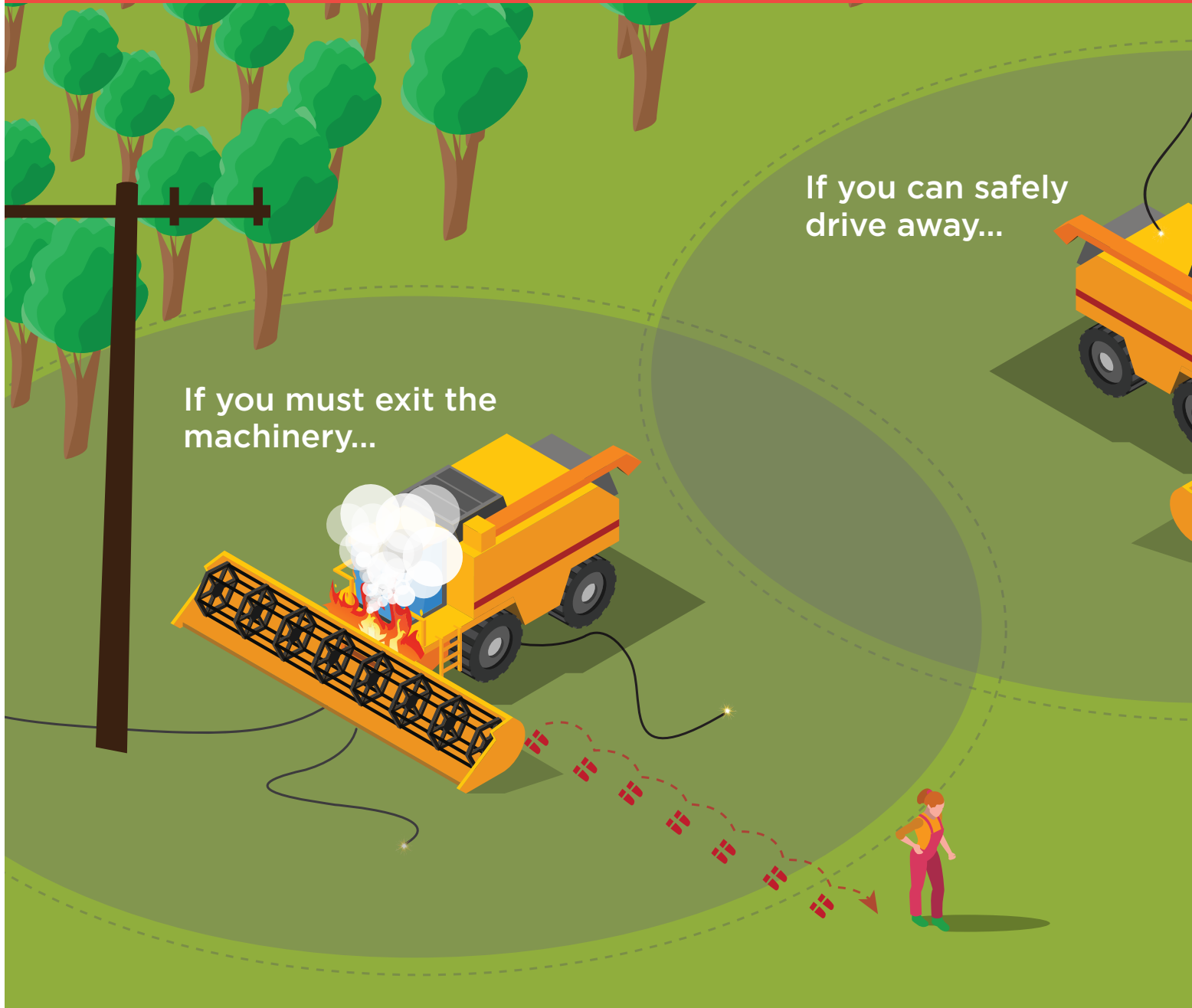
☐ Yes ☐ No

Please list your account number so we can contact you if you are one of the winners of the \$25 bill credit drawing. Your account number can be found on your electric bill. _____

ALERT TODAY, ALIVE TOMORROW

HEADS UP FOR FARM SAFETY

Stay safe around downed power lines. Consider all lines, equipment and conductors to be live and dangerous.



If the vehicle is on fire, or you must exit for other safety reasons...

- 1.** Jump clear of the vehicle. Do not let any part of your body or clothes touch the ground and the machinery at the same time.
- 2.** Land with feet together and hop away in small steps to minimize the path of electric current and avoid electric shock.
- 3.** Keep going until you are at least 40 feet away.



If you are inside farm machinery that makes contact with a downed power line, know what to do!

If you can drive safely away from the power source without bringing down the utility pole and lines, travel at least 40 feet before exiting.

If you are unable to drive the machinery due to injury, obstacles or it is inoperable, do NOT exit. Call for help and warn anyone nearby NOT to approach.

40 ft. radius
safe distance

For safety reasons, follow these steps:

ing until you are
40 feet away.

4. Call for help. Make sure no one gets within 40 feet of the downed line.

5. Do not re-enter the area or vehicle until emergency responders and EIEC crews determine it is safe.



Cooperatives
BUILD
COMMUNITIES

CO-OP MONTH | OCTOBER 2016



Eastern Illini
Electric
Cooperative

COOPERATIVES ARE:

VOLUNTARY • DEMOCRATIC • EQUITABLE • INDEPENDENT • INFORMATIVE • COLLABORATIVE • COMMUNITY