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NEWS

La Plata Electric Association to survey residential members in March *Electric cooperative encourages members to provide input*

DURANGO, Colo. – In an effort to understand more about member concerns and priorities, and help La Plata Electric Association (LPEA) engage in strategic planning for the coming decades, the cooperative will survey the residential membership – approximately 30,000 customers – during March 2016.

The mail-in/electronic survey will come to members along with their bills during the March billing cycle. Those who receive only a printed paper bill will find a hard-copy survey with their statement. Members who receive billing notices via email, will be asked to take their survey online through a secure portal.

“We hope all our members will complete the survey,” said Mike Dreyspring, LPEA CEO. “We want to know what is most important to each individual when it comes to their electric service, and also learn our members’ communications preferences. How best can we get information to you? One of our priorities is to have open communications with our members.”

According to Dreyspring, the survey is straightforward and simple to complete. The results will be tabulated by an independent, third party firm, and LPEA will receive only the final data.

LPEA has conducted telephone surveys in the past, with only a random sampling of the membership contacted. Hope is, that by surveying all members, the cooperative staff and Board of Directors will receive a more complete understanding of the membership.

“To build a year-to-year statistical gauge for how we’re doing in serving our members, we plan to do additional surveys on a regular basis,” said Dreyspring. “But people don’t have to wait for a survey. We always welcome input from our members. Visit our web site, www.lpea.coop and click ‘contact us’ to provide comments.”

LPEA, a Touchstone Energy Cooperative established in 1939, provides to its more than 30,000 members, with nearly 42,000 meters, safe, reliable electricity at the lowest

reasonable cost, while being environmentally responsible. For further information, contact LPEA at 970.247.5786 or visit www.lpea.coop.

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