

OWEN ELECTRIC CONNECTION

January 2024 • Owen Electric • A Touchstone Energy Cooperative

Owen Electric receives its all-time high satisfaction score

Here at the co-op, we have always been thrilled to receive feedback from you, our members. Hearing from you helps us learn what issues you're concerned with, helps us determine what you need from us, and oftentimes influences what programs and offerings we introduce. It also gives us a good idea how we're performing in the eyes of our membership. After all, our mission is to provide exceptional service to you.

One of the many ways we get feedback from our membership is through annual American Customer Satisfaction Index surveys. ACSI is a company that measures customer satisfaction across multiple industries throughout the entire United States. The ACSI is the only national cross-industry measure of customer satisfaction in the country.

Throughout the month of September, more than 2,500 surveys were dispersed randomly to Owen Electric members. The responses to these surveys are compiled in order to calculate an ACSI score, which is measured on a scale from 0–100 (100 being the best possible score). In 2023, your cooperative achieved its highest score ever—a 91.

Owen Electric's score of 91 is higher than all publicly measured utility scores

and places Owen Electric Cooperative 19 points higher than the average investor-owned utility score, 17 points higher than the average cooperative utility score, as well as 20 points higher than the average municipal utilities score, per the industry ratings in the 2023 ACSI Utility Sector Report.

The ACSI measures satisfaction and retention using four standardized questions focusing on the following attributes: overall satisfaction, confirmation of expectations, comparison to an ideal utility company and intention to choose said utility again. For more information, please visit www.theacsi.org.

We are thrilled that Owen Electric achieved its highest ACSI score ever. This is a testament to the exceptional service our employees provide our members. I believe it is reflective of the member-centric focus we maintain at our cooperative. Rest assured knowing that your cooperative is committed to continuous improvement. Our goal is to be the gold standard when it comes to serving our members. We thank you for your feedback, and we want to encourage you to let us know if our



performance ever falls short of your expectations. We love hearing from our members and we'll continue listening.

***Results based on data provided by Owen Electric Cooperative, collected between September 1–30, 2023. ACSI did not regulate the survey administration or sample size. ACSI and its logo are registered trademarks of the American Customer Satisfaction Index LLC.*



A Touchstone Energy® Cooperative

President and CEO
Michael Cobb



Washington Youth Tour

Get ready for the trip of a lifetime

Every year, Owen Electric offers high school juniors the opportunity to visit Washington, D.C., and learn about our country's history.

The Washington Youth Tour is an annual weeklong event in June during which about 1,400 high school juniors from across the country travel to Washington, D.C., to learn more about government, cooperatives and electrification.

During the Washington Youth Tour, delegates will get the opportunity to meet youth from across the country, interact with cooperative and government officials and visit historic landmarks.

The purpose of the tour is to provide outstanding young people with the opportunity to:

- Better understand the value of electricity and how it can be impacted by federal policies.
- Interact with political leaders and learn how government works.
- Become more familiar with the historical and political background of the United States.
- Prepare for their future.

STEP UP AND LEAD

★
2024 YOUTH TOUR
WASHINGTON, D.C. | JUNE 17-22



High School Juniors apply
by February 2, 2024!

Learn more at [owenelectric.com/
washington-youth-tour](https://owenelectric.com/washington-youth-tour)



- MEET ELECTED LEADERS
- EXPLORE CO-OP ENERGY ISSUES
- MAKE FRIENDS FOR LIFE
- INCLUDES ALL-EXPENSES-PAID DAY TRIP TO FRANKFORT AND WEEKLONG TRIP TO WASHINGTON, D.C. (application required)

The application process is open to any high school junior whose primary residence is in Owen Electric's service territory. Applications are due February 2, 2024.

Applications can be picked up at any Owen Electric office, or online at owenelectric.com/washington-youth-tour.

Don't ignore the signs of electrical overload

Does this sound familiar? You're watching TV in the den on a cold January day, then suddenly find yourself in the dark and the cold—all because someone started the microwave in the kitchen.

The problem? It could be an overloaded circuit. A circuit overload occurs when appliances, TVs and other electronics like a toaster oven, for instance, draw more electricity than one circuit can handle. In other words, you asked your electrical system to do more than it's designed to do. It's a problem particularly common in older homes with outdated wiring.

"Overloaded electrical circuits can cause not only inconvenient power outages, but may also lead to personal injury and electrical fires," says Rodney Kincaid, safety manager.

Watch for these warning signs that indicate your electrical system is overloaded:

1. Lights often flicker, blink or dim momentarily.
2. Circuit breakers trip or fuses blow often.
3. Cords or wall plates are warm to the touch or discolored.
4. Crackling, sizzling or buzzing is heard from outlets.

If you detect any of these symptoms, disconnect power to the circuit and schedule a home electrical inspection to correct them. The time and investment in performing a few home repairs and upgrades are small compared with the protection and safety they can provide.



Hey Jude

Q: Winter is here. Do you have any suggestions to help me with my heating bills?

A: First, let's look at what actually drives your heating costs—outdoor temperatures; how efficient your home is; and how efficient your HVAC system is.

Obviously, the most unpredictable factor is the weather. Colder temperatures are going to make your HVAC system run more often. Unfortunately, we can't control Mother Nature, so we have to address your house and its HVAC system.

Current building code requires an attic insulation of R38 and wall insulation of R13. Think of insulation as the blanket that covers your home. Adding extra insulation to your attic is pretty common, and you can do the job yourself in most instances.

Changing the level of insulation in your walls is not an easy project and should be left to a professional contractor. If your home has a crawlspace,

don't forget the floors. Building code requires floors to be insulated to R19; you can also insulate the walls of the crawlspace.

Along with insulation, you'll want to be sure to seal all the holes through the walls, floors, ceilings, etc. This is important because most insulating products are insulators, not sealers. If cold air is getting into the home, the insulation cannot work as designed. Use caulk or low expansion foam to seal any openings you may have.

Finally, make sure your HVAC system is working properly. Hiring a qualified contractor for a tune up is probably best for this project since heat pumps and gas furnaces have a lot of moving parts.

Once your system has been given a clean bill of health, be sure to change

the filters on a regular basis. Forced air systems need good, clean air to operate at their designed efficiency.

We recommend setting the thermostat as low as possible, where you're still comfortable (68 or 69 degrees is a good starting point). It doesn't cost anything to put on a sweater.

A final note: if you heat with gas, be sure to have a carbon monoxide detector on each floor of the home. Safety always comes first!

Have a question for our Energy Expert? Send it to info@owenelectric.com.



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Stay cozy.

MAKE PAYMENTS, MANAGE YOUR ACCOUNT & REPORT POWER OUTAGES FROM THE COMFORT OF HOME.



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A Co-Op Energy Cooperative



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Safety Manager Trevor Evans gives a live-line demonstration for students at the Gateway Community and Technical College Lineworker Program. Photo: Brandon Day



Owen Electric was happy to take this group of Owen County High School students to the Lineman Tech Center at Somerset Community College. Pictured, from left, are Sawyer Wilhoite, Jayce Clemons, Hayden Colligan, Gabe Carter, Landon Tabor and Evan Bramblett. Photo: Rodney Kincaid



President and CEO Michael Cobb, left, participates as a part of a panel of co-op CEOs at the Kentucky Member Services Association's fall meeting. He drew upon more than 36 years of experience to provide perspective on the importance of quality member services. Photo: Denise Myers



Pam McAlister, Trevor Evans and Rodney Kincaid (not pictured) visit Dixie Heights High School's Career Day event and talk to students about the many career opportunities available at the cooperative. Photo: Rodney Kincaid