

living with energy

IN IOWA



Chariton Valley
Electric Cooperative, Inc.

Your Touchstone Energy Cooperative

SEPTEMBER 2018

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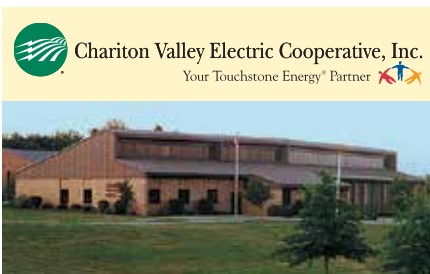
Members pack 71st Annual Meeting

On Monday, Aug. 6, Chariton Valley Electric Cooperative, Inc., kicked off its 71st Annual Meeting of the Membership at Honey Creek Resort. Nearly 580 members and guests packed the meeting room to hear updates on the condition of the cooperative, meet and speak with local and federal legislators, elect directors, enjoy a great meal and hope for a chance to win a door prize.

Every year, CVEC strives to have something for everyone who attends the annual meeting. Many of the members returning this year have followed their cooperative for years, providing support and participating in its activities. Thankfully, with each new year, additional members make time to attend.



The gathering was a great time to meet with friends and neighbors, enjoy dinner and hear about how their cooperative is important to them. There were things to do and prizes for young children and students, who someday will be sitting in the audience providing direction on future issues and challenges. ⚡



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Website
www.cvrec.com

We accept



This institution is an equal opportunity provider.

These members won prizes at the Annual Meeting

Grand Prize #1	Maytag Washer/Dryer Set	Mary Buckingham
Grand Prize #2	Green Mountain Grill/Smoker	Deanna & Paul Wilson
Grand Prize #3	Yeti Tundra 65 Cooler	Lynda Carlson
Grand Prize #4	\$200 Energy Credit	Ruby Scully
Mail-In Prize	\$150 Energy Certificate	Carroll & Judy Rhine
Scholarship Winner	\$500	Gavin Knot
Kids' Prize #1	Apple iPad	Sawyer Corcoran
Kids' Prize #2	Nintendo Switch	Zahnnie Green
Kids' Prize #3	Beats Headphones	Cordelia Conkity
Kids' Prize #4	Drone	Amelia Nickel
Kids' Prize #5	Circuit Board	Lucas Lawrence
\$25 Visa Gift Cards	Delbert Repp Jr., Richard Coltrain, Penney & Randy Braaksma, Larry Baruth, Nellie Coltrain, Eileen & Elmer Davis, Vernon Jungling, Kevin & Zeannetta Renaud, Sue & David Dowdy, Billy Slofkosky, Mary & Dale Steffen, Monty Redinbaugh, Jeanette & Albert Schreck, Louise Dustin, Dorothy Allison, Jim & Peggy Owens, Yvonne & Richard Johnson, Diane & Phillip Whitson, Judith & James Wright, Doris Little	

Thank you for attending our Annual Meeting!

One of my favorite events of the year is our Annual Meeting. This year marked the 71st Annual Meeting, and I want to thank all our members who attended this year's event. Every year, I look forward to catching up with old friends and meeting new friends. It is hard to believe that Chariton Valley Electric Cooperative was organized in 1945. Yet, we still value the same mission 71 years later – to efficiently deliver safe, reliable electric service to our members.



retired employees, legislators and attendees from all over the state – including other cooperatives. We always look forward to seeing our members and the special guests who take time to visit our fun-filled event.

Thank you to all who made the choice to attend the meeting at Honey Creek Resort this year and for making the event a huge success. We look forward to seeing you next year! ⚡

Bryon Stille is the general manager of Chariton Valley Electric Cooperative, Inc.

We had some special guests join us this year, including retired directors,

FROM THE BOARD

Meet your newly elected directors

The terms of three directors representing CVEC expired at this year's Annual Meeting. It's not always an easy task to find members who have the time or even the interest in serving on the board, but the nominating committee did a great job this year of finding qualified members to run.

One of the seven cooperative principles encourages member participation, which includes running for election on your board. Being on the board takes a great deal of personal time and commitment, but the benefits are significant, including understanding the issues at hand and gaining a great deal of personal satisfaction by serving your friends, business



Bill Moore – District 1



Wes Green – District 3



Norm Major – District 5



Marchelle Brown – District 1

associates and other members.

The three directors reelected to serve 3-year terms are:

- Bill Moore – District 1
- Wes Green – District 3
- Norm Major – District 5

One director reelected to serve a 1-year term was:

- Marchelle Brown – District 1

Thank you to the candidates for your willingness to represent your district. Your interest and involvement are crucial in providing for the future success of your cooperative. ⚡

PROMOTION

Becky Teno promoted to Assistant GM

CVEC is very pleased to announce the promotion of Becky Teno as our newest assistant general manager. "Becky has worked for our co-op for the past 10 years and has been an invaluable member of our team. She has brought huge levels of innovation to the co-op, has been highly influential and shown an exemplary amount of commitment to CVEC," says Bryon Stille, general manager.



During her earlier years with CVEC, Becky was the benefits administrator/administrative assistant and most recently served as manager of administration and human resources.

"I hope you all will join me in congratulating Becky on her outstanding performance over the years and wishing her the best of luck in her newest position," Stille adds. ⚡

EDITOR'S CHOICE CONTEST

Celebrate family meals with an electric skillet!

September is National Family Meals Month! The Cuisinart®



Green Gourmet 14-inch Electric Skillet is a powerful, environmentally friendly electric skillet that lets you sear, fry, griddle, simmer or braise with little or no oil or butter for healthier family dinners. The suggested retail price is approximately \$130. For details go to www.williams-sonoma.com/products/cuisinart-electric-skillet/

Enter the contest by visiting the *Living with Energy in Iowa* website at www.livingwithenergyiowa.com no later than Sept. 30, 2018. ⚡

Member satisfaction survey starts this month



We want to know what our members think, feel, believe, want and know. During the next few months, CVEC will be sponsoring a survey that is conducted every three years to measure the quality of service provided to our members. The research will identify key drivers of satisfaction and loyalty allowing cooperative leadership to target areas where we can improve on our members' expectations. This survey will give us a better understanding of current attitudes of cooperative members, a critique of our performance as service providers, an evaluation of member communication channels and a demographic overview of our diverse membership.

Member surveys will begin in mid-September and conclude mid-December. In this random survey of members, a mixture of online and telephone interviews will be conducted. You may be sent an email invitation to participate in the survey, or you may be sent a postcard in the mail inviting you to participate. Members also may be randomly selected to complete a telephone interview, which takes approximately 11 minutes to answer all questions on the telephone. The call center conducting the survey will identify themselves as calling on behalf of CVEC. They will conduct calls Monday-Friday from 5 p.m. until 9 p.m. and Saturdays from 10 a.m. to 5 p.m.

Please take the time to answer truthfully and honestly as this will help us grow as a cooperative.

If you have any questions or concerns, please contact us. 📧

CVEC participates in Restoration Days parade



CVEC participated in Albia's 33rd Annual Restoration Days parade last month. Many employees and their families volunteered to participate in the parade and tossed candy to kids along the parade route. LED Lucy even took a ride in the bucket truck while waving to members!

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