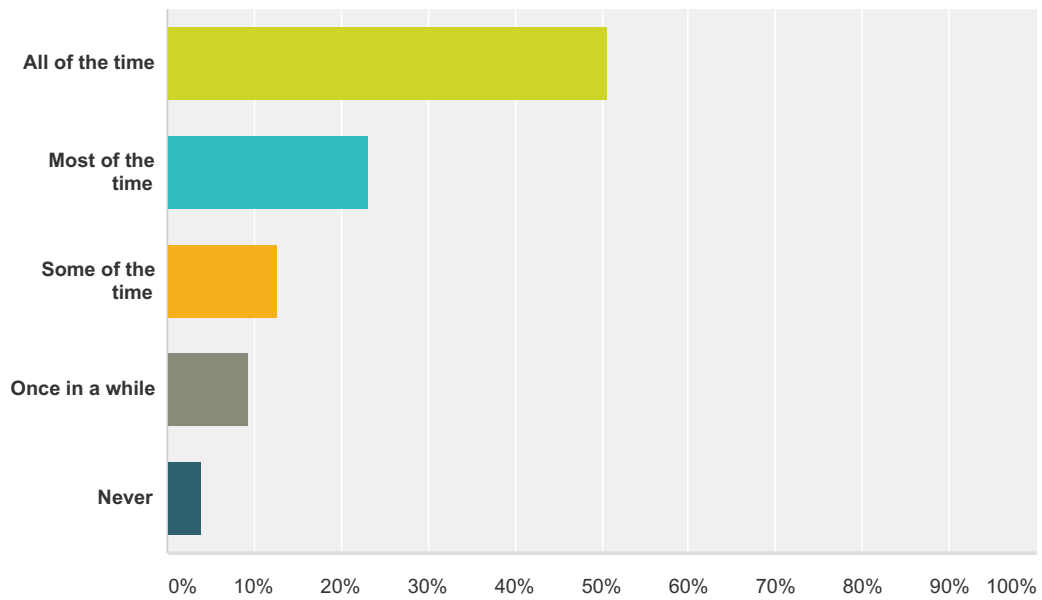


### Q1 How often do you read at least a portion of Talquin's newsletter, The Current?

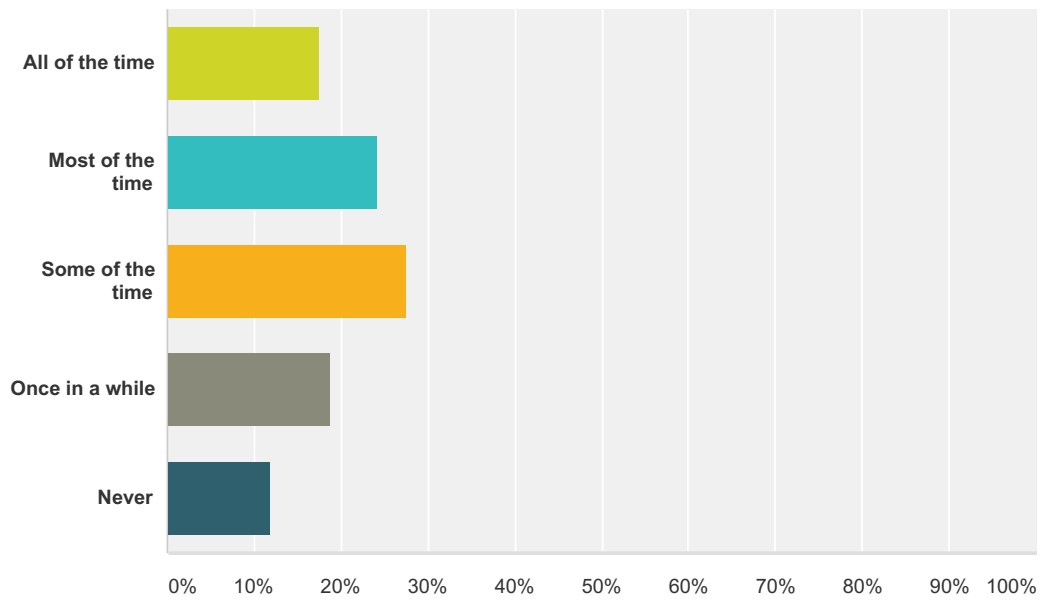
Answered: 3,568 Skipped: 0



Answer Choices	Responses
All of the time	50.73% 1,810
Most of the time	23.21% 828
Some of the time	12.64% 451
Once in a while	9.36% 334
Never	4.06% 145
<b>Total</b>	<b>3,568</b>

## Q2 How often do you read the Manager's Column?

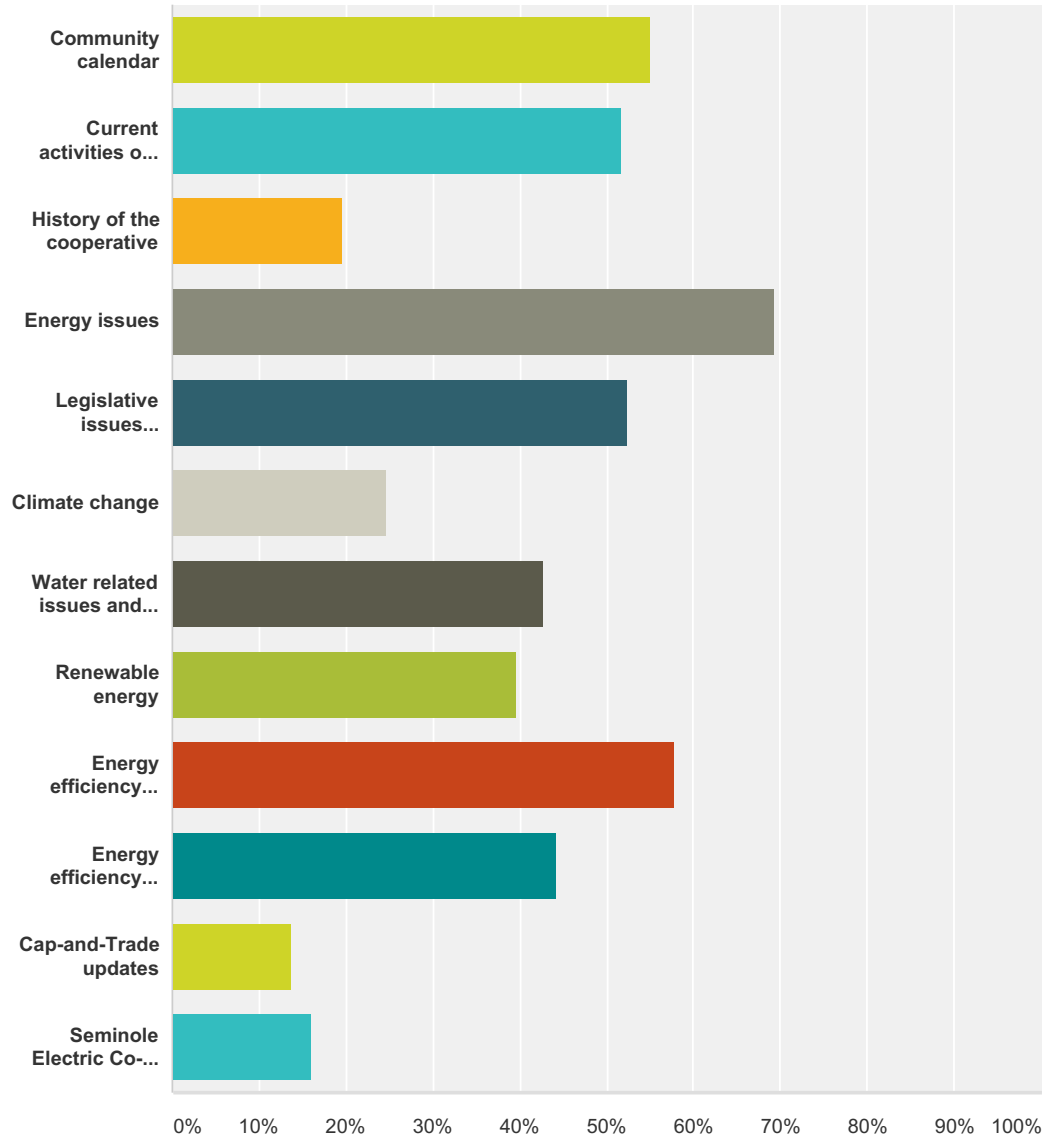
Answered: 3,568 Skipped: 0



Answer Choices	Responses
All of the time	17.43% 622
Most of the time	24.30% 867
Some of the time	27.52% 982
Once in a while	18.83% 672
Never	11.91% 425
<b>Total</b>	<b>3,568</b>

### Q3 What topics relevant to Talquin Electric would you like to read about in The Current? Check as many as apply.

Answered: 3,568 Skipped: 0



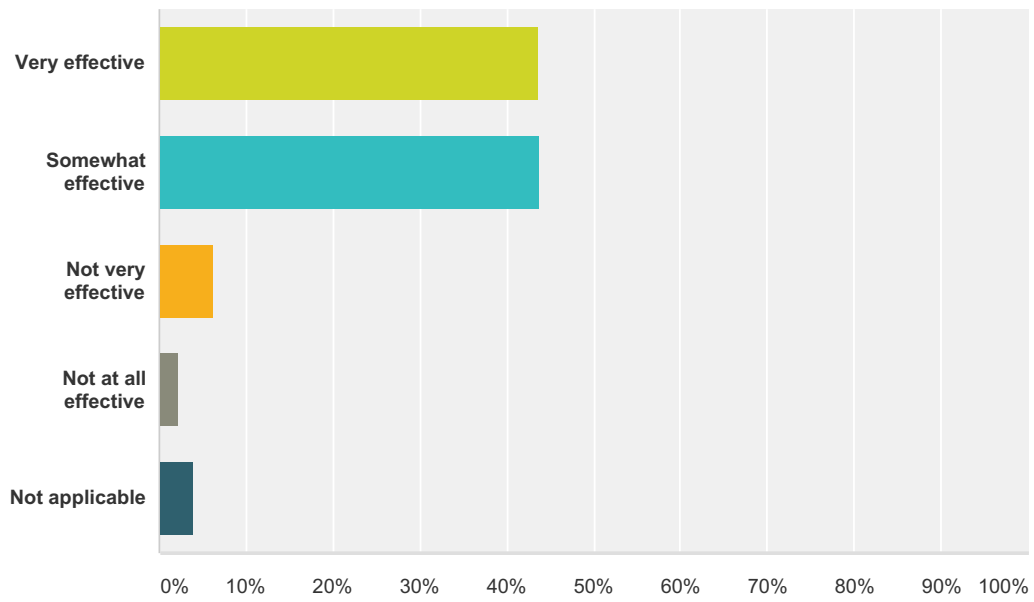
Answer Choices	Responses
Community calendar	55.16% 1,968
Current activities of Talquin Electric	51.77% 1,847
History of the cooperative	19.65% 701
Energy issues	69.37% 2,475
Legislative issues affecting electricity rates	52.33% 1,867
Climate change	24.69% 881

