



Member Service

In person, online or over the lines, we're here to serve you

by General Manager Steve Stroshane

Poor customer service is all too common these days. As consumers, we hear about it from others and experience it in our own lives. We try to be patient and understanding when service doesn't meet our expectations, but anger, frustration and dissatisfaction are becoming all too common.

We're not perfect at Polk-Burnett, but I'm proud to say that our employees meet your expectations on member surveys year after year. In 2022, co-op members gave us a satisfaction score of 9 out of 10, and in our bi-weekly surveys following transactions, co-op employees received scores of 90% and greater for member service.

Throughout the year, we create opportunities for you to share feedback. Whether you respond to a survey or social media post, send us an email or stop by the co-op office or annual meeting in person, we're always happy to see you and hear from you. Connecting with you helps us meet your expectations and the needs of our local community.

Our goals to meet your expectations include:

1. Having the most knowledgeable, best trained, technologically efficient and service-oriented employees.
2. Being the best technologically equipped co-op, with the right employees in the right positions to use technology to reduce costs, work more efficiently and improve member service.
3. Continuously working to lower the number and duration of power outages, and when the lights do go out, we promise to restore your power quickly and safely, while keeping you informed.

Balance between high tech and high touch

Your co-op board and all of us at Polk-Burnett believe it's important to use tools and technology to provide high-tech member service, while still maintaining a personal touch.

As an engineer, I'm always pleased when technology enables us to automate systems, improve efficiency and reduce costs. The co-op uses technology to enhance your member experience, not replace it. For example, providing answers to your FAQs on our website can free up member service representatives to handle more complex issues.

Convenient, self-service options for co-op members include our SmartHub app, online outage map, web forms, auto pay and phone pay. Member communication has also expanded with new digital channels; you can follow us on Facebook, subscribe to our email newsletter and live stream our annual meeting. We also send outage text alerts to all members with a cell number on your account.

While these new tools are exciting, we continue to serve you in person. Our lobbies and drive-up windows are open, and we regularly hear from members who appreciate our live co-op voices on the phone. We will always strive for the right balance between high tech and high touch to offer a member experience that's efficient and enjoyable.

Summer reminders

New construction: See simple checklist on our website to help you hook up new electric service.

Move service line underground: Convert your individual service line from overhead to underground. Contact us for a price quote and underground line staking.



Tech by the numbers • 7,500 website visits per month • 5,000 SmartHub visits per month
4,300 Facebook followers • 1,900 e-newsletter subscribers



Summer rate in effect June to September

Your summer rate is 12.3¢ per kWh, for invoice dates June to September. Your winter rate is 10.71¢ per kWh, for invoice dates October to May. Rates reflect costs: Polk-Burnett pays a higher summer rate for wholesale power because members use more electricity system-wide during the hot days of summer, making demand and cost rise. For help lowering your energy bill, visit polkburnett.com or call member services, 800-421-0283, ext. 595.



You can help lower energy costs and carbon

1. Do the Summer Shift

Shift electricity use away from times when demand and cost are highest. Reduce electricity 1 to 6 p.m. weekdays this summer.

2. Enroll in Beat the Peak

We'll send you a peak alert by text, email or phone asking you to reduce electricity when demand and cost are high—about nine summer alerts and seven winter alerts. Enroll on polkburnett.com or 800-421-0283.

TOGETHER WE SAVE! When you reduce electricity during peak times:

- ✓ You reduce the wholesale cost of electricity, which helps hold rates steady.
- ✓ You reduce the need for power generation, which cuts carbon and is good for the environment.

A/C notice for members in load management

During peak demand periods, air conditioners/heat pumps enrolled in the co-op's load management program are cycled every 15 minutes, with up to nine peak events per summer from 2 to 6 p.m. Participating members may also experience economic-driven control periods 6 to 10:30 p.m. Load control reduces the co-op's cost for power during times of peak demand and benefits all members. Historically, control periods are on the hottest days of the summer; they are based on electricity demand throughout the entire Midwest region and may occur when local weather conditions are not extreme. Thank you! [Sign up for load control notifications at polkburnett.com/load-management.](http://polkburnett.com/load-management)



Commitment to Community

Dorn and Fogelberg are co-op Youth Tour delegates



Dahlia Dorn and Amanda Fogelberg were selected as co-op delegates for the 2023 Youth Tour of Washington, D.C. June 15 – 21.

Dorn, top, is a 2023 graduate of Webster High School. She is the daughter of co-op members Ron and Charissa Dorn. She will attend the University of Wisconsin River Falls this fall, where she plans to study elementary education.

Fogelberg, below, is a 2023 graduate of Osceola High School. She is the daughter of co-op members Hank and Stephanie Fogelberg. She will attend the University of Wisconsin La Crosse this fall, where she plans to study business management.



