

# Annual Meeting is a chance to exercise co-op member rights

Some 2,245 members participated in this year's Annual Meeting Registration and Voting May 20-22, preceding the 2024 Annual Meeting of Members May 23.

A big draw this year, in addition to a chance to win the \$1,000 grand prize, was the member registration gift—a 10.5-inch Lodge Seasoned Cast-Iron Grill Pan branded with the Coastal Electric Cooperative logo, complete with a Lodge Silicone Hot Handle Holder.

Every not-for-profit cooperative like Coastal Electric Cooperative operates by seven Cooperative Principles. Cooperative Principle 2 is Democratic Member Control, and that's what the Annual Meeting of Members and member voting is all about. During



**Congratulations to the winner of the Annual Meeting Registration and Voting grand prize, Sherrell Mack of Richmond Hill (right)! CEO Chris Fettes awarded her \$1,000 cash after the Annual Meeting of Members.**



Scan here with your smartphone to view the 2024 Coastal Electric Cooperative Annual Meeting of Members, which took place May 23.

Annual Meeting Registration and Voting, members could stop by a Coastal Electric Cooperative office in Midway or Richmond Hill to register for the Annual Meeting, vote to elect directors and pick up a skillet as a

thank you for participating.

On Thursday, May 23, members tuned into the Annual Meeting, live-streamed on Facebook and Coastal Electric Cooperative's website.

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# Coastal Electric Cooperative earns an ACSI® 2023 Customer Satisfaction Award

Coastal Electric Cooperative is honored to have earned a 2023 Customer Satisfaction Award\* from the American Customer Satisfaction Index (ACSI®) based on our member survey results.

Members were asked to rate their overall satisfaction with us, how well we lived up to their expectations and how well we measured up to their ideal co-op experience. While these were not the only questions in the survey, we included these specifically, because they are the core components of the proprietary ACSI methodology.

Coastal Electric Cooperative's ACSI score substantially outperforms the industry average score earned by publicly measured utilities reported in the 2023 ACSI Energy Utility Study. This award

is a testament to Coastal Electric Cooperative's ongoing efforts to provide the best possible member experience.

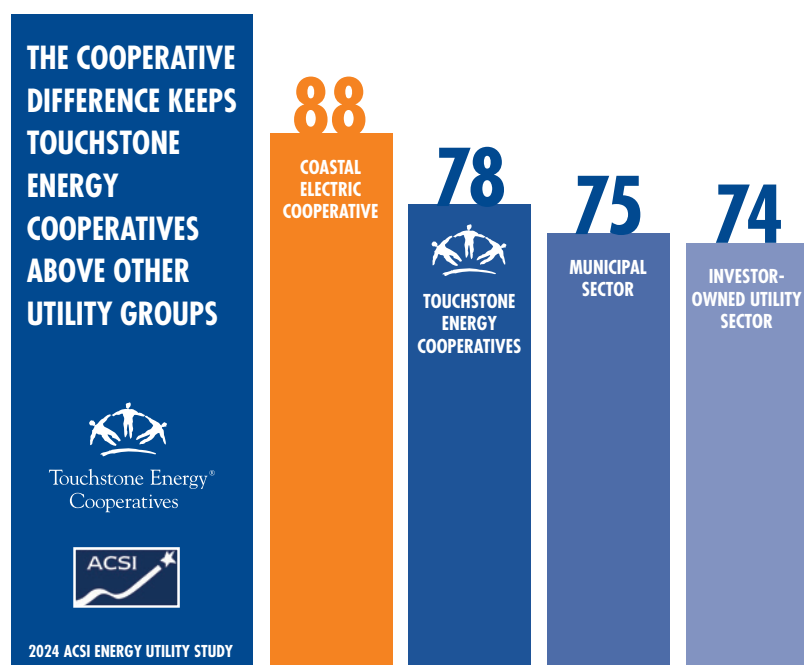
The 2023 Customer Satisfaction Award affirms that Coastal Electric Cooperative's hard work has been noticed by its members. Coastal Electric Cooperative is grateful for its members and will continue to strive for excellence through constant dedication to improvement.

