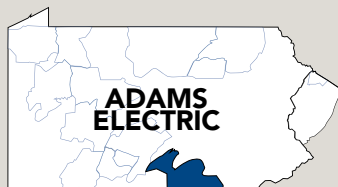




Adams Electric Cooperative, Inc.

A Touchstone Energy® Cooperative 



One of 14 electric cooperatives
serving Pennsylvania and New Jersey

Adams Electric Cooperative, Inc.

1338 Biglerville Road

P.O. Box 1055

Gettysburg, PA 17325-1055

1-800-726-2324

Gettysburg District

1380 Biglerville Road

Gettysburg, PA 17325

York District

200 Trinity Road

York, PA 17408

Shippensburg District

10 Duncan Road

P.O. Box 220

Shippensburg, PA 17257

BOARD OF DIRECTORS

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Nadine M. Hubner, Vice President

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Jay A. Herman

S. Eugene Herritt

Dale E. Myers

F.L. "Ray" Schwartz

District Office Hours

Monday through Thursday

7 a.m. - 5 p.m.*

*By pre-scheduled appointment only

Check out adamsec.coop

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[Facebook.com/AdamsEC](https://www.facebook.com/AdamsEC)

Local Pages Editor: Kami Noel, CCC

*This institution is an equal opportunity
provider and employer.*

From the CEO/General Manager



Be a co-op champion

By Steve Rasmussen

OCTOBER is here, which means it's National Co-op Month, the perfect time to celebrate our unique business model and tell others about the benefits cooperatives bring to our community.

You don't have to be an expert on cooperatives to share our story. Below are some thoughts you can share with friends, family and neighbors.

We're all about community. Adams was founded in 1940 to meet the needs of the local people who wanted power when other providers refused to service rural farms and businesses. We continue to work hard every day to deliver reliable and stable energy to our members at competitive rates.

We're focused on improving quality of life. We are committed to improving the system that delivers power to our members. In fact, we continue to initiate preventative maintenance and inspections to ensure our distribution system is working in top condition.

We're ready for the future. Our co-op strives to anticipate and plan for the needs of our members and the communities we serve. We have invested in Adams Energy Resources, LLC, to grow the electric vehicle (EV) charging infrastructure, including installing our own on-site, public Level II EV chargers.

We're about member satisfaction. Each year, a portion of our margin is returned to our members as Ownership Rewards. We consistently help struggling members through our assistance program, Project Helping Hand.


We recently received a score of 91 out of 100 on the American Customer

Satisfaction Index, a high rating considering the co-op industry average is 74. Learn more about this survey on Page 16c of this issue.

We're committed to education. Today's electric utility industry is complex, which makes it more critical to equip our staff and leaders with the knowledge, skills, tools and resources needed to help our co-op thrive. We annually hold trainings and offer safety programs to our employees, community, first responders and school groups. We also have traveling high- and low-voltage electric safety demonstrations.

We engage our member committees with aiding us during the director election cycle and scholarship selection. They also are a sounding board for upcoming changes. We ALWAYS need more volunteers, and are taking names now for 2022.

We're more than an energy provider. We are a catalyst for prosperity for our community. Last year, the co-op donated funds to local nonprofits, schools, and community groups. In addition, we sponsored ads in theater playbills, holes at golf tournaments, and major local events, like the Gettysburg Chamber wine festival, the Shippensburg Corn Festival, and the Red Cross Heroes' Breakfast in York.

We want our members to love our electric co-op as much as we do! Together, let's share the cooperative spirit by spreading the word about National Co-op Month and all the good things our co-op is doing to better our community. 

COMMUNITYconnections

POWERING LOCAL ORGANIZATIONS

Centenarian reflects on living through 'great change'

Kami Noel, CCC, Communications/Member Relations Coordinator

MARIE MYERS knew her 100th birthday was approaching and had a feeling her family might do something to surprise her, so she decided on a surprise of her own. For the first time since she was 16 years old, Marie decided to paint her fingernails.

"I told my daughter, 'The redder, the better,'" Marie says during an interview at her home in July, right after her birthday. "And I was right, they did do something, and I showed them off to everyone."

Marie has lived on the family farm on co-op lines in York County since 1949. Her husband, Joseph, who passed in 2004, lived in the same home all his life. It was the family farm of his childhood. But their co-op connection goes deeper. Their son, Bill Myers, was a former director of the cooperative, a seat now held by Marie's nephew, Dale Myers.

"I wasn't here when the electric came in '43, but at my mom and dad's, we had current," Marie recalls. "I remember when I moved in here, we still didn't have a bathroom. We didn't

get that until '52, and then in '53, we remodeled the kitchen. We could finally board up the root cellar because we got a refrigerator."

Marie and Joe raised 10 children on the 60-acre farm, now Myers Hollow Farm LLC, owned and operated by their children. The family is tight-knit, and Marie has 22 grandchildren, 32 great-grandchildren and six great-grandkids.

"Joe and I met at Penn-Carroll (Canning Company), that's where we worked," Marie explains. "One day, we packed tomatoes until 4 o'clock — me sculling and skinning, and him sealing cans — slobbered up in tomato juice. Then we 'dressed around' for a few hours, and at 8 o'clock we went across the (Maryland) line and got married."

Reflecting on 100 years, Marie believes she's lived through the "greatest changes in everything," including introductions and revisions to the telephone, electricity, and farm basics.

"We had horses for farming before we had tractors," says Marie. "And these (cell) phones, they're just good for disguising voices."

