



## **BOARD BULLETIN**

### **Message From President of the Board of Directors Steve Rau**

To better meet the needs of our member-consumers, ECI REC will be conducting a telephone survey in the middle of March. This survey will be similar to that conducted by ECI REC in 2009—the members who are contacted will be randomly selected.

The survey questions will help us make sure you are satisfied with our service, and you will be asked to give feedback on whether or not ECI REC has met your expectations. You will also be asked about ECI communications pieces such as bill inserts, newsletters, and advertising—if you read them, how much of them you read, and if you find the information in them useful.

We are also very interested to know how much our membership values our Facebook and Web page, and whether you would value other social media such as Twitter or mobile phone apps.

Your survey responses will help us better plan our energy services and our communication with you, our member-consumers.