*\*Award criteria are determined by the ACSI® and based on customers rating their satisfaction in a survey independent of the syndicated ACSI Energy Utility Study. For more information, visit [www.theacsi.org/badges](http://www.theacsi.org/badges). ACSI and its logo are registered trademarks of the American Customer Satisfaction Index LLC.*



Coastal Electric Cooperative earns this award based on data modeled by the ACSI® in 2023. Award criteria are determined by the ACSI based on customers rating their satisfaction with Coastal Electric Cooperative in a survey independent of the syndicated ACSI Energy Utility Study. For more information, visit [www.theacsi.org/badges](http://www.theacsi.org/badges). ACSI and its logo are registered trademarks of the American Customer Satisfaction Index LLC.

## Coastal Electric lands back in the top five



Coastal Electric Cooperative received one of the top five American Customer Satisfaction Index (ACSI®) scores for energy utility services among all cooperatives participating in measurement for Touchstone Energy in the first quarter of 2024.

The top five scores in that period ranged from 88 to 93, which compares favorably with electric cooperatives' annual average score of 78, as reported in the syndicated 2024 ACSI Energy Utility Study.

*\*Compared to publicly measured energy utilities in the ACSI® survey of customers rating their own energy utility. Results based on data provided by Coastal Electric Cooperative, collected between January and March 2024. ACSI did not regulate the survey administration or sample size. ACSI and its logo are registered trademarks of the American Customer Satisfaction Index LLC. To learn more, visit [www.theacsi.org](http://www.theacsi.org).*



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Sherrell Mack of Richmond Hill won the \$1,000 grand prize after CEO Chris Fettes gave a year in review, which included:

- How Coastal Electric Cooperative makes life better as our community grows.
- Using technology to make our electric system more reliable.
- Opening doors of opportunity for local students.



Director Laura McGee takes a break from greeting members to show the 2024 registration gift, a 10.5-inch Lodge Seasoned Cast-Iron Grill Pan with Silicone Hot Handle Holder.



More than 2,200 members participated in this year's Annual Meeting Registration and Voting, including Ms. Ruby (center) of Liberty County, pictured here with Coastal Electric Cooperative's Chief Operating Officer Emily Cannon, IT Manager Terry Cook and Director Chuck Gaskin.

- Using members' Operation Round Up dollars to make a difference.
- Lending a hand to help little ones get a good night's sleep.

Following the year in review, members could watch the business portion of the Annual Meeting, held at the co-op's headquarters in Midway. Members reelected

incumbent directors Ken Luke (Bryan County), Joe Gill (Liberty County) and John Kearns (McIntosh/Long counties) to new three-year terms on the co-op board.

You can find the 2024 Annual Meeting video on Coastal Electric Cooperative's YouTube channel, Facebook page or online at [www.CoastalElectric.Coop/live](http://www.CoastalElectric.Coop/live).

## Holiday office closing

All Coastal Electric Cooperative offices will be closed  
Thursday, July 4, in observance of Independence Day.

# Coastal Electric members fund \$30,000 in scholarships to local students

Coastal Electric Cooperative members are helping local students pursue their dreams by way of more than \$30,000 in scholarships.

Liberty County High School graduate Kordell Lewis won a Coastal Electric Cooperative Foundation Technical School Scholarship for \$1,350. The scholarship is renewable as he pursues his planned program of study—welding and joining technology—at Savannah Technical College.

In addition, recent graduates Skye Key (Bradwell Institute), Ira Timmons (McIntosh County Academy), Rebecca Clark (Liberty County High School), Gunner Kesner (Liberty County High School), Gretchen Gray (Richmond Hill High School) and Rachel Gregory (Richmond Hill High School) each earned a \$5,000 Coastal Electric Cooperative Foundation Academic Scholarship for their first semester of college. Each



Coastal Electric Cooperative Foundation Coordinator and Executive Assistant Taylor Lee (right) presents a Coastal Electric Cooperative Foundation Academic Scholarship to Ira Timmons during McIntosh County Academy's Honors Night May 16. Ira plans to attend Fort Valley State University and major in veterinary science.

scholarship is renewable for up to four years for a total of \$20,000.

Primary funding for Coastal Electric Cooperative Foundation scholarships comes from Operation Round Up, a voluntary program through which Coastal Electric Cooperative members allow their electric bills to be rounded up to the next whole dollar each month. That spare change is invested back into the community through the foundation to meet the food, health, safety, education and shelter needs of citizens in Bryan, Liberty, Long and McIntosh counties.

Bradwell Institute graduate Skye Key plans to use her \$5,000 scholarship to pursue a Bachelor of Science in communications from Kennesaw State University.