Our local delegates will join more than 1,500 high school students from co-ops across the country at Youth Tour this month to learn about cooperatives, the rural electric program, U.S. history, government and democracy. They will meet with congressional leaders and tour Capitol Hill, national monuments, Arlington National Cemetery and the Smithsonian Museums. The tour is hosted by the National Rural Electric Cooperative Association (NRECA) and the Wisconsin Electric Cooperative Association (WECA), with local sponsorship by Polk-Burnett Electric Cooperative.

To be selected as Polk-Burnett's Youth Tour delegates, Dorn and Fogelberg demonstrated community service, and wrote essays about the value of cooperatives in our community and why they want to represent their local electric co-op for the Youth Tour of Washington, D.C.

"Polk-Burnett is pleased to support youth leadership opportunities for the children of our members, according to our cooperative principles," said General Manager Steve Stroshane. "We congratulate both of these fine students and know they will represent our co-op and community well."

Polk-Burnett's Youth Tour does not affect electric rates; it is funded with unclaimed Capital Credits that would be forfeited to the state if not used for education, and by the generosity of members who donate Capital Credits. For more information or to donate Capital Credits to Polk-Burnett's scholarship and Youth Tour fund, visit polkburnett.com or call 800-421-0283.

Summer energy savers

Stay cool and save money with energy efficiency tips from your co-op:

- ✓ Close blinds and drapes during the day to keep heat out.
- ✓ Turn off lights and ceiling fan when you leave the room.
- ✓ Replace or clean A/C filters monthly.



Operation Round Up supports 28 local nonprofits with \$31,750!



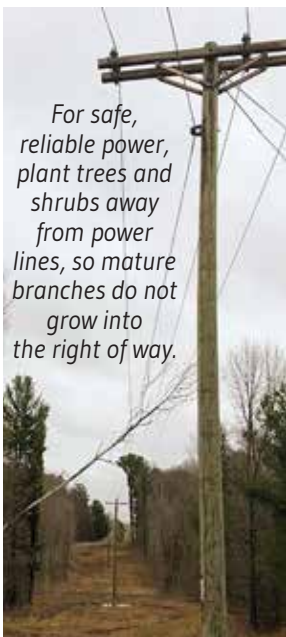
Polk-Burnett Electric Cooperative's Operation Round Up program donated \$31,750 to 28 local nonprofits in April, including \$3,000 to help feed local children through The Salvation Army's food backpack program, pictured here. See all spring grant winners on polkburnett.com and learn how your nonprofit can apply.

"Polk-Burnett Electric Cooperative is proud to support our community through Operation Round Up, according to our cooperative principles. We thank our members for their participation and generosity," said Polk-Burnett General Manager Steve Stroshane.

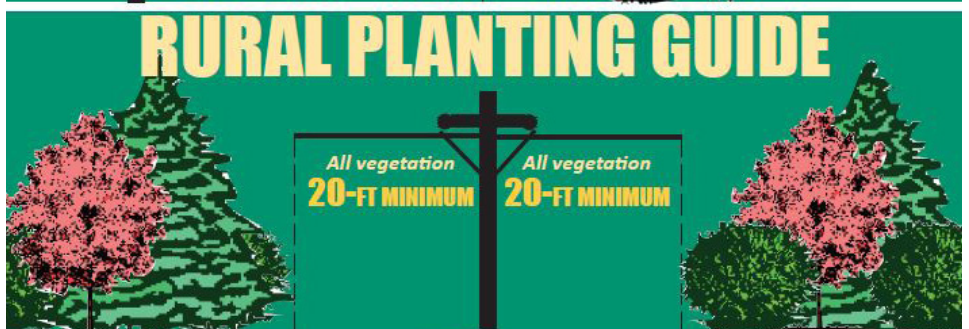
Funding for Operation Round Up is donated by members of Polk-Burnett Electric Cooperative who round their monthly electric bill up to the next even dollar amount. Grant recipients are selected quarterly by a committee of co-op members, with financial donations awarded to nonprofit organizations that enrich our local quality of life.

Since 1998, Operation Round Up has given more than \$1 million to local nonprofits. Thank you, co-op members!

Nonprofit organizations interested in applying for a grant or co-op members who'd like to round their bill up in support of Operation Round Up may contact 800-421-0283 or polkburnett.com. The next application deadline is September 1.



For safe, reliable power, plant trees and shrubs away from power lines, so mature branches do not grow into the right of way.



IF YOU RECEIVE AN EMAIL SURVEY, WE APPRECIATE YOUR FEEDBACK TO HELP US IMPROVE.

All members who submit a survey will be entered in a drawing for a \$50 bill credit.

Polk-Burnett is your local Touchstone Energy Cooperative. Reliable power with efficiency and extraordinary service.

Like us on Facebook. Follow us on Twitter.

800-421-0283 • polkburnett.com



Equal Opportunity Provider and Employer | Member Owned | Community Focused