Water related issues and conservation tips	42.85%	1,529
Renewable energy	39.60%	1,413
Energy efficiency efforts	57.79%	2,062
Energy efficiency loans and programs	44.31%	1,581
Cap-and-Trade updates	13.79%	492
Seminole Electric Co-op (Talquin's power provider)	16.17%	577
<b>Total Respondents: 3,568</b>		

#	Other (please specify)	Date
	ipes	1/9/2015 12:47 PM
2	Tips to save energy, energy ratings for appliances	12/14/2014 10:09 PM
3	ads personal	12/12/2014 8:12 PM
4	Focus on a special section of the cooperative	12/12/2014 6:16 PM
5	buy & sell pages	12/12/2014 4:49 PM
6	Trading Post, recipes	12/11/2014 10:01 AM
7	Power lines	12/11/2014 8:12 AM
8	people in the community doing interesting things	12/10/2014 4:25 PM
9	Safety Tips, Why my power goes out, etc...	12/10/2014 4:18 PM
10	issues with sub stations that impact area power outages	12/10/2014 1:23 AM
11	Renewable Energy Courses or Competition	12/9/2014 5:03 PM
12	Any programs to buy energy star appliances through Talquin	12/9/2014 4:21 PM
13	I like what you choose	12/9/2014 2:05 PM
14	How to save money on my electric bill	12/9/2014 1:56 PM
15	system upgrades	12/9/2014 1:19 PM
16	Promote Talquin Electric Customer "Businesses"	12/9/2014 12:15 PM
17	trading post	12/9/2014 11:35 AM
18	Classified Ads	12/9/2014 9:03 AM
19	MORE RECIEPES PER EACH CURRENT	12/9/2014 8:52 AM
20	upcoming projects such as changing poles / transformers in particular areas	12/9/2014 8:34 AM
21	For sale and Trade section	12/9/2014 8:33 AM
22	adds	12/9/2014 7:51 AM
23	recipes	12/9/2014 7:26 AM
24	Payment Assistant Programs for those in need.	12/9/2014 5:48 AM
25	Recipes, staff and member info	12/9/2014 12:16 AM
26	Recipes and Human Interest photos	12/8/2014 10:44 PM
27	capital credit information	12/8/2014 9:55 PM
2		

### Q4 How effective do you think The Current is in communicating to you?

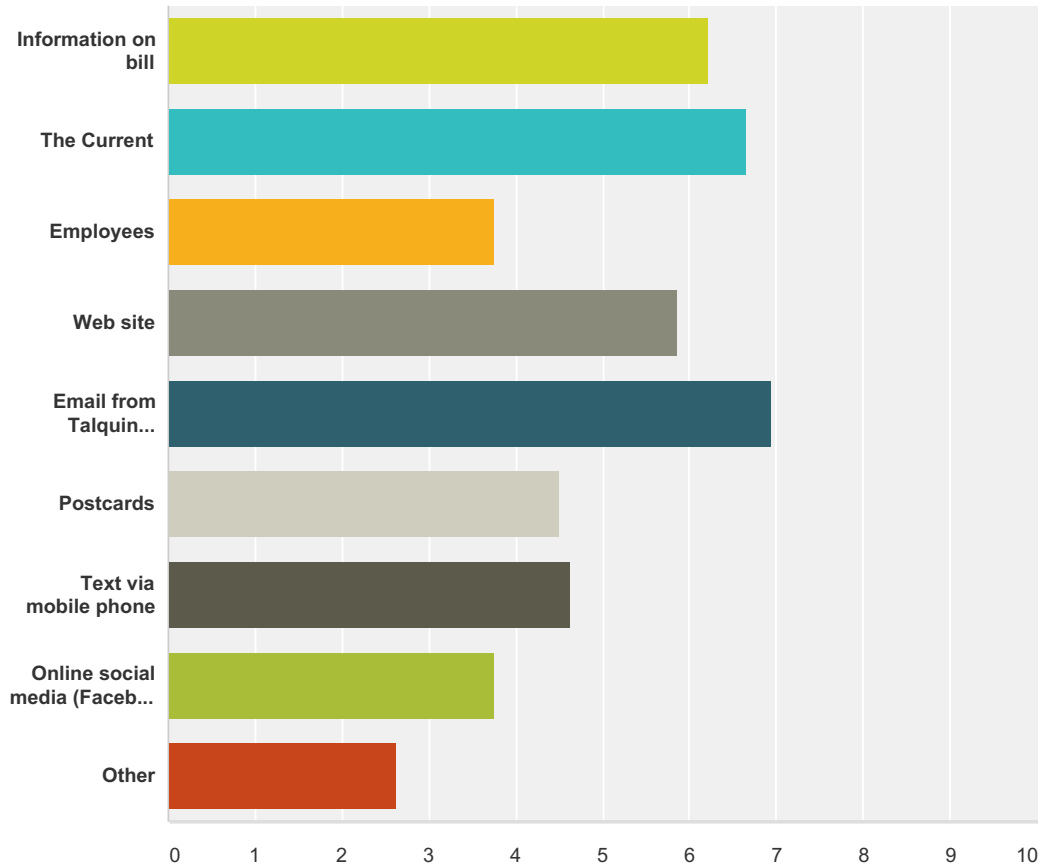
Answered: 3,568 Skipped: 0



Answer Choices	Responses
Very effective	43.55% 1,554
Somewhat effective	43.83% 1,564
Not very effective	6.36% 227
Not at all effective	2.38% 85
Not applicable	3.87% 138
<b>Total</b>	<b>3,568</b>

**Q5 From what source would you prefer to obtain information about Talquin Electric?  
Rank the following in their order of importance to you (1 through 8) with "1" being the most effective way to communicate and "8" being the least effective way to communicate.**

Answered: 3,568 Skipped: 0

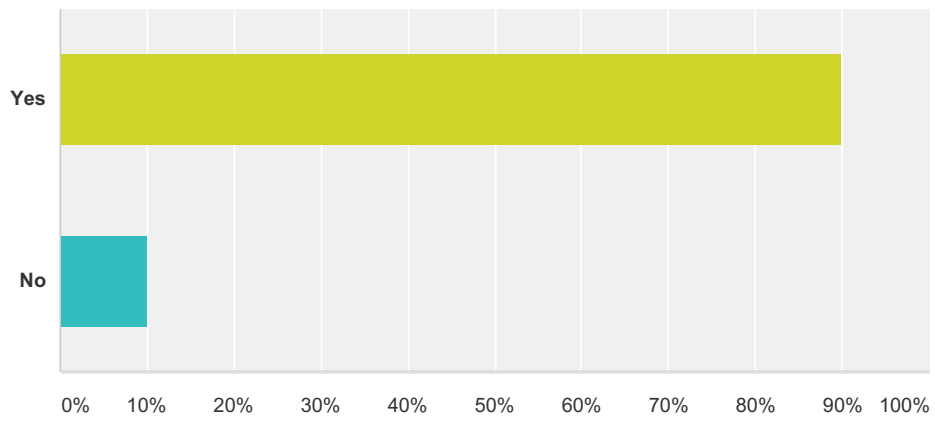


	1	2	3	4	5	6	7	8	9	Total	Score
Information on bill	15.81% 564	18.61% 664	17.43% 622	14.71% 525	10.87% 388	8.52% 304	6.81% 243	4.57% 163	2.66% 95	3,568	6.22
The Current	29.09% 1,038	16.87% 602	12.67% 452	11.63% 415	11.52% 411	6.87% 245	5.52% 197	3.62% 129	2.21% 79	3,568	6.66
Employees	2.13% 76	4.51% 161	5.16% 184	7.68% 274	11.69% 417	16.76% 598	19.28% 688	21.72% 775	11.07% 395	3,568	3.75
Web site	8.44% 301	15.02% 536	19.39% 692	18.22% 650	13.00% 464	11.94% 426	7.01% 250	4.51% 161	2.47% 88	3,568	5.86
Email from Talquin Electric	29.99% 1,070	20.82% 743	16.40% 585	10.96% 391	7.68% 274	5.33% 190	3.87% 138	3.00% 107	1.96% 70	3,568	6.96

Postcards	<b>2.13%</b> 76	<b>6.67%</b> 238	<b>9.42%</b> 336	<b>13.87%</b> 495	<b>16.62%</b> 593	<b>17.32%</b> 618	<b>15.75%</b> 562	<b>11.63%</b> 415	<b>6.59%</b> 235	3,568	4.51
Text via mobile phone	<b>7.96%</b> 284	<b>9.98%</b> 356	<b>9.64%</b> 344	<b>10.03%</b> 358	<b>11.94%</b> 426	<b>11.72%</b> 418	<b>12.61%</b> 450	<b>14.63%</b> 522	<b>11.49%</b> 410	3,568	4.64
Online social media (Facebook or Twitter)	<b>2.91%</b> 104	<b>5.35%</b> 191	<b>6.75%</b> 241	<b>8.18%</b> 292	<b>10.48%</b> 374	<b>12.36%</b> 441	<b>16.62%</b> 593	<b>20.63%</b> 736	<b>16.70%</b> 596	3,568	3.75
Other	<b>1.54%</b> 55	<b>2.16%</b> 77	<b>3.14%</b> 112	<b>4.71%</b> 168	<b>6.19%</b> 221	<b>9.19%</b> 328	<b>12.53%</b> 447	<b>15.70%</b> 560	<b>44.84%</b> 1,600	3,568	2.63

