

NEWS RELEASE

For Immediate Release

Sumter Electric Cooperative, Inc.

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SECO Members to be Surveyed

Sumterville – Sumter Electric Cooperative (SECO) has announced that many of its member/customers will be surveyed by telephone later this month and in early December.

SECO Director of Corporate Communications, Barry Bowman, said that the electric cooperative does this annual survey to get opinions on how co-op members feel their utility is doing with regard to such things as service reliability and customer service.

Bowman said, “Generally speaking, SECO gets very high marks from the members during these surveys. In fact, a series of questions in the survey allows our co-op to be ranked against all other types of electric utilities in the nation on the American Consumer Satisfaction Index (ACSI). Since beginning to use the ACSI to make this comparison, SECO’s scores from member/customers on satisfaction are amongst the highest of any utility in the country.”

“We are a not-for-profit, member-owned electric cooperative. That means our focus is on delivering the most reliable, lowest cost electricity possible and best customer service we can to our members. We hope the members will take the time to answer the survey being conducted by NRECA Market Research Services on our behalf,” he said.

Bowman concluded by noting that the survey process is one of the numerous ways that SECO stays in close touch with its overall membership. He stated that, in a co-op, member thoughts and opinions are important and help guide co-op operations.

In a related development, J.D. Power and Associates recently did its own nationwide survey of customer satisfaction with electric utilities. Their survey ranked SECO as the highest in customer satisfaction of all the utilities in Florida both large and small. In fact, the co-op had one of the highest scores for utilities located anywhere in the South.

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