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OCTOBER 2014

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PUBLISHED FOR MEMBERS OF EAST CENTRAL ELECTRIC COOPERATIVE

Members Comment on Annual Meeting

Survey conducted following the meeting finds most members appreciate less business and more fun activities.

Survey responses from members attending the East Central Electric Annual Meeting showed 95 percent of respondents are "very satisfied" with co-op service, with the majority giving "high fives" to changes in the 2014 meeting format.

> "We want our meeting to be enjoyable, yet still accomplish the business aspects defined in our bylaws. Thanks to member input, we have useful information that will help us improve our annual meeting.

Survey data is used to improve existing services and ensure a satisfactory experience at the annual membership meeting.

The co-op adjusted the meeting format this year based on survey responses from 2013, and fire marshal capacity requirements.

Based on the most recent survey, East Central Electric members appreciated the brief business meeting with no guest speakers. "I think the way this year's meeting was held was the best yet. Very quick and to the point," one member wrote.

While 16 percent of survey responses preferred prizewinners be present to win, the majority appreciated that they could register, enjoy the craft fair and kid's zone, visit with fellow members and leave the meeting, and still be eligible for a prize.

"It was great to have the option to stay or go after registration," said one member. Another stated, "It worked better to be able to leave after registering, and made the event not so crowded."

Eighty-six percent of members surveyed said the meeting location at OSUIT's Covelle Hall was "very satisfactory." The parking and shuttle service earned high praise, while the air-conditioned overflow tent also received favorable comments.

East Central Electric General Manager Tim Smith said the co-op takes suggestions for improvements very seriously.

"We want our meeting to be enjoyable, yet still accomplish the business aspects defined in our bylaws," he said. "Thanks to our member's input, we have useful information that will help us continue to improve our annual meeting."

(Note: Co-op members participating in the survey were entered in a prize drawing for a $50 electric bill credit. Survey winners are published on page 2.)

operation roundup
update

Operation Roundup funds support local charitable organizations, civic groups, youth programs, community services, and needy families and individuals. For more information on this voluntary bill roundup program, please visit **www.ecoec.com.**

Figures to date:

Applications reviewed	630
Applications granted	453
Applications denied	167
Applications tabled	10
Scholarships awarded	$128,000
Total Disbursements	**$1,189,904.08**
Average member contribution	44¢

East Central Electric Cooperative
PO Box 1178 • 2001 S. Wood Drive
Okmulgee, Oklahoma 74447-1178
(918) 756-0833
www.ecoec.com

OFFICE HOURS:
Monday-Friday, 8 am - 4:30 pm.

POWER OUTAGE HOT LINE
(918) 756-0833

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