

NEW FACILITY

Progress continues

BY CEO JACK L. PERKINS

NORTH WEBCAM IMAGE
NOV. 10, 2014



I can't stress enough the importance of TCEC's new facility, which is northeast of Hooker and is on schedule to be completed in the summer of 2015.

Having all TCEC employees in a single location will significantly improve our efficiency and productivity, not to mention strengthen internal relationships and improve employee morale.

Something we haven't talked about a lot yet is our approach to energy efficiency in the new facility. Our new facility will meet LEED standards although it will not be certified. LEED stands for 'Leadership in Energy & Environmental Design' and it represents top-notch building strategies and practices. Our facility will use geothermal heating and cooling and use the latest technology for insulation, windows and caulking.

To keep up with the progress, you can see up-to-the-minute images of the construction project via the live image feeds from webcams at the site. Just go to www.tcec.coop and click on the new facility tab. ■

SOUTH WEBCAM IMAGE
NOV. 10, 2014



Member satisfaction survey

BY JULIANN GRAHAM, CCC, *communications coordinator*

TCEC plans to conduct its member satisfaction survey in December. An independent firm will call a random sample of residential members and ask them to answer a series of questions. The results will be analyzed and TCEC will use them for its strategic planning. This survey also gives the cooperative its American Customer Satisfaction Index (ACSI) score. The ACSI provides customer experience benchmarking capabilities across industries nationally. It is a science-based proprietary methodology that helps TCEC measure itself against other electric cooperative, other types of electric utilities and companies in other industries.

"TCEC strives to be an industry leader," said Chris Purdy, TCEC's vice president of Member Solutions. "This member satisfaction survey is one indicator that helps drive future improvements. We want to hear the good and the bad from our members in this survey so we understand how we're doing and how we can improve."



SOURCE: ISTOCK

Members can help ensure the success of the survey by looking at the phone number printed on their monthly bill and ensuring it is the best number to reach them. Not only is this number used for the survey, it can also be used if the member misses a payment or needs to be notified of an outage in the area.

Whether a member is selected for the survey or not, TCEC always welcomes constructive feedback and suggestions from members. Members can provide their comments via email to info@tcec.coop or via phone to a member service representative during normal business hours at 580-652-2418. ■