

PLUGGED IN

MOUNTAIN PARKS ELECTRIC, INC.



MPE's Taylor Johnson and Sheldon Greenwood, not pictured, were dispatched to Middle Park High School recently to assist with adding a light to the flag pole. Taylor and Sheldon were also recently commended by a member for their efforts. See page 4 for more on this story.

MPE HAS HIGH MEMBER SATISFACTION

ACSI® score of 81 higher than average cooperative utility score of 78

Mountain Parks Electric, Inc. (MPE) completed its semi-annual member-wide customer satisfaction survey, where members were asked to participate on the MPE website. The member responses were sent to the American Customer Satisfaction Index (ACSI®), a company that measures customer satisfaction across multiple industries throughout the entire United States. For 2024, MPE received an ACSI score of “81”, on a 100-point scale. MPE’s score is higher when compared to publicly measured cooperative utility scores reported in the syndicated 2024 ACSI Energy Utility Study and places MPE three points higher than the average cooperative utility score of 78, as well as seven points higher than the investor-owned utilities score of 74, per the industry ratings. For more information, please visit <https://theacsi.org/industries/energy-utilities/>.

ACSI® is one of the oldest and most highly regarded industry satisfaction studies which publishes annual customer satisfaction results for approximately 400 companies across about 40 industries and 10 economic sectors based on roughly 200,000 customer interviews.



*Compared to publicly measured energy utilities in the ACSI® survey of customers rating their own energy utility. Results based on data provided by MPE, collected between Aug. 29, 2024 – Jan. 15, 2025. ACSI did not regulate the survey administration or sample size. ACSI and its logo are registered trademarks of the American Customer Satisfaction Index LLC. For more about the ACSI, visit www.theacsi.org.

We hear you...

Responses to member comments from the 2024 online survey

Comment: “MPEI has talked for several years about providing internet service. When asked about status was told MPEI was looking at starting to provide service but starting near Winter Park, which has multiple internet providers. Those of us that do not have a provider are left waiting with no affordable solution. Please look at service to those areas that do not have service.”

Response: Great news – high-speed fiber internet is coming to all homes in MPE’s service territory through a collaboration with Conexon Connect, as announced at the 2024 Annual Meeting and further outlined in the July 2024 edition of MPE’s Plugged In newsletter (see www.MPEI.com/Newsletter). MPE began work on its middle-mile fiber network in 2019 to connect its substations and important system devices.

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We hear you...

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The middle-mile fiber network was completed in 2023, and the excess fiber is being leased by Conexon as part of its planned fiber-to-the-home build-out. Conexon's current plans are to begin by connecting services to the Kremmling and Walden areas. MPE members can call 844-542-6663 or visit ConexonConnect.com to learn more.

Comment: "This new CEO has chosen to close the Walden office. Most of my ratings were reduced because of this decision."

Response: We are sorry for any misinformation, but there have been no plans discussed relating to closing the MPE Walden office. Our General Manager, Virginia Harman, fully supports the Walden office and community. That magnitude of an operational change would need to get the support of the MPE Board of Directors, as well. But, again, there have been no such discussions or decisions. The office remains open!

Comment: "...instead of giving beef away every year and free lunches and stuff, please just lower my bill – our local working families are hurting."

Response: MPE is a not-for-profit cooperative that places affordable electricity as a top priority. We also value the core cooperative principles, which includes "concern for community" and "democratic member control." Community support includes investing in local businesses for food and member gift purchases. Promoting participation in the Annual Meeting helps facilitate democratic control. Connection to our area farmers and ranchers is also an MPE and an electric cooperative tradition, hence the beef giveaways at annual meetings. A quorum is required at annual meetings, and the beef giveaways certainly help attract attendees. The good news is that our vendor partners – companies we work with on new construction, vegetation management, etc. – recognize the importance of MPE events and help cover expenses by providing sponsorship funds. For the 2024 Annual Meeting, companies who work with MPE stepped up and gave \$7,700 toward covering prizes and expenses.

Thanks for the positive feedback...

Many members who completed the online survey throughout the second half of 2024 added positive comments about their experiences with MPE. Below are just a few examples:

- "Great service, reliable. Love your website to track our electricity usage, bills and power outages."
- "Everyone in the office is always so friendly, very patient, and willing to answer any questions! I have had nothing but great visits in the office!!!"
- "We consider MPEI an essential part of our life since moving to Grand County over 20 years ago. MPEI is always responsive to consumer questions & issues--and we believe MPEI works to make our electricity both dependable and affordable."
- "I love how community based Mountain Parks is."
- "Been a member for more than 50 years and never any problems."



Take our Online Survey



MPE is owned by those we serve, so member satisfaction is paramount. Please take a minute to share your feedback. You will also be entered to win in our quarterly \$100 bill credit drawing if you submit your name and email following the confidential survey.