### Q6 Have you ever visited Talquin Electric's web site?

Answered: 3,551 Skipped: 17

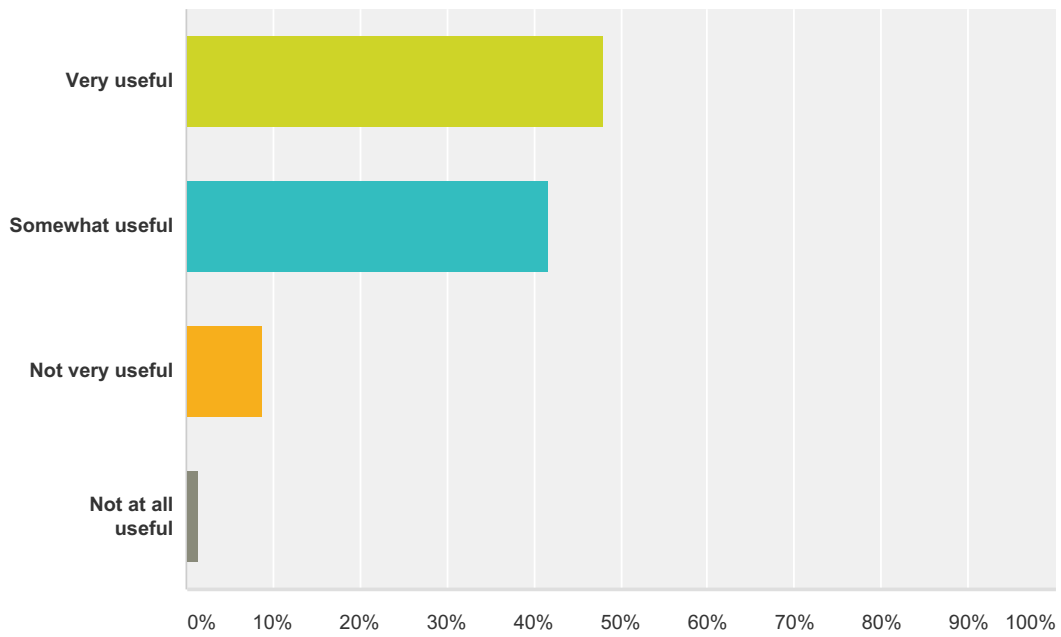


Answer Choices	Responses
Yes	90.00% 3,196
No	10.00% 355
<b>Total</b>	<b>3,551</b>



### Q7 How useful is Talquin Electric's web site to you?

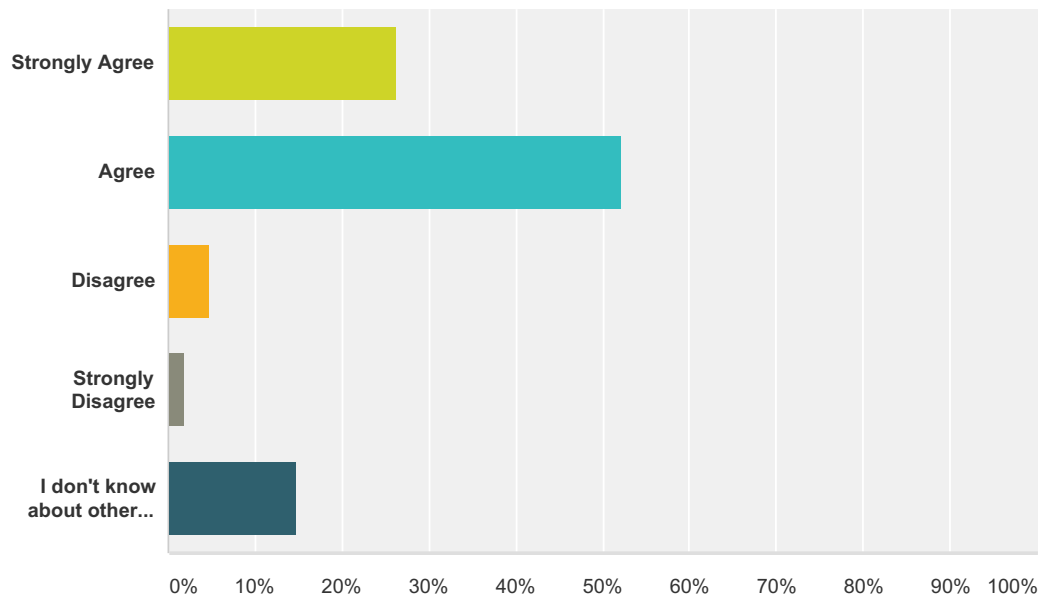
Answered: 3,062 Skipped: 506



Answer Choices	Responses
Very useful	48.11% 1,473
Somewhat useful	41.70% 1,277
Not very useful	8.75% 268
Not at all useful	1.44% 44
<b>Total</b>	<b>3,062</b>

### Q11 Talquin Electric is dedicated to keeping its rates competitive.

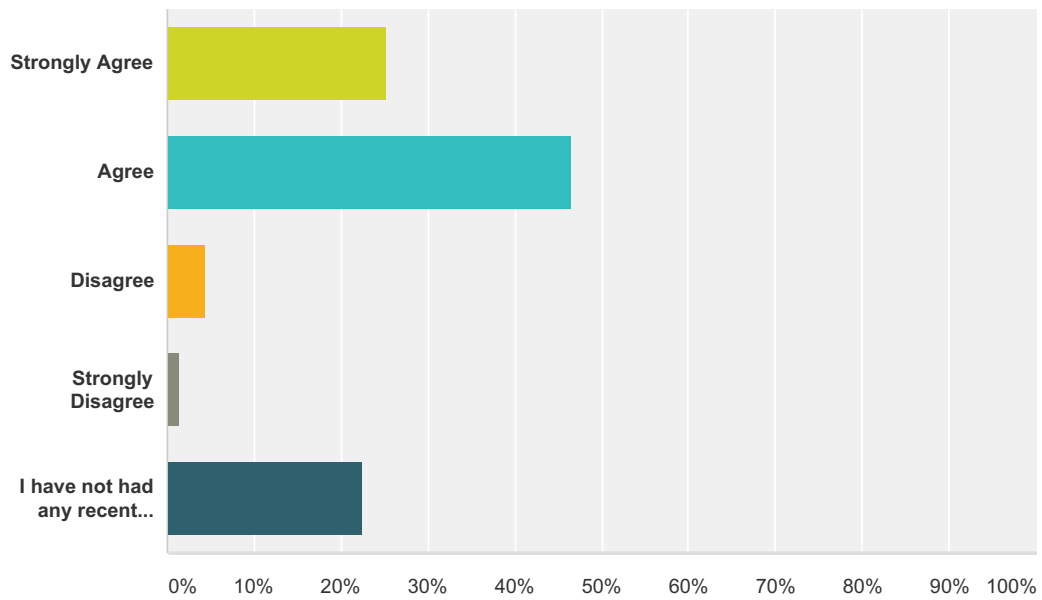
Answered: 3,455 Skipped: 113



Answer Choices	Responses
Strongly Agree	26.28% 908
Agree	52.16% 1,802
Disagree	4.83% 167
Strongly Disagree	1.88% 65
I don't know about other rates	14.85% 513
<b>Total</b>	<b>3,455</b>

### Q12 Talquin Electric employees make you feel like a valued Member.

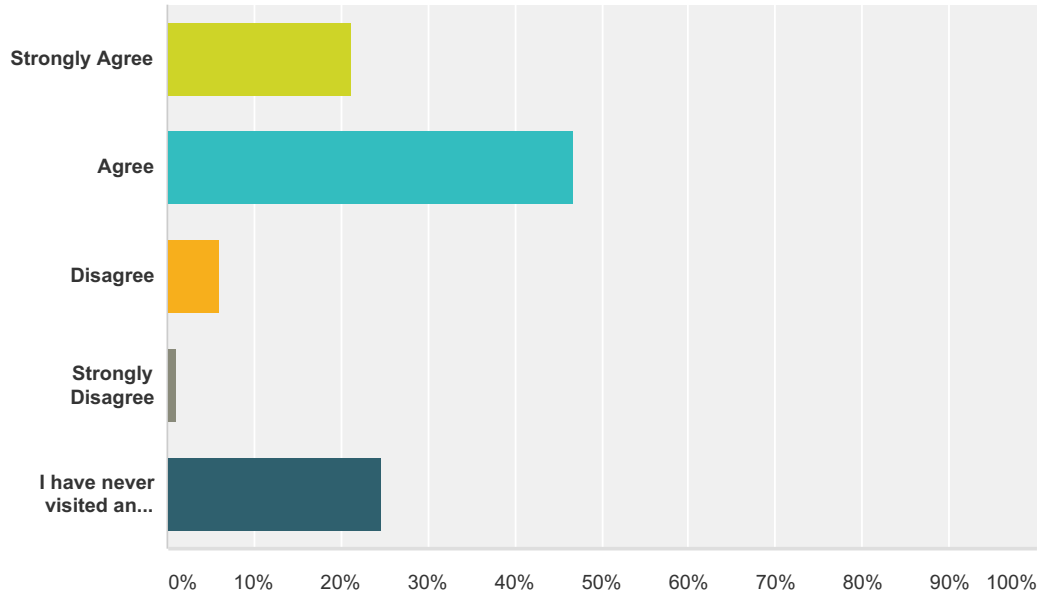
Answered: 3,455 Skipped: 113



Answer Choices	Responses
Strongly Agree	25.18% 870
Agree	46.45% 1,605
Disagree	4.43% 153
Strongly Disagree	1.42% 49
I have not had any recent contact with Talquin's employees	22.52% 778
<b>Total</b>	<b>3,455</b>

### Q13 When you visit your Talquin Electric Member Service Office, the employees exhibit a high level of concern for you.

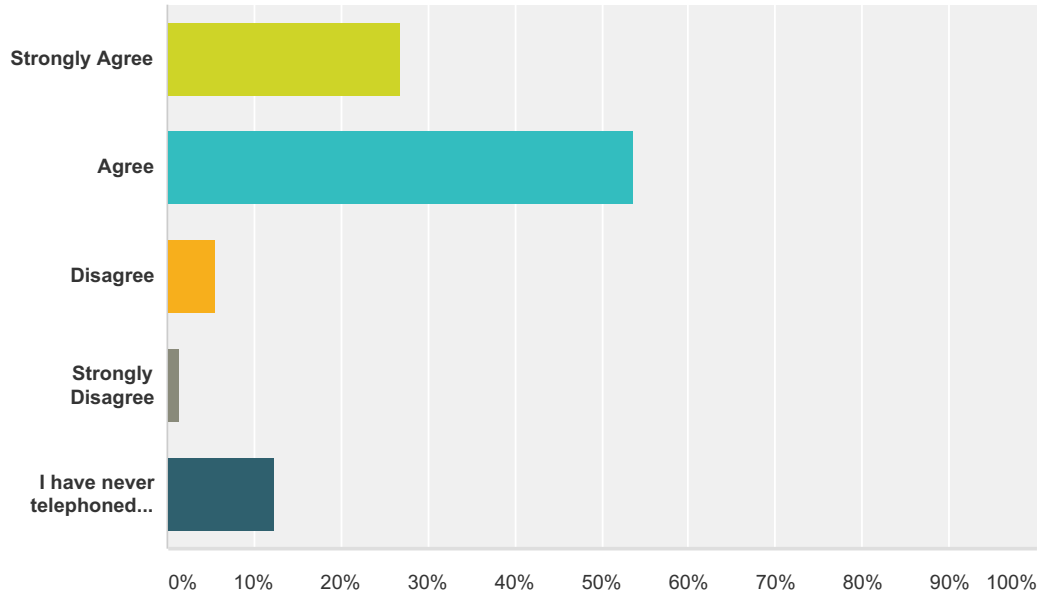
Answered: 3,240 Skipped: 328



Answer Choices	Responses
Strongly Agree	21.39% 693
Agree	46.79% 1,516
Disagree	6.02% 195
Strongly Disagree	1.11% 36
I have never visited an Member Service Office	24.69% 800
<b>Total</b>	<b>3,240</b>

