



## **Annual Report – 2017**

### **In a year of transition, members are priority #1**

It has been a year of transition for your Cooperative.

At last year's Annual Meeting, we said goodbye to Director Delano Brown, who retired after 46 years of service on the Board of Directors. You elected Jeff Geisendorfer to take his place representing Lincoln County District 2. Dan Brown, then CEO, also announced his retirement which was effective in May of this year.

But as the old saying goes, the more things change, the more they stay the same. Our commitment to you, the member, remains priority one. As it has for the past 75 years, every decision we make — whether it be made at the Board table, a senior management meeting, or by any of our outstanding employees — still begins with the question, “How does this help our members?”

#### **The Cooperative Difference**

Part of the cooperative difference is being not-for-profit and returning any excess margins back to you, our member owners. In 2017, we distributed a record \$5.27 million back to you as Capital Credits. Since 1976, we have returned more than \$90 million to Cuivre River members and former members.

#### **Commitment to Community**

As a Cooperative, we are local. We are your neighbors. We care deeply about our communities.

As such, many of our employees are members of community organizations. They spend hours volunteering and working to help our local communities thrive.

You, our members, have generously contributed to the Operation Round Up program by rounding up your electric bill to the nearest dollar. This past year, these pennies eclipsed the \$5 million mark. The pennies you donate go directly back to the community to help organizations and individuals with unmet needs.

Our Co-op Connections Card program, a free benefit to Cuivre River members and families, helped individuals save more than \$75,000 in prescription costs alone last year.

## **Member Satisfaction**

Our annual member satisfaction survey allows us to get direct feedback from you regarding our operations. Our American Customer Satisfaction Index (ACSI) score this year is an 88, one of the top scores of any electric cooperative in the nation. *(See chart on next page.)*

Through this survey, we learned that affordability and reliability are the qualities you value most about the energy we provide. We are pleased that our rates rank as some of the lowest in the state, and that 94% of respondents said their service was “very reliable.”

Part of our success in providing affordable and reliable energy is due to our diversified and reliable generation portfolio. In 2016, more than 20% of our total power generation came from renewable resources, including 14% from wind generation and 7% from hydro.

## **Technology**

We continue to invest in technology to increase efficiencies and provide more options to you, our member.

Our Advanced Metering Infrastructure (AMI) deployment is nearly 50 percent complete. AMI significantly contributes to the advancement of our electrical system and provides you with the benefits of greater operating efficiencies and faster outage response.

MyCuivre App, our mobile app for smart phones and tablets, continues to grow in popularity with nearly 3,000 downloads. The app provides a convenient way for you to pay your bill, report an outage, and monitor your electric use.

Last year we became the first co-op in Missouri to offer online voting in our Cuivre River elections. By providing this additional voting option, we make it possible for more Cuivre River members to have the opportunity to participate in the election process.

It is truly our privilege and honor to serve you as we work to make your cooperative the best it can be.

We believe the future is exciting and full of opportunities, and we will continue to work hard to meet and exceed your expectations.

*Walter Gregory, Board President  
Doug Tracy, General Manager/CEO*