[www.surveymonkey.com/r/
MountainParksElectric](http://www.surveymonkey.com/r/MountainParksElectric)

NO CONTESTED DIRECTOR ELECTIONS IN 2025

Incumbents Mark Volt, Justin Fosha, and Liz McIntyre hold seats

Director elections scheduled for the 2025 Annual Meeting included elections for District 4, District 6, and District 7. Candidate Packets were received at MPE by the February 24 deadline from only the incumbents – Mark Volt representing Dist. 4, Justin Fosha representing Dist. 6, and Liz McIntyre representing Dist. 7. These directors will therefore remain in their seats for additional 4-year terms and no ballots will be mailed out to members. Following are excerpts from the directors' written statements from their Candidate Packets explaining why they each wanted to run for re-election.



MARK VOLT
DISTRICT 4

I have lived in the Kremmling area and have been a MPE customer/member since May 1983. In 2017, I retired/semi-retired from the USDA-Natural Resource Conservation Service (NRCS) as District Conservationist after 38 years of service. During that time, I worked with ranchers in Middle Park planning, designing and installing conservation practices on private ranch lands.

Since first filling a vacancy on the MPE board back in 2018, I ran and was re-elected to the board in 2021. During my time on the board, I have done a lot of "learning by doing."

I have learned a bunch and have enjoyed serving for the last 7 years on the board. I feel that experience has given me a few skills... and some knowledge that will help me, if re-elected, to serve the members of Mountain Park Electric in providing reliable, affordable and safe electricity for the foreseeable future.



JUSTIN FOSHA
DISTRICT 6

I am excited to announce my candidacy for the MPEI Board of Directors, representing District 6. It would be a privilege to continue supporting our local cooperative as we navigate the evolving energy demands and usage, ensuring we adapt alongside the growth and changes in our community.

If elected, this would mark my second full term representing MPEI. I bring a strong understanding of both Grand and Jackson Counties, having lived near Granby for nearly 40 years. With my business acumen, commitment to the members and owners of MPEI, historical knowledge of the cooperative, and a practical, common-sense approach, I am dedicated to serving the best interests of our community.



LIZ McINTYRE
DISTRICT 7

Much is at stake as Mountain Parks Electric (MPE) delivers affordable electricity to members across a 4000 square mile service territory, while striving to make its system safer, more reliable, and resilient.

To support its Strategic Plan, the MPE Team applied for and has been awarded four grants totaling \$110 million. An agreement with Conexon Connect to bring fiber to the home and a wholesale energy supply agreement with Guzman Energy will benefit MPE members far into the future. I am running because I am committed to hardening the system, reducing wildfire risk, and retaining the four grants.

Over the last 15 years, I have diligently learned about MPE and the electric industry. A graduate of Dartmouth College, I spent 19 years (five Olympics) with the U.S. Ski/Snowboard Team. This area has been my home for more than 30 years. I will continue to show up, take a common sense approach, and work hard to serve you.

MEMBER THANKFUL FOR LINEMEN'S WORK



"I would like to recommend Taylor and Sheldon for MPEI employees of the year!!" Susan Koeneke, center, emailed to MPE Member Services (memberservices@mpei.com) to commend Sheldon Greenwood, left, and Taylor Johnson.

On January 2, a snowplow "dumped several extremely wet, heavy buckets of snow on top of my gas and electric pedestals for my home. The snow piles were at least 10 feet high," Susan Koeneke wrote in an email to Member Services, saying that she immediately lost power as her electric pedestal was damaged.

Sheldon Greenwood and Taylor Johnson were dispatched to her home in Tabernash shortly after she called in her outage.

"They braved the freezing temperatures and shoveled snow and ice for almost two hours to temporarily restore electricity to my home. I am most grateful to Taylor and Sheldon for their quick response and helping to prevent any damage to my home due to freezing," Susan wrote.

Custom cast iron skillet for the first 150 member households attending the Annual Meeting, paid for by our event sponsors.



75TH ANNUAL MEETING

APRIL 26, 2025 - MIDDLE PARK HIGH SCHOOL

"Honoring our Linemen"

- Free breakfast
- Kids activities/prizes with our linemen
- Engage with MPE directors and staff
- Updates about our co-op
- Member gifts and prizes

www.MPEI.com/2025-Annual-Meeting



WAYS TO \$AVE

LINDSAY McCANN
MEMBER SERVICE SPECIALIST

SPRING CLEANING SAVINGS

Equipment and Appliances won't work as hard if you:

- Free the air flow: Clean or change your heater and air conditioning filters
- Clean your ducts, vents, and bathroom exhaust fan
- Dust off electronics, computers, office equipment, and light bulbs
- Thoroughly clean out lint from the filter inside your clothes dryer
- Check for dust build up in the vent of your hair dryer