### Q14 When you telephone Talquin Electric, the employees consistently show a high level of concern for you.

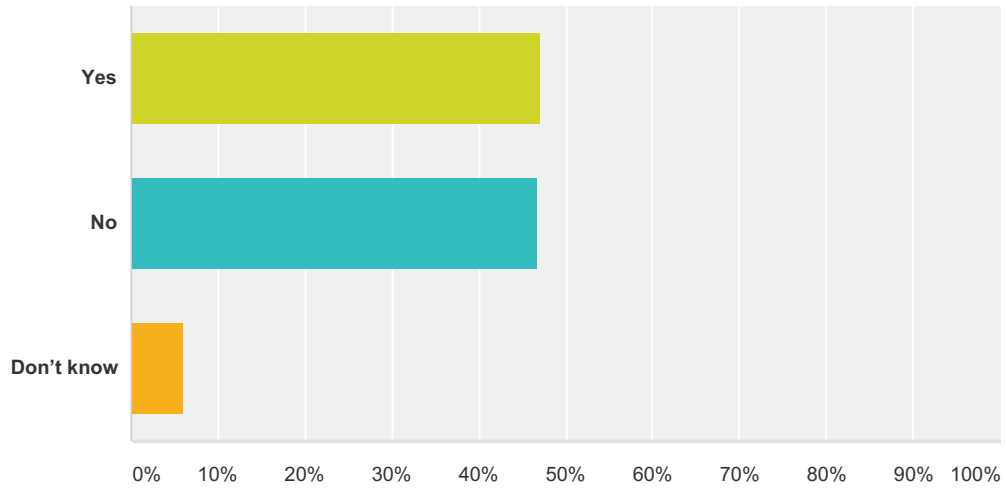
Answered: 3,240 Skipped: 328



Answer Choices	Responses
Strongly Agree	26.94% 873
Agree	53.70% 1,740
Disagree	5.62% 182
Strongly Disagree	1.45% 47
I have never telephoned Talquin Electric	12.28% 398
<b>Total</b>	<b>3,240</b>

**Q15 Have you contacted the co-op regarding a service problem at any time during the past 12 months?(IF NO OR DON'T KNOW, SKIP TO QUESTION #19)**

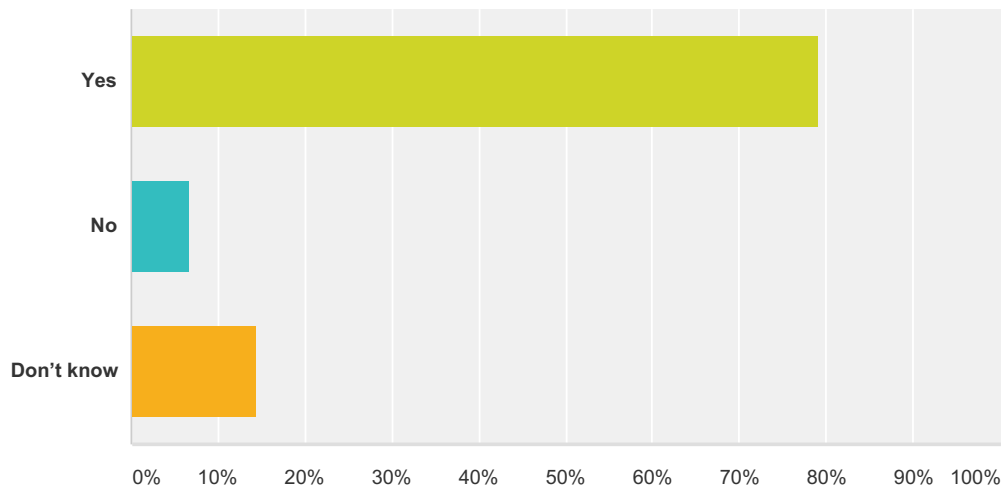
Answered: 3,240 Skipped: 328



Answer Choices	Responses
Yes	47.25% 1,531
No	46.67% 1,512
Don't know	6.08% 197
<b>Total</b>	<b>3,240</b>

### Q16 If so, was your problem handled satisfactorily?

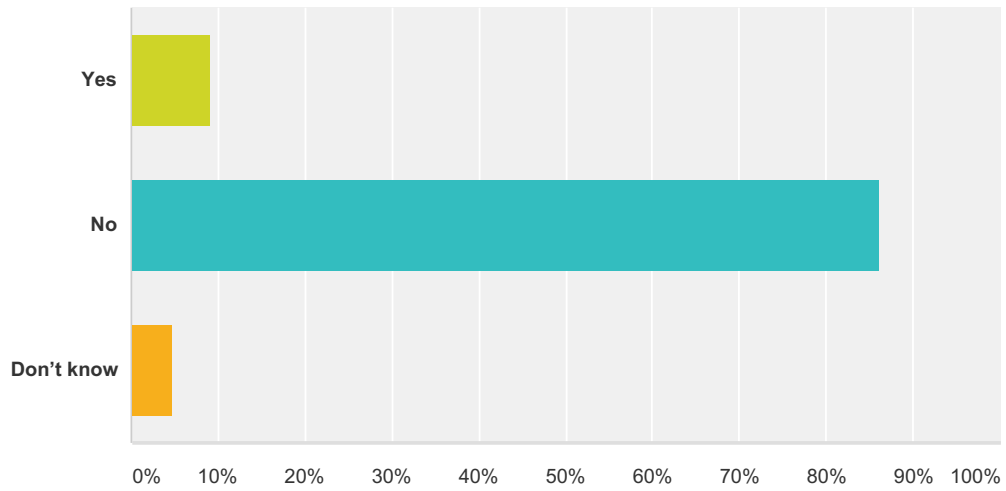
Answered: 1,824 Skipped: 1,744



Answer Choices	Responses
Yes	79.06% 1,442
No	6.58% 120
Don't know	14.36% 262
<b>Total</b>	<b>1,824</b>

**Q17 Have you had an unsatisfactory experience when contacting a Talquin Member Service Office within the past 12 months? (IF NO OR DON'T KNOW, SKIP TO QUESTION #19)**

Answered: 2,460 Skipped: 1,108

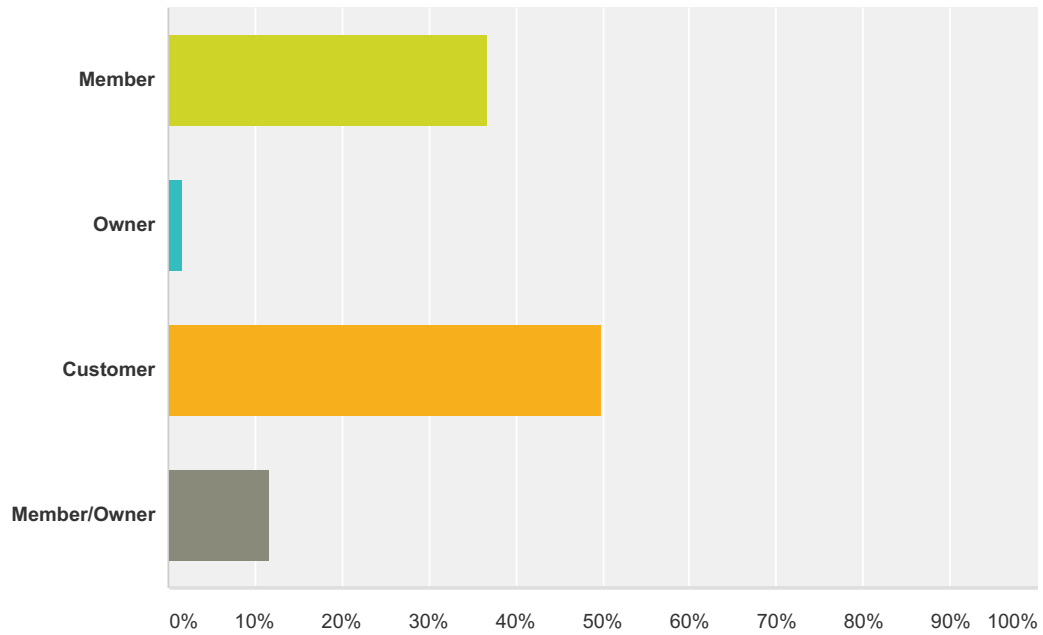


Answer Choices	Responses
Yes	9.11% 224
No	86.18% 2,120
Don't know	4.72% 116
<b>Total</b>	<b>2,460</b>



### Q20 Do you view yourself as a:

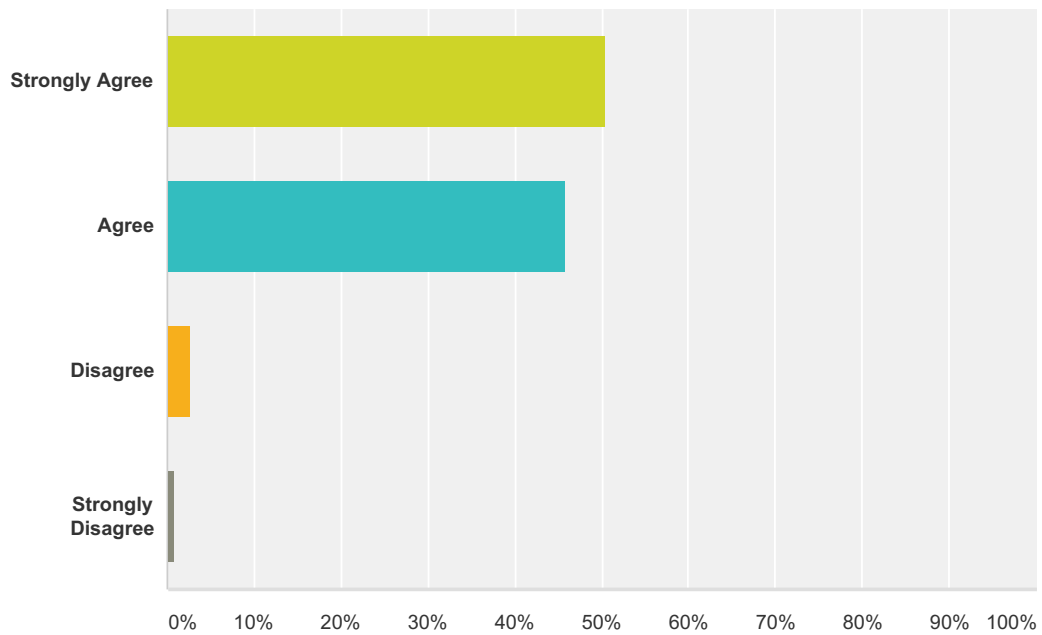
Answered: 3,240 Skipped: 328



Answer Choices	Responses
Member	36.79% 1,192
Owner	1.70% 55
Customer	49.85% 1,615
Member/Owner	11.67% 378
<b>Total</b>	<b>3,240</b>

