

POWERLINES



Our Members' Satisfaction Speaks Volumes

Coweta-Fayette EMC is proud to announce another year of outstanding customer satisfaction ratings. These ratings aren't just numbers—they represent your voices - our members and owners at the heart of our cooperative.

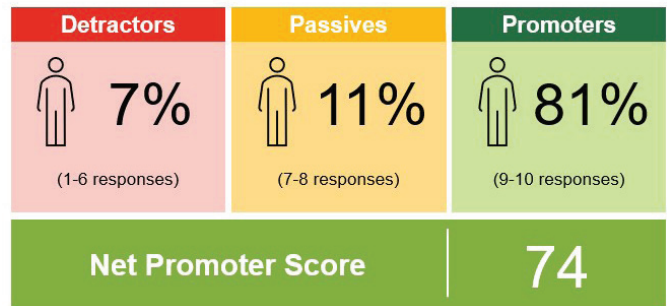
As a member-owned organization, our mission goes beyond just providing electricity. We are dedicated to delivering reliable, affordable, and high-quality service to the communities we serve. We are proud that this commitment to excellence is reflected in our being ranked among the highest in the utility industry, not just in one satisfaction score but on two separate scales.

The first score is our 2024 Customer Satisfaction Award* from the American Customer Satisfaction Index (ACSI®) of 89. This score is based on a member survey where you - our members- were asked to rate your overall satisfaction with us, how well we lived up to your expectations, and how well we measured up to your ideal co-op experience. While these were not the survey's only questions, we included them because they are the core components of the proprietary ACSI methodology.

Our score is recognized by Touchstone Energy® one of the top five ACSI scores for energy utility services among all cooperatives participating in measurement for Touchstone Energy in the fourth quarter of 2024. In Q4 (2024), Our ACSI score of 89 on a 100-point scale¹ is higher when compared

to publicly measured cooperative utility scores reported in the syndicated 2024 ACSI Energy Utility Study and places CFEMC 15 points higher than the average investor-owned utility score of 74, 14 points higher than the average municipal utility score of 75, as well as 13 points higher than the average cooperative utility score of 78.

The second survey score is our Net Promoter Score (NPS) of 74. The NPS is a metric that measures how likely customers are to recommend a company's products or services to others. The NPS has a scale of -100 to 100, with a score of 70 being considered "top of class." The national co-op comparison average score was 64 and the average NPS score is 39.



These impressive ratings testify to the cooperative spirit that sets us apart and the caliber and care our employees exemplify on a daily basis. They highlight the strength of our partnerships with our members and underscore the success of our collaborative approach to improving the quality of life for all.

To all our members—thank you for your ongoing support, feedback, and engagement. Together, we are building a brighter, more reliable future, and we couldn't do it without you. Your satisfaction is not only our priority but also the measure of our success.

“
The EMC folks are top notch. I've never lived in a location where the electric co-op was as professional, hardworking, and communicative as you are here in Fayette County. Your responsiveness during storms and outages is beyond compare. Your employees care about the customer and have always been kept informed of what is going on. Thank you again for what you do!
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¹ Compared to publicly measured energy utilities in the ACSI® survey of customers rating their own energy utility. Results based on data collected between November 1-20, 2024. ACSI and its logo are registered trademarks of the American Customer Satisfaction Index LLC. For more about the ACSI, visit www.theacsi.org. Award criteria are determined by the ACSI® and are based on customers rating their satisfaction in a survey independent of the syndicated ACSI Energy Utility Study. For more about the ACSI, visit www.theacsi.org/badges. ACSI and its logo are registered trademarks of the American Customer Satisfaction Index LLC.

Committed to You - The Cooperative Difference



Chris Stephens
CEO

At Coweta-Fayette EMC, our commitment to you—our members—goes far beyond the delivery of electricity. Each day, our dedicated employees strive to embody the values that make our cooperative unique: reliability, affordability, and an unwavering dedication to our community. The recent outstanding satisfaction ratings we received are more than just numbers—they’re a

reflection of the trust you place in us and the hard work our team puts in to earn it.

These accolades highlight what we call the “cooperative difference.” As a member-owned organization, we operate with a mission that prioritizes service and community over profit. This means every decision we make is with you in mind, from maintaining some of the most competitive rates in the industry to reinvesting in infrastructure and programs that directly benefit our members. Unlike investor-owned utilities driven by shareholders, or municipal utilities that serve government interests, we are wholly committed to serving you—our member-owners. This focus allows us to be agile, innovative, and responsive to the needs of our community. It’s a difference you can feel in every interaction, whether it’s the quick response of a lineworker during a storm or the care our member service team takes in answering your questions.

The recognition we’ve achieved—an ACSI score of 89 and an NPS score of 74—reflects the commitment of every employee, from the lineworkers restoring power in severe weather to the member service representatives ensuring your questions are answered promptly. These scores are benchmarks of excellence, not just within our industry but across all sectors.

Looking ahead, our goal remains clear: to continue meeting and exceeding your expectations. We will keep innovating, strengthening our systems, and listening to your feedback so we can deliver on our promise to provide not only reliable energy but also the exceptional service you deserve.

Thank you for being at the heart of our cooperative. It’s your engagement and trust that make everything we do possible. Together, we’re shaping a future that’s as dependable as it is bright.

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