

— Everyone likes getting a —

# GOOD REPORT CARD.



## MVEC Receives American Customer Satisfaction Index Score

MVEC recently scored 88 out of 100 points on the American Customer Satisfaction Index (ACSI) survey.

**88**

ACSI Score

Questions from the survey measure consumer satisfaction in regards to member loyalty, expectations and previous experiences with the cooperative. ACSI is one of the largest recognized customer satisfaction indices in the United States today. The survey is used to benchmark MVEC in comparison to investor owned utilities, other Touchstone Energy® electric cooperatives and the electrical utility industry as a whole.

**88**

MVEC



**81**

National  
Coop  
Average

**74**

Utility  
Industry  
Average

MVEC scored 14 points  
higher than the industry  
utility average.



# MVEC's Report Card

In October MVEC randomly surveyed 3,000 member-owners. The survey not only measures the ACSI score, it also provides insight on strategic initiatives for member service, technology, reliability & competitiveness.

## Member Service & Technology Score: 98% Exceeds or Meets Expectations

- Effective member service & knowledgeable employees
- Problem resolution
- Convenient hours
- Easy to reach to report a power outage
- Has accurate and understandable electric bills
- Provides information to reduce your energy bill
- Provides prompt response & service
- Utilizes technology to enhance reliability & member service

## Reliability Score:

### 95% Exceeds or Meets Expectations

- Restores power promptly after an outage
- Provides reliable, high quality electric service with few momentary blinks
- Seldom has power outages of ten minutes or more
- Has an automated telephone system for handling outage reporting
- Keeps you informed of the status of outages

## Electric Rates Score:

### 94% Exceeds or Meets Expectations

- Controls costs to keep rates fair & reasonable
- Cost competitive with other electric utilities
- Cost competitive with other energy sources such as natural gas & propane
- Communicates any rate changes

Review MVEC's report card ⇒