### Q22 Talquin Electric provides reliable electric service.

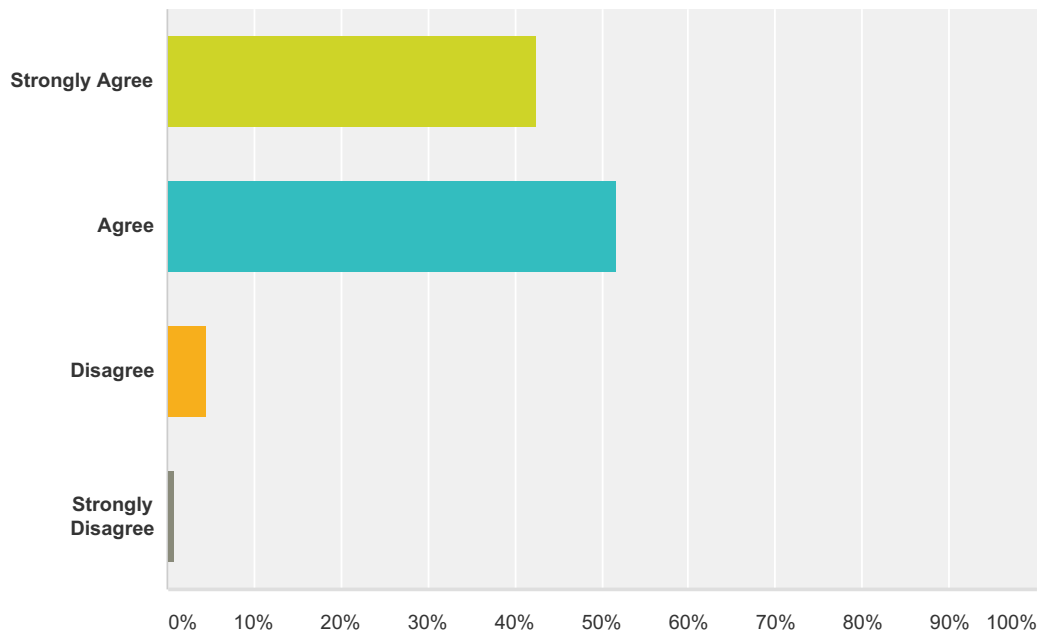
Answered: 3,240 Skipped: 328



Answer Choices	Responses	Count
Strongly Agree	50.59%	1,639
Agree	45.93%	1,488
Disagree	2.69%	87
Strongly Disagree	0.80%	26
<b>Total</b>		<b>3,240</b>

### Q23 When you have an outage, Talquin provides a reasonable response time.

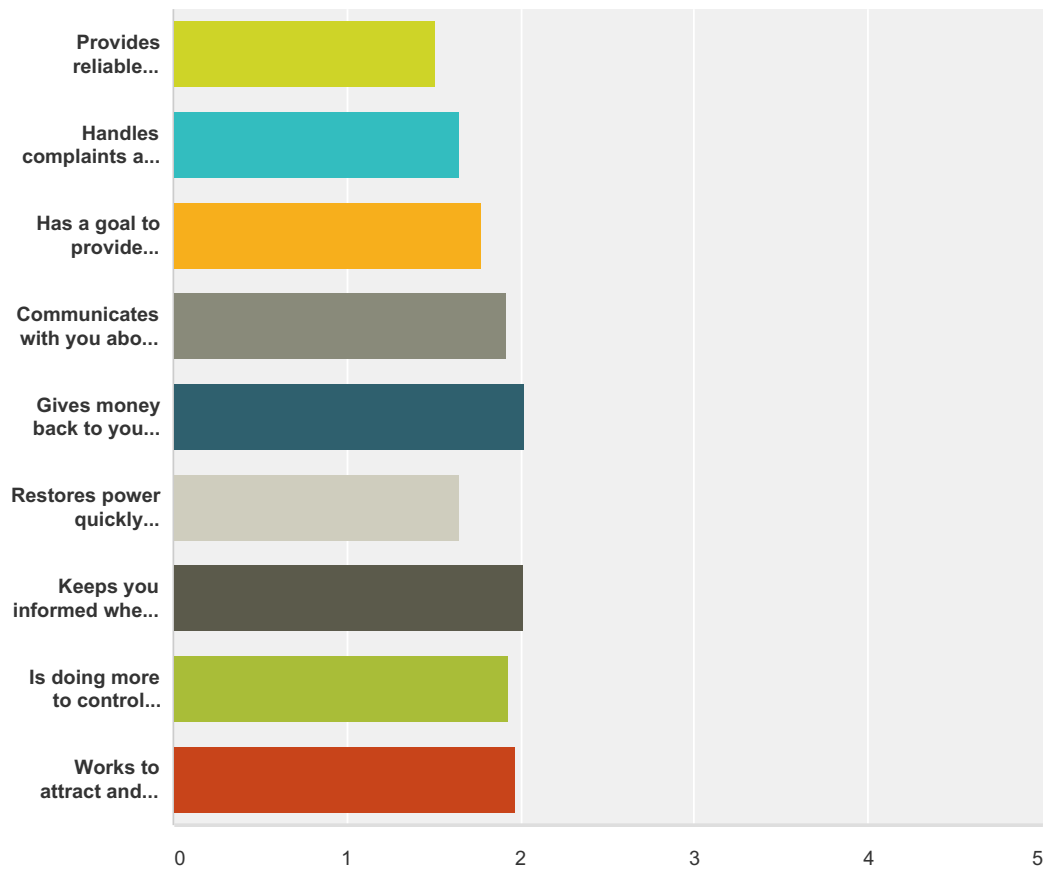
Answered: 3,240 Skipped: 328



Answer Choices	Responses
Strongly Agree	42.62% 1,381
Agree	51.76% 1,677
Disagree	4.69% 152
Strongly Disagree	0.93% 30
<b>Total</b>	<b>3,240</b>

### Q25 How much do you agree that Talquin Electric...

Answered: 3,201 Skipped: 367

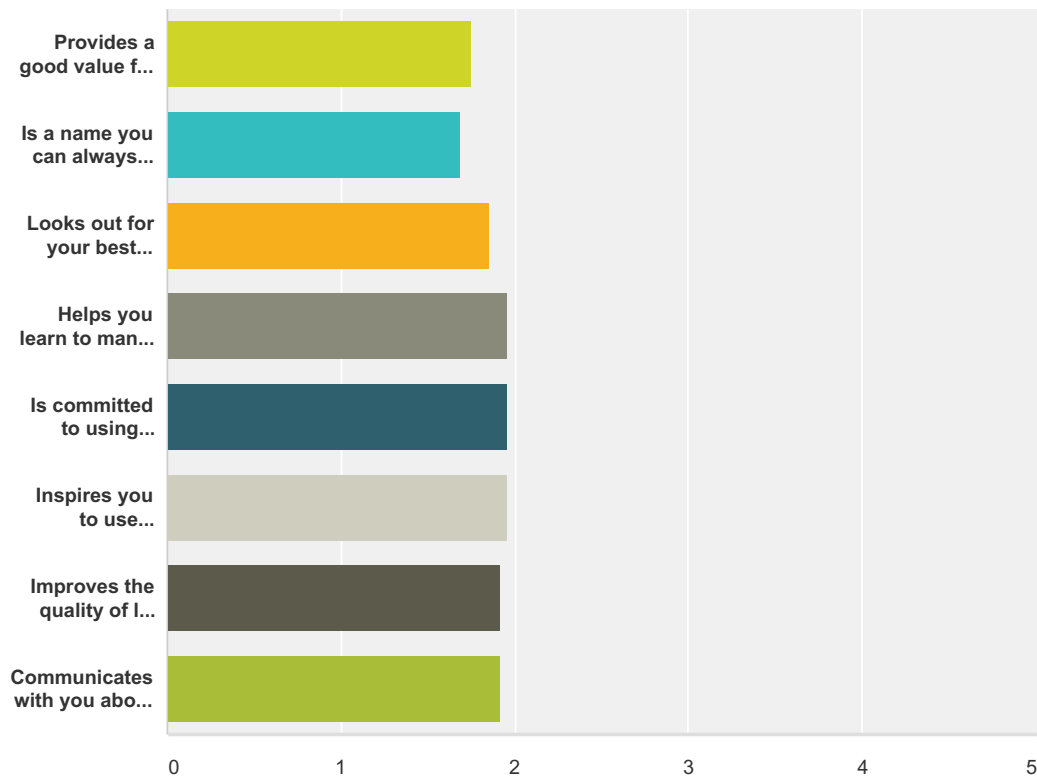


	Strongly Agree	Agree	Disagree	Strongly Disagree	Total	Weighted Average
Provides reliable service	52.28% 1,671	44.87% 1,434	2.32% 74	0.53% 17	3,196	1.51
Handles complaints and problems promptly	41.74% 1,316	52.87% 1,667	4.44% 140	0.95% 30	3,153	1.65
Has a goal to provide electricity at the lowest possible cost	33.30% 1,044	57.96% 1,817	6.89% 216	1.85% 58	3,135	1.77
Communicates with you about rising electricity costs	26.74% 835	56.68% 1,770	14.38% 449	2.21% 69	3,123	1.92
Gives money back to you when revenues exceed costs	28.78% 874	46.43% 1,410	19.10% 580	5.70% 173	3,037	2.02
Restores power quickly following an outage	41.90% 1,327	52.01% 1,647	5.02% 159	1.07% 34	3,167	1.65
Keeps you informed when they are doing work in your area	27.96% 876	46.54% 1,458	22.02% 690	3.48% 109	3,133	2.01
Is doing more to control rising prices than other companies you use	24.45% 724	60.39% 1,788	12.97% 384	2.20% 65	2,961	1.93

Works to attract and keep existing businesses in your area	<b>20.88%</b> 601	<b>63.04%</b> 1,815	<b>14.31%</b> 412	<b>1.77%</b> 51	2,879	1.97
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### Q26 How much do you agree that Talquin Electric...

