



OWEN ELECTRIC CONNECTION

October 2022 • Owen Electric • A Touchstone Energy Cooperative

The cooperative difference

It's no secret—we love our cooperative and its heritage. Owen Electric Cooperative is proving after 85 years of service, it continues to help set the pace and truly exhibit 'the cooperative difference.' October is Coop Month, and so it's a great time to reflect on why we're so fortunate to be a member of Owen Electric.

In 1937, five men helped define that difference in deciding it was time to work together to bring electric service to rural Owen County. A set of bylaws and a contract with the Rural Electric Association (REA) for \$130,000 set the course for the first 130 miles of line to serve 500 Owen Countians. Owen Electric was formed by people to serve people.

Many things have changed throughout the years, from the equipment our line workers use to build and repair electric lines to the technology our employees use to deliver reliable power and quality service to you, our member-owners.

Owen Electric is also a part of Touchstone Energy Cooperatives, a national alliance made up of hundreds of local, member-owned electric cooperatives across 45 states to provide an even higher quality of service to its members. Certainly the decades have brought some great changes to the electric industry, but one thing has always remained constant since 1937—Owen Electric's commitment



WHITNEY DUVAL

to the communities and people it serves.

For those who thrive on facts and figures, though, the results are in! Owen Electric is scored annually alongside investor-owned and municipal utilities, as well as other cooperatives, in The American Customer Satisfaction Index's (ACSI) National, Sector and Industry Scores. Our ACSI score is reflective of the service we provide in the eyes of our membership.

The ACSI reports scores on a 0-100 scale at the national level, and produces indexes for 10 economic sectors and 47 industries that represent a broad cross section of the nation's economy. The ACSI collects data on satisfaction 'drivers,' such as consumer expectations, perceived quality and perceived value, then measures the impacts of factors such as complaints and price tolerance.

For 2022, Owen Electric achieved an 85, which is well above our peer utilities.

We are humbled by the feedback and delighted with the high marks our members gave us. Your cooperative remains committed to continuously improving as we focus on delivering the best member service experience possible.

Having grown substantially since those early years, Owen Electric now serves more than 65,000 members across nine counties. The cooperative appears, on the outside at least, to be entirely different from what our five founding members established years ago. However, Owen Electric's enduring emphasis—quality and satisfactory service to you—remains unchanged at our core.

President and CEO
Michael Cobb



A Touchstone Energy® Cooperative 

Get outside with our nature trail

Cooler weather is right around the corner, and whether you're looking to get in a good walk or surround yourself in a serene, outdoor setting, Owen Electric's Nature Trail, located at our headquarters, is waiting for you!

Our trail is 1 mile in length and includes many unique features of our 25-acre property. Raccoons, deer, chipmunks, birds, frogs, and bees have all been spotted along the trail. Some other features include a butterfly habitat, a rotten log microhabitat, wildlife food plot, bird-viewing area and a creek.

The nature trail is open to the public from dawn until dusk and is designed for foot-travel only on paths. Bring your family or your best four-legged friend—we ask that you keep all pets on a leash and clean up after them. Owen Electric can also help coordinate classroom visits to the nature trail.

When you pull in the main entrance, follow the sign to member parking, in front of the building. To the left of our office, you'll see a small shelter indicating the beginning of the trail.

Owen Electric Cooperative Headquarters
8205 Hwy. 127 N
Sparta, KY 41086



A butterfly makes a landing on an appropriately-named butterfly weed along the nature trail. Butterfly weed is in the milkweed family. Native Americans chewed its root, as it was believed to cure pulmonary ailments. Source: wildflower.org. Photo: Rodney Mathews



FUSION BOOKS

Concern for the **COMMUNITY** *7 Cooperative Principles*

Cooperatives work for the beneficial and sustainable development of their communities through policies and activities supported by the membership.



A Touchstone Energy Cooperative

Your Electric Co-op
SINCE 1937

Engaged with our communities



Owen Electric was pleased to host Leadership Owen County as a part of the program's "Industry & Utilities Day." Owen Electric's President & CEO Michael Cobb and Vice President of Member Services Mike Stafford gave brief presentations about the cooperative and some insight on effective leadership during challenging times. Photos: Whitney Duvall



Owen Electric employees donate countless hours to civic groups, boards, teams and volunteer initiatives. Above, Cody Beckham, lineworker, volunteers during Owen County schools' summer session, presenting to students about trapping predatory animals. Beckham displayed different types of traps and demonstrated how they work. He also spoke about how trapping helps manage the populations of both predatory animals as well as deer, turkey and other critters. Photo: Owen County Schools



LINDA PERRY

Kenzie Fitzgerald, left, and Whitney Duvall dropped off Wish List items to the Ronald McDonald House of the Bluegrass, Lexington. Items were collected as a part of Owen Electric's annual employee collection drive, coordinated by Fitzgerald. Far right, Myles Fitzgerald poses by the carload of collected items he helped pack. Photo: Whitney Duvall



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Pendleton County Office

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www.owenelectric.com

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OWENTON ROTARY AUCTION VEHICLES

SAT., OCTOBER 8, 2022 | 10 A.M. | OWEN COUNTY FAIRGROUNDS



Trucks & Equipment

- 896** 2012 GMC Ext. Cab Canyon 4x4, 139k miles
- 897** 2012 GMC 2500 4x4, 236k miles
- 919** 2015 Chevrolet 1500 4x4, 186k miles
- 918** 2015 Chevrolet 1500 4x4, 161k miles
- 908** 2013 GMC 1500 4x4, 156k miles
- 854** 2007 Chevrolet Ext. Cab Colorado 4x4, 172k miles
- 426** 2015 Kubota RTV X1120D, 687 hours
- 402** 1992 Bobcat Model 7753 with tooth bucket, backhoe and tracks, 1403 hours

*Mileage will increase. Questions? (800) 372-7612, ext. 8337