

Great Customer Service Every Day

Your co-op values customer service, day in and day out



MESSAGE FROM GENERAL MANAGER CLINT GARDNER

IT SEEMS LIKE THERE'S A DESIGNATED DAY or week for everything. We honor administrative assistants on a particular day, bosses on another. Other ideas, like customer service, are important enough to merit an entire week. Although we think National Customer Service Week is a fine idea, we don't need it: We celebrate customer service every day of every year. It's that important to us.

Designated week or not, we at Coleman County EC pride ourselves on our customer service all the time. From our receptionist at the front door to each lineworker or right-of-way trimmer, we make every attempt to ensure that you have a positive experience with your electric co-op.

To us, customer service encompasses all we do. It certainly begins with a cheerful face when you stop by our office, and a friendly voice when you call on the phone. It continues with the folks who make service calls to your house or business.

Customer service also includes the programs and services we offer our members, such as alternate payment plans and billing options. If you want tips on how to make your home more energy efficient, or if you've heard about renewable energy options and need more information, give us a call. Our employees spend time at area schools educating students about electrical safety. Co-op employees on the road are always ready to assist in any emergency, even those that are not electricity-related.

We also have a major obligation to our members when their power goes out. We wish we could just flip a switch and turn those lights right back on, but unfortunately, most of the time the repair isn't that easy. But please know that our crews work to find the problem and fix it as quickly as they possibly can. This is a commitment each one of us takes very seriously.

It would be unrealistic for us to expect each member to call or stop by to let us know if our customer service is up to your standards, but I'm very interested in your suggestions on what we can do to improve.

The next time you're in one of our offices or on the phone with one of our employees, please let us know if you're happy with the customer service you receive. We want to offer you the best service we can, but we can't make improvements if we don't know what needs improving.

Here at Coleman County EC, we are proud of our relationship with our member-owners. Cooperatives are all about working together, and we try to uphold that philosophy as we work for you.

Customer Service

- Excellent
- Good
- Average
- Poor



Scholarships Available for Coleman County EC Members

GOLDEN SPREAD ELECTRIC Cooperative, the wholesale generating cooperative from which Coleman County Electric Cooperative purchases power, is offering a scholarship for the 2015 school year. The scholarship is available to an entering freshman college or university student who is a member, spouse or child of a member, or a child whose guardian is a member of Coleman County EC, which is itself an owner (member) of Golden Spread EC.

Brochures and applications for the GSEC Directors Memorial Scholarship are available at Coleman County EC. Applications must be postmarked no later than March 15. For more information, call Tony Williams at (325) 625-2128 or visit the co-op at 3300 N. Highway 84 in Coleman.

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SAVE THE DATE!

COLEMAN COUNTY EC ANNUAL MEETING

Friday, July 17

Why You Should Attend Your Co-op's Annual Meeting

BEFORE YOU KNOW IT, IT WILL BE ANNUAL MEETING TIME. On behalf of Coleman County Electric Cooperative, we'd like to personally invite you to join us Friday, July 17, in Coleman. We look forward to gathering with you, the members of our co-op community, to catch up, hear what you have to say and enjoy some good food and fellowship.

This event is not only a chance to visit with members of our co-op community, but it's also a great opportunity to learn about programs offered by Coleman County EC and get to know your co-op staff. Our annual meeting makes it possible for us to gather feedback from you by providing a forum where you can let us know how we can better serve you and your family.

This is an occasion to discuss and learn more about the issues affecting our local communities. It's also an opportunity for you to exercise one of the greatest rights of being a member of an electric co-op: voting for the upcoming year's board of directors.

Your cooperative is not owned by faraway investors, and it is not run by a board of directors appointed by investors. We are run by a democratically elected board of directors—a board given the privilege to serve because of your vote.

Our directors are members of the local community. They are concerned with the issues you face every day because they face them, too. And don't forget: All members of Coleman County EC are eligible to run for the board—and that includes you.

A democratic and open election is one of the many elements that distinguishes our electric cooperative from other utilities. Having a voice in who makes the major decisions that directly affect your life and your family is a right we all share as Americans. We all vote for our state and federal congressional representatives, but not every American has the right to vote for those who represent community interests within their electric utility. You have that right, so why not exercise it?

Rest assured, no matter what happens, we remain dedicated to providing you with safe, reliable and affordable electric service—but we also encourage you to take part in helping us improve how we deliver that service. So make it a point to join us July 17 at our annual meeting. It will be worth your while!



Coleman County Electric Cooperative

3300 N. Highway 84 • P.O. Box 860
Coleman, TX 76834

Operating in Brown, Callahan, Coleman, Coke, Concho, Runnels, Taylor and Tom Green counties

GENERAL MANAGER

Clint Gardner

BOARD OF DIRECTORS

Roger Bryan, District 1
Roger Kruse, District 2
David Wright, District 3
Sandy Neal, District 4
Anthony Strawn, District 5
Daniel Redman, District 6
Bob Fuchs, District 7
Helen Bragg, District 8
Glen Scarborough, District 9



Contact Us

CALL US AT

(325) 625-2128 local
1-800-560-2128 toll-free

AFTER-HOURS EMERGENCY

1-800-560-2128 toll-free

FIND US ON THE WEB

colemanelectric.org



DAYLIGHT SAVING TIME

begins Sunday, March 8.
Remember to spring forward!