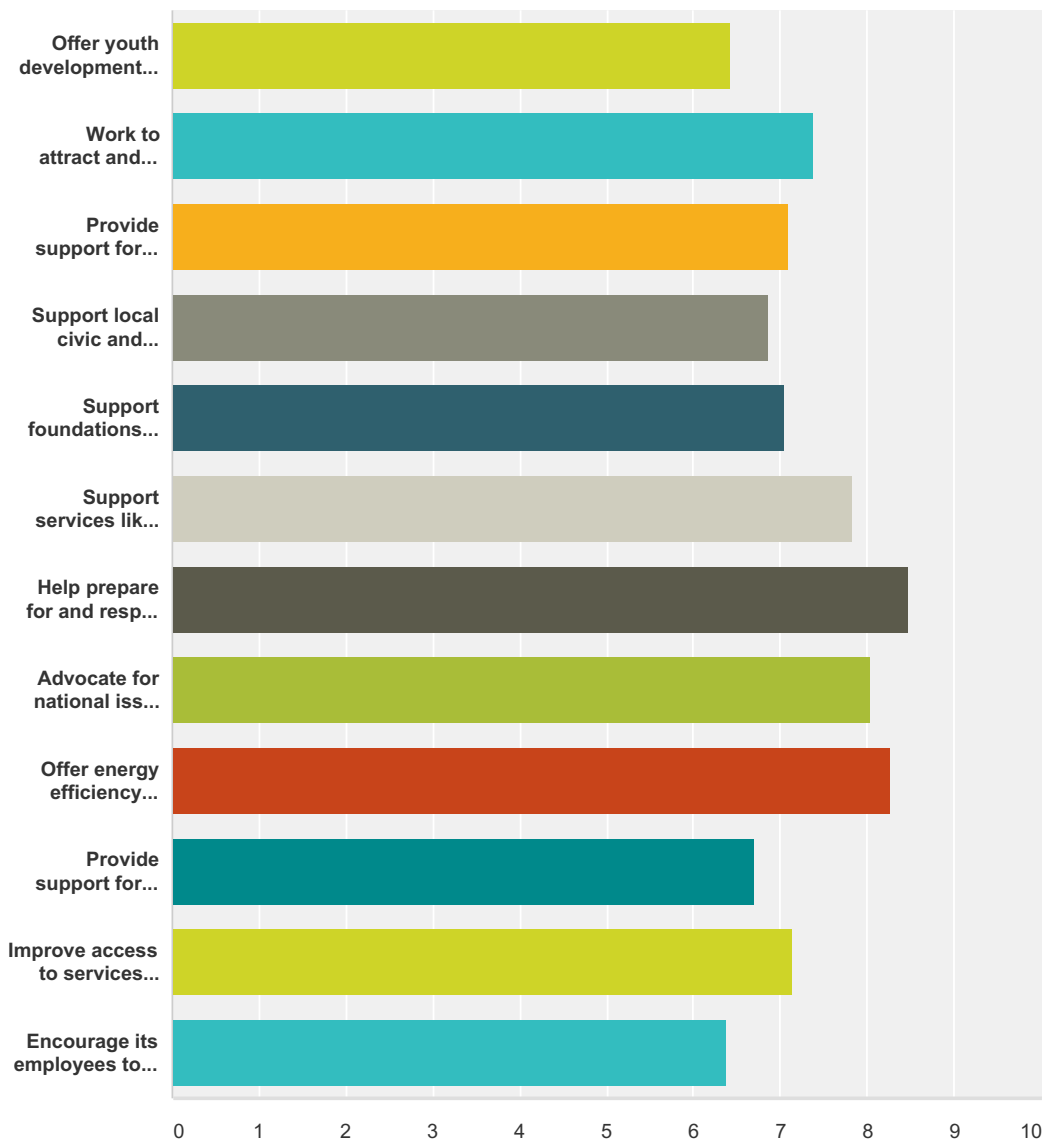
Answered: 3,150 Skipped: 418



	Strongly Agree	Agree	Disagree	Strongly Disagree	Total	Weighted Average
Provides a good value for the money you spend	33.77% 1,052	58.72% 1,829	6.26% 195	1.25% 39	3,115	1.75
Is a name you can always trust	37.91% 1,170	56.06% 1,730	5.06% 156	0.97% 30	3,086	1.69
Looks out for your best interests	28.57% 861	58.46% 1,762	11.38% 343	1.59% 48	3,014	1.86
Helps you learn to manage your electricity usage	24.29% 735	57.53% 1,741	16.29% 493	1.88% 57	3,026	1.96
Is committed to using renewable energy resources	21.77% 643	62.34% 1,841	13.85% 409	2.03% 60	2,953	1.96
Inspires you to use electricity more efficiently	23.75% 717	58.33% 1,761	16.40% 495	1.52% 46	3,019	1.96
Improves the quality of life in your community	23.53% 698	62.58% 1,856	12.41% 368	1.48% 44	2,966	1.92
Communicates with you about important issues	25.38% 762	59.36% 1,782	13.32% 400	1.93% 58	3,002	1.92

**Q27 While Talquin Electric’s core mission is to provide safe, reliable and affordable electricity, we are also committed to helping improve the quality of life in your community. Please rate in the list below, how important it is that Talquin Electric be involved in each community activity. Using a ten point scale where “1” is NOT AT ALL IMPORTANT and “10” is VERY IMPORTANT, how important is it that Talquin Electric:**

Answered: 3,068 Skipped: 500



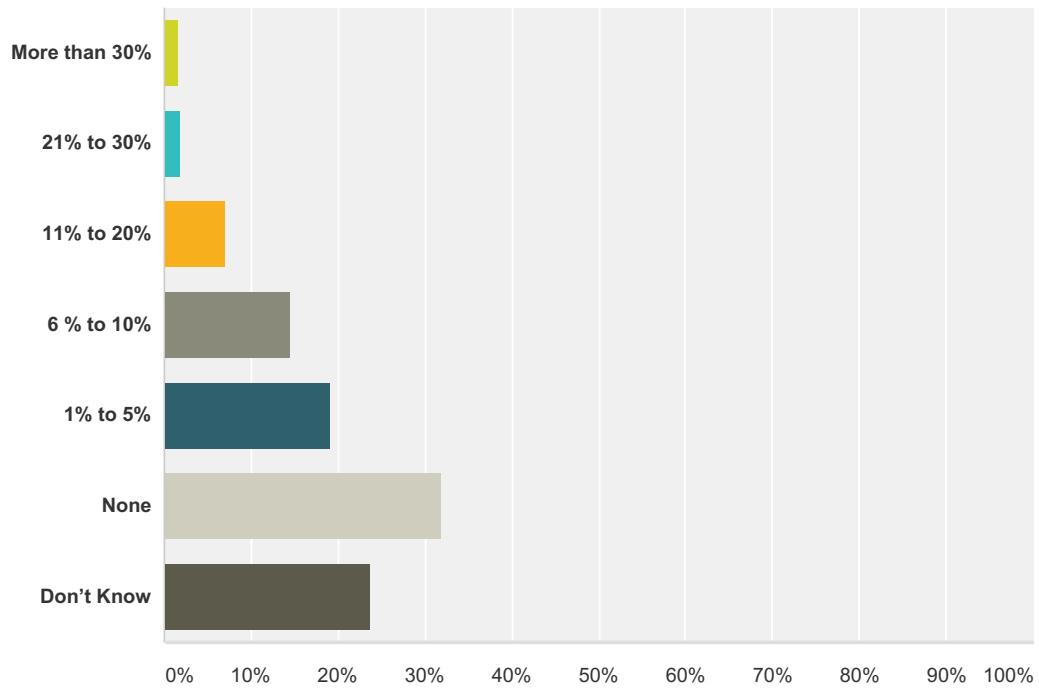
	1	2	3	4	5	6	7	8	9	10	Total	Weighted Average

Offer youth development programs	<b>9.71%</b> 295	<b>4.05%</b> 123	<b>4.81%</b> 146	<b>4.28%</b> 130	<b>18.53%</b> 563	<b>6.12%</b> 186	<b>9.02%</b> 274	<b>12.01%</b> 365	<b>9.38%</b> 285	<b>22.09%</b> 671	3,038	6.43
Work to attract and retain local businesses and jobs	<b>4.38%</b> 133	<b>2.14%</b> 65	<b>2.70%</b> 82	<b>3.06%</b> 93	<b>13.20%</b> 401	<b>6.49%</b> 197	<b>9.75%</b> 296	<b>15.61%</b> 474	<b>13.37%</b> 406	<b>29.31%</b> 890	3,037	7.40
Provide support for education and local schools	<b>6.42%</b> 195	<b>2.63%</b> 80	<b>3.42%</b> 104	<b>3.52%</b> 107	<b>13.53%</b> 411	<b>7.41%</b> 225	<b>8.89%</b> 270	<b>14.06%</b> 427	<b>13.56%</b> 412	<b>26.56%</b> 807	3,038	7.10
Support local civic and community organizations	<b>6.30%</b> 191	<b>2.97%</b> 90	<b>3.79%</b> 115	<b>4.05%</b> 123	<b>15.99%</b> 485	<b>7.48%</b> 227	<b>10.18%</b> 309	<b>14.60%</b> 443	<b>12.95%</b> 393	<b>21.69%</b> 658	3,034	6.86
Support foundations that give back to the community	<b>5.94%</b> 180	<b>3.14%</b> 95	<b>3.07%</b> 93	<b>4.03%</b> 122	<b>14.03%</b> 425	<b>6.57%</b> 199	<b>10.20%</b> 309	<b>14.72%</b> 446	<b>14.46%</b> 438	<b>23.86%</b> 723	3,030	7.05
Support services like fire and rescue	<b>3.82%</b> 116	<b>2.11%</b> 64	<b>2.34%</b> 71	<b>2.57%</b> 78	<b>9.56%</b> 290	<b>4.88%</b> 148	<b>7.94%</b> 241	<b>13.28%</b> 403	<b>16.45%</b> 499	<b>37.05%</b> 1,124	3,034	7.83
Help prepare for and respond to natural disasters	<b>3.06%</b> 93	<b>1.38%</b> 42	<b>1.41%</b> 43	<b>1.38%</b> 42	<b>6.54%</b> 199	<b>3.22%</b> 98	<b>5.23%</b> 159	<b>9.89%</b> 301	<b>15.64%</b> 476	<b>52.25%</b> 1,590	3,043	8.47
Advocate for national issues like affordable energy	<b>3.54%</b> 107	<b>1.82%</b> 55	<b>2.02%</b> 61	<b>2.08%</b> 63	<b>8.67%</b> 262	<b>4.50%</b> 136	<b>6.95%</b> 210	<b>12.47%</b> 377	<b>16.94%</b> 512	<b>41.02%</b> 1,240	3,023	8.03
Offer energy efficiency programs	<b>3.41%</b> 103	<b>1.66%</b> 50	<b>1.59%</b> 48	<b>1.36%</b> 41	<b>7.19%</b> 217	<b>3.51%</b> 106	<b>6.03%</b> 182	<b>11.46%</b> 346	<b>18.38%</b> 555	<b>45.41%</b> 1,371	3,019	8.27
Provide support for housing assistance and services	<b>8.08%</b> 243	<b>3.59%</b> 108	<b>4.79%</b> 144	<b>5.12%</b> 154	<b>14.39%</b> 433	<b>6.35%</b> 191	<b>8.88%</b> 267	<b>13.20%</b> 397	<b>14.06%</b> 423	<b>21.54%</b> 648	3,008	6.70
Improve access to services such as high speed internet	<b>7.80%</b> 235	<b>2.72%</b> 82	<b>3.25%</b> 98	<b>3.72%</b> 112	<b>12.41%</b> 374	<b>6.10%</b> 184	<b>7.37%</b> 222	<b>12.48%</b> 376	<b>14.10%</b> 425	<b>30.06%</b> 906	3,014	7.15
Encourage its employees to volunteer for local causes	<b>9.00%</b> 271	<b>4.45%</b> 134	<b>4.32%</b> 130	<b>5.81%</b> 175	<b>16.81%</b> 506	<b>7.57%</b> 228	<b>9.10%</b> 274	<b>13.85%</b> 417	<b>11.06%</b> 333	<b>18.03%</b> 543	3,011	6.38



