

## NEW FACILITY

BY ZAC PERKINS,  
Assistant General Manager



NEW FACILITY CONSTRUCTION SITE ON 9.9.2014

We are a little more than a year away from the projected move-in date for the new facility located east of Hooker between Highway 64 and 54 near the Dollar General. With construction underway since July, you can already see how the ground has been prepared and the building start to take shape.

Currently in six buildings scattered throughout our community, the new facility will consolidate personnel and equipment in one location. The efficiencies in time and cost savings realized by accommodating our resources in one place was a significant factor in the 2013 recommendation from your board of trustees and management team to make this investment.

Other elements that went into the decision making – the financial strength of the cooperative, historically low interest rates, compliance requirements with American with Disabilities Act and Federal Energy Regulatory Commission regulations, the need to accommodate growth that doubled in number of meters since 2005 and for what is projected in years to come, a need for secure and safe storage of valuable materials, a need for employee work space, meetings and training including hosting crews that come to assist with recovery from a storm.

Rates, equity and patronage capital retirements will not be influenced by the new facility although other factors outside the control of the cooperative may impact rates.

**To keep up with the progress, you can see up-to-the-minute images of the construction project via the live image feed from a webcam at the site. Just go to [www.tcec.coop](http://www.tcec.coop) and click on the facility tab. ■**

## TCEC celebrates Customer Member Service Week

**W**hen members interact with TCEC in any way - in person, via phone or online - the cooperative ensures they have a positive experience in a variety of ways. Every October, cooperatives across the nation celebrate National Co-op Month. Also in October, businesses everywhere celebrate what they call “Customer Service Week.” These two go hand-in-hand at TCEC because customers are not just consumers of electricity. They are members with an ownership stake in the cooperative.

Celebrated during the first week in October, Customer Service Week is an international celebration dedicated to recognizing the importance of customer service, as well as honoring those who work to serve customers with care each and every day. The Customer Service Group encourages businesses to celebrate outstanding customer service work by their employees and let it serve as a reminder that customers should always remain their first priority.

“We’re celebrating Member Service Week from October 6 to 14 with our employees in several ways,” Amanda Huxman, member services supervisor, said. “Our member service and billing representatives might dress according to a theme for the day and we’ll have contests with fun prizes. Although we celebrate internally, this week is still about our members and ensuring they have a positive experience every time we talk to them. Their satisfaction is important to us.”



LEFT TO RIGHT: KIMBERLY TAYLOR, CLAUDIA CARDENAS, TAMARA CAPPELLUCCI, JULIE MAYTUM, COLLEEN BUSHNELL, SYLVIA GOTCHER, AMANDA HUXMAN, ANDREA PADEN, NUVIA MEDINA. NOT PICTURED IS PAMELA RICHARDSON.

### Some tactics TCEC uses to ensure a positive member experience include:

- Calls are recorded and reviewed for quality assurance.
- Methods and procedures provide guidance to ensure a consistent experience.
- Hired an additional member service representative in 2014 to help ensure prompt response time.

### All TCEC employees, regardless of their department or role, follow the cooperative’s Code of Conduct. The Code outlines the cooperative Brand Promise, which is:

Tri-County Electric Cooperative epitomizes outstanding service to all its members. The promise of the Cooperative means we shall serve our members with integrity, innovation, accountability, and commitment to our communities. We cannot fail to do so. Our promise gives us the opportunity to stand out as being exceptional, and we want everyone to know it.

We also want our members to know that we do not stand alone, but are part of the Touchstone Energy brand and stand together with hundreds of other top notch cooperatives throughout the nation.

TCEC places strong emphasis on employees taking ownership of the needs of their members, engaging members as a community, leading by example, being personal, ensuring accurate data to avoid errors, acting promptly and communicating effectively internally and externally. Following the brand promise, the Code outlines expectations for membership experience, which reads in part, “We shall give the members a positive membership experience. We shall treat them with the uniqueness reserved for a member.” ■