### Q28 How much more per month in electricity costs are you willing to pay for renewable energy sources (such as wind, solar and biomass) to replace coal-fired power plants?

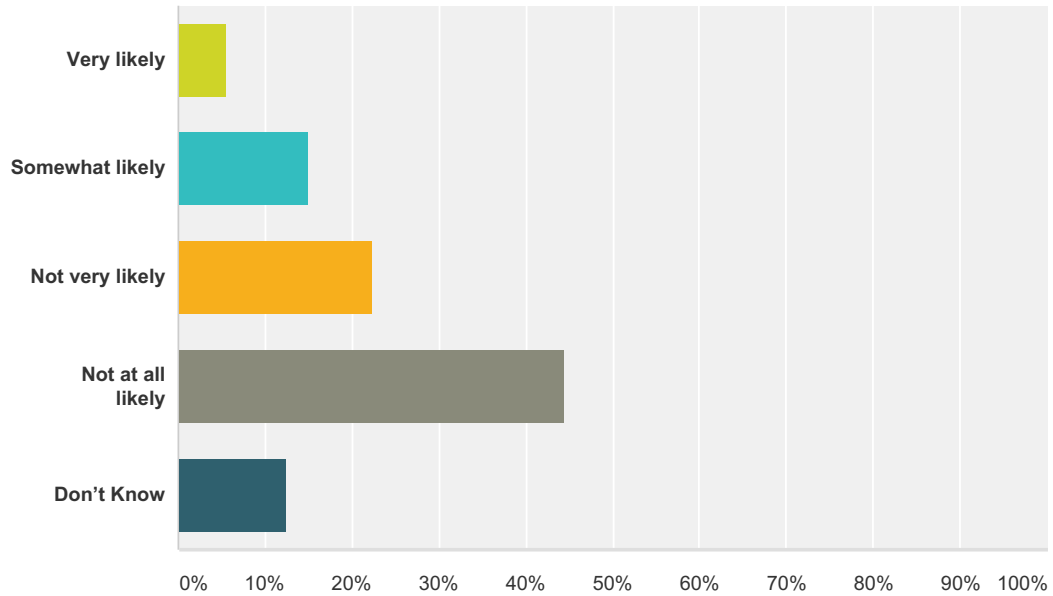
Answered: 3,181 Skipped: 387



Answer Choices	Responses
More than 30%	1.70% 54
21% to 30%	1.89% 60
11% to 20%	7.01% 223
6% to 10%	14.62% 465
1% to 5%	19.11% 608
None	31.97% 1,017
Don't Know	23.70% 754
<b>Total</b>	<b>3,181</b>

**Q29 How likely are you to support state and federal political candidates who endorse energy policies that would likely cause your electric rates to increase, perhaps considerably?**

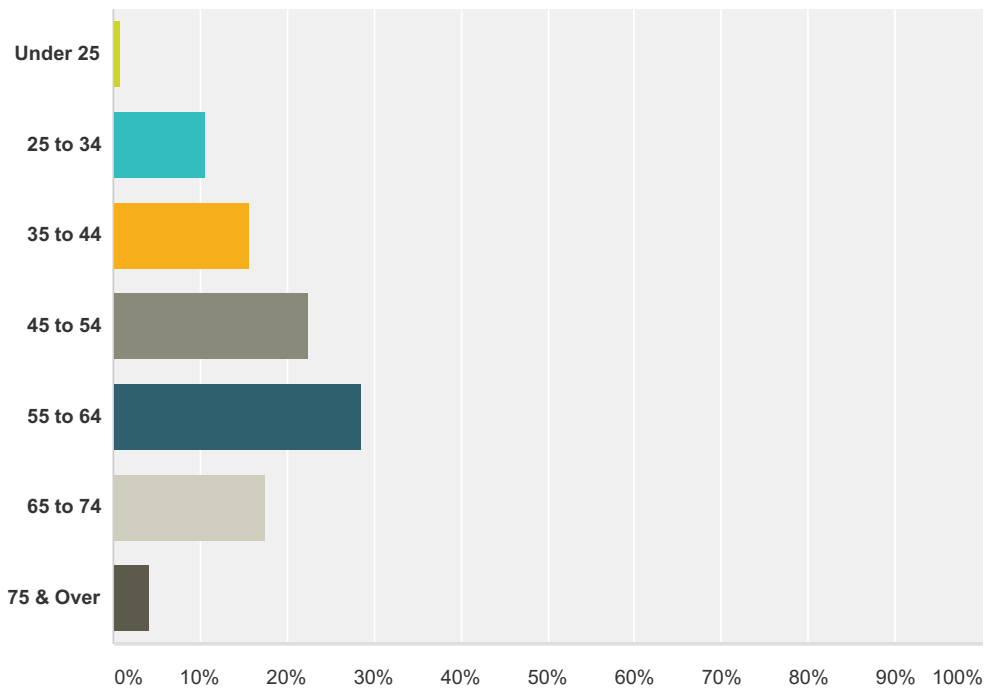
Answered: 3,181 Skipped: 387



Answer Choices	Responses
Very likely	5.69% 181
Somewhat likely	15.00% 477
Not very likely	22.41% 713
Not at all likely	44.45% 1,414
Don't Know	12.45% 396
<b>Total</b>	<b>3,181</b>

### Q30 Into which of the following ranges does your age fall?

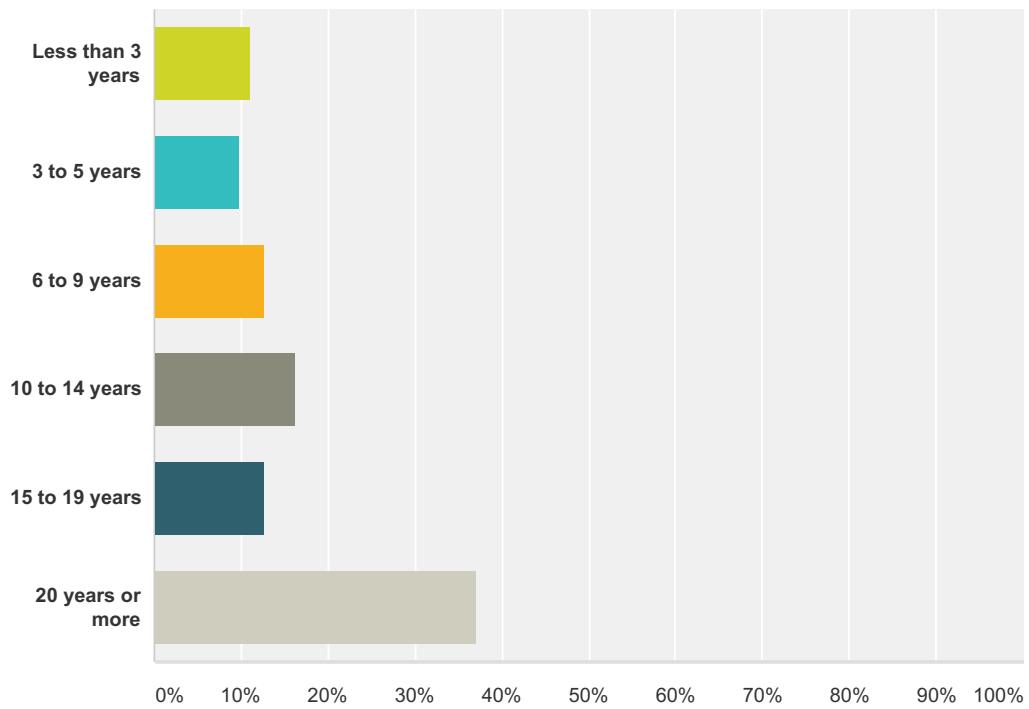
Answered: 3,113 Skipped: 455



Answer Choices	Responses
Under 25	0.77% 24
25 to 34	10.73% 334
35 to 44	15.68% 488
45 to 54	22.52% 701
55 to 64	28.56% 889
65 to 74	17.54% 546
75 & Over	4.21% 131
<b>Total</b>	<b>3,113</b>

### Q31 How many years have you been a Talquin Electric member ?

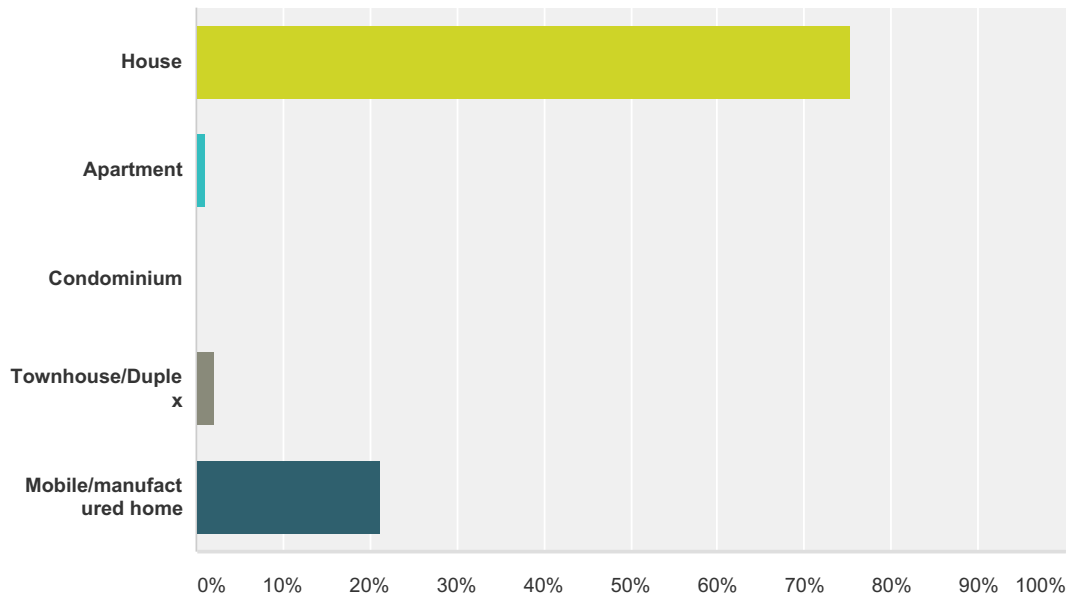
Answered: 3,150 Skipped: 418



Answer Choices	Responses
Less than 3 years	11.11% 350
3 to 5 years	9.90% 312
6 to 9 years	12.79% 403
10 to 14 years	16.38% 516
15 to 19 years	12.63% 398
20 years or more	37.17% 1,171
<b>Total</b>	<b>3,150</b>

### Q32 In what type of residence do you live?

Answered: 3,136 Skipped: 432



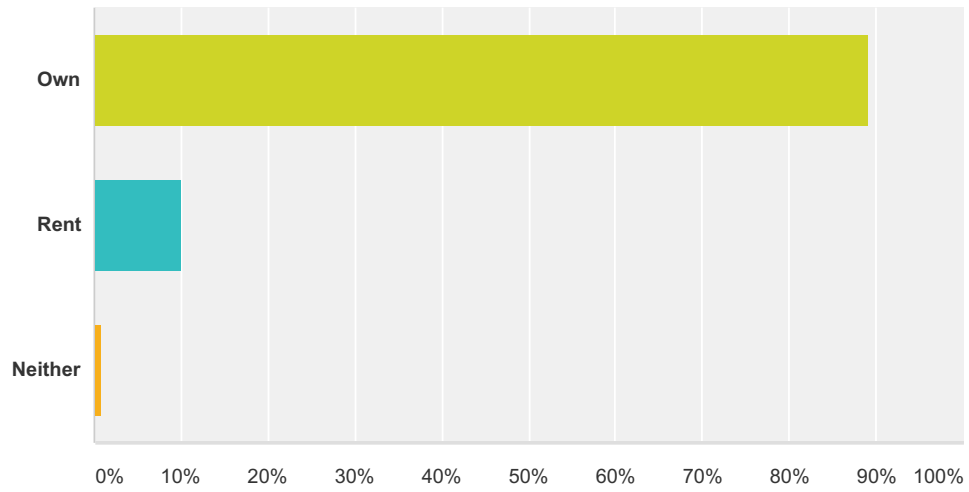
Answer Choices	Responses
House	75.38% 2,364
Apartment	1.08% 34
Condominium	0.16% 5
Townhouse/Duplex	2.17% 68
Mobile/manufactured home	21.21% 665
<b>Total</b>	<b>3,136</b>

#	Other (please specify)	Date
1	commecial building	12/10/2014 8:25 AM
2	Mobile	12/9/2014 6:09 AM
3	camper on every other weekend	12/8/2014 1:35 PM
4	BUSINESS	12/4/2014 12:54 PM
5	association	12/3/2014 9:04 PM
6	Farm Property - no residency	11/14/2014 5:04 PM
7	Business	11/14/2014 5:00 PM
8	Why the hell does this matter? Oh yea castles for kings. I get it	11/14/2014 3:50 PM
9	doublewide mobilehome	11/14/2014 11:21 AM
10	bussiness owner	11/14/2014 10:23 AM
11	part time recreation home	11/14/2014 7:26 AM

12	part time recreation home	11/13/2014 7:42 PM
13	temporarily, a motor home but will be building a site-built shortly.	11/13/2014 7:15 PM
14	We are a Church I am the financial secretary	11/13/2014 7:13 PM
15	Geodesic dome home	11/13/2014 6:28 PM
16	Business	11/13/2014 5:13 PM

### Q33 Do you own or rent your residence?

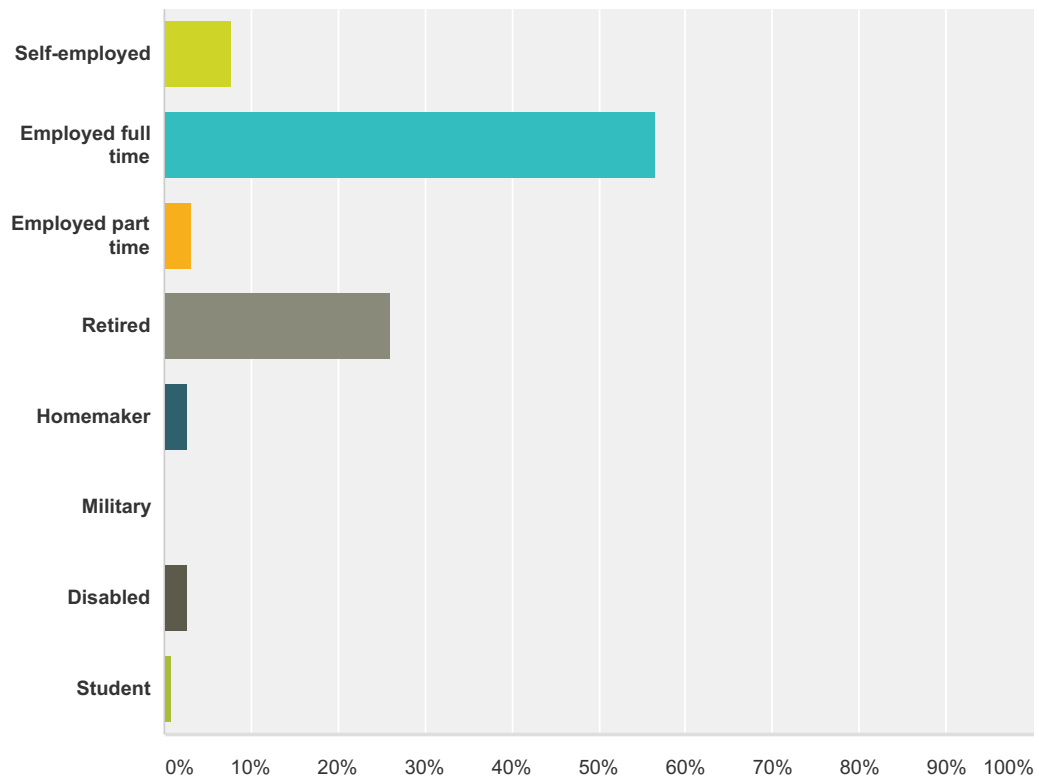
Answered: 3,126 Skipped: 442



Answer Choices	Responses
Own	89.16% 2,787
Rent	9.92% 310
Neither	0.93% 29
<b>Total</b>	<b>3,126</b>

### Q34 What is your current employment status?

Answered: 3,104 Skipped: 464



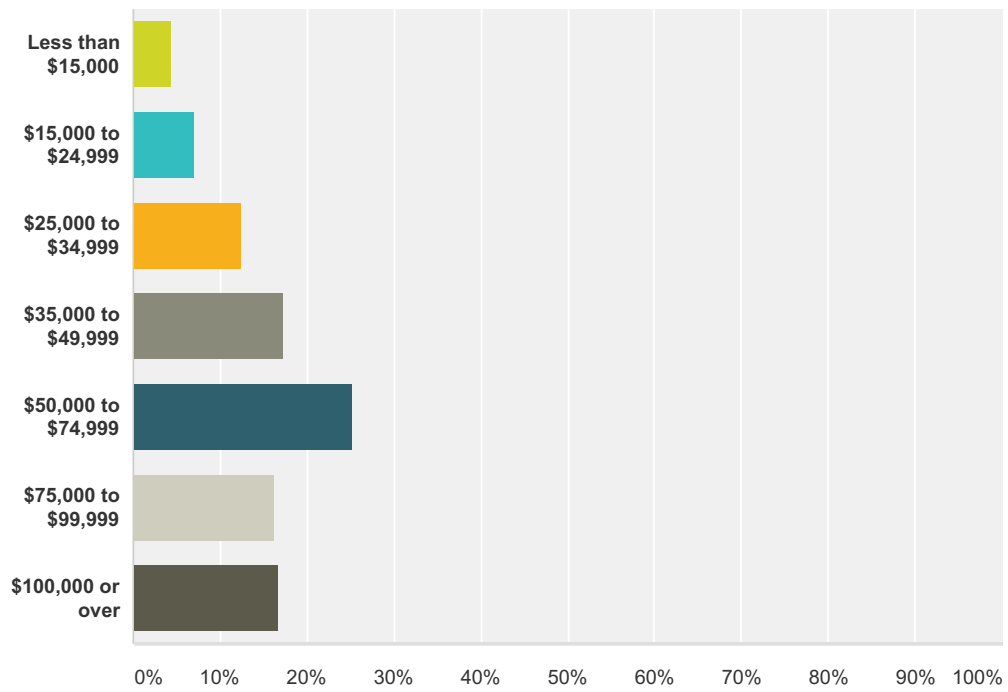
Answer Choices	Responses
Self-employed	7.73% 240
Employed full time	56.64% 1,758
Employed part time	3.13% 97
Retired	26.10% 810
Homemaker	2.71% 84
Military	0.10% 3
Disabled	2.77% 86
Student	0.84% 26
<b>Total</b>	<b>3,104</b>

#	Other (please specify)	Date
1	spouse retired	1/9/2015 12:52 PM
2	Retired	12/12/2014 11:42 AM
3	retired	12/9/2014 3:41 PM



### Q35 About how much was your total household income in 2013?

Answered: 2,815 Skipped: 753



Answer Choices	Responses	
Less than \$15,000	4.44%	125
\$15,000 to \$24,999	7.18%	202
\$25,000 to \$34,999	12.61%	355
\$35,000 to \$49,999	17.41%	490
\$50,000 to \$74,999	25.26%	711
\$75,000 to \$99,999	16.34%	460
\$100,000 or over	16.77%	472
<b>Total</b>		<b>2,815</b>