"The current, though ..." she continues. "The co-ops do a good job with the lights all the time. We never have much of a delay to get the power back, and I can hardly remember being out of current,



PHOTOS BY KAMI NOEL

100 YEARS LOVED: Marie Myers turned 100 in July and reflected on the things that have brought her this far. They include family, patience and witnessing "the greatest changes in everything." She's shown here with her nephew, Dale Myers, left, a director for the co-op board, and two of her sons, Raymond, center, and Ned.

especially now with the tree trimming."

Marie spends most days with puzzles, coloring books, word searches, and episodes of "Family Feud," awaiting her family members to visit for farm and property chores. She also takes care of her gardens, at least as much as she's still able.

"I used to say, 'If you take my garden away, you might as well take me with it,'" Marie says. "Joe used to say I'd live to see 100, so I blame him I'm still here."

But she's not ready to go yet.

"No point in giving up, you have to keep going," she says. "If I've learned one thing, it's that everything takes patience — everyone has the know-how, they have to put in the effort."

"At my age, I may be forgetful, but I'm better than some. It's unbelievable to get this old, but my family and my friends, that's the true reflection of a real life lived, and I'm real proud of it." 🌞



LONG-TIME CO-OP MEMBERS: The Myers Hollow Farm LLC is a family-owned and -operated property on 60 acres on co-op lines in West Manheim Township. The family farm has been a co-op member since "the current started flowing" in the 1940s, when Marie Myers' husband, Joe, lived there with his parents. He and Marie later bought the farm and raised their own family there.

Survey ranks Adams high in satisfaction

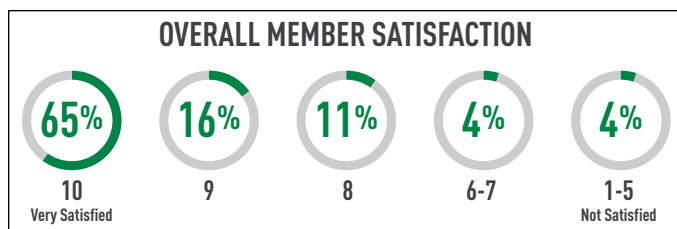
Sarah Frank, *Communications/Community Relations Coordinator*

A 2021 telephone and email survey of Adams Electric Cooperative residential members rates the cooperative high in member satisfaction using the American Customer Satisfaction Index (ACSI).

Adams Electric's 2021 ACSI score was 91, and its retention estimate (percentage of members who would choose Adams Electric again) is 84%. Both scores are like those seen in 2017, the last time the survey was conducted. Adams scored in the 97th percentile among other Touchstone Energy®/TSE Services cooperatives in the second quarter of 2021. The cooperative industry average is 74, with the average investor-owned utility (IOU) scoring a 71. Our neighboring IOUs, FirstEnergy and PPL, received scores of 70 and 71, respectively.

Ratings for Adams Electric on all four of the ACSI measures are much higher than the “co-op norm.” Seventy electric co-ops from across the nation participated in ACSI and surveyed 85,000 of their residential members. These co-ops value, monitor, and measure the satisfaction of their members and, therefore, represent higher-performing organizations.

The co-op scored 4.0 or higher (on a five-point scale) for all 19 service attributes tested, which is considered “good.” Members rated 15 of these attributes at a 4.5 or higher, in the “excellent” threshold. Adams rated highest for its friendly and courteous employees and having highly trained and professional employees. We also scored high for our efforts to support the local community.



MEMBER SATISFACTION REMAINS HIGH: Following a 2021 survey and previous surveys, which are historically completed every three years, Adams continues to receive high marks for overall satisfaction among respondents.

MEMBER LOYALTY STATEMENTS

(Mean agreement on 10-point scale)



LOYALTY AMONG MEMBERS: Adams received near “9s” on a 10-point scale on the five statements used to gauge member loyalty. Ratings for all five statements ranked above the co-op norm.

Communication is our strongest driver of overall member satisfaction, according to the survey, including ratings above the “excellent” threshold in the three attributes surveyed: communicating and keeping members informed, resolving issues, and showing personal interest in consumers. Adams’ rating for these attributes is above the co-op norm. Forty-four percent of those surveyed indicate they have contacted the cooperative in the past year, and almost all (91%) say that contact went as well as expected, if not better.

Six in 10 survey participants view themselves as a member of the co-op, as opposed to feeling like a customer. This number continues to rise and is significantly higher than when this question was posed to respondents in the past.

“Being more than a customer is one of the biggest benefits of the cooperative business model,” says Steve Rasmussen, CEO/general manager. “Those who use our service are our member-owners ..., each decision we

make has the member as the top priority.”

Adams Electric members express strong loyalty and commitment to their co-op, with more than six in 10 giving Adams the top rating of “10” and mean ratings close to or above 9.0 for all five scored loyalty statements. Agreement with these statements is highly correlated with satisfaction and member identity. Members most strongly agree that they “think of Adams Electric as a long-term ally” and they “feel they have a good relationship with Adams Electric.”

Besides gauging member satisfaction and loyalty, the co-op uses this survey to measure awareness of Adams’ products and services, including the drive-thru annual meeting in 2021, our COVID-19 response thus far, member assistance, and Ownership Rewards retirements.

Results were collected through 200 residential telephone and 493 online surveys between July 19 and Aug. 3. Surveys continue to be a useful tool for the cooperative to continue to provide the most reliable and safest power to members at competitive rates, while improving the quality of life in the communities the co-op serves.

NEWSworthy

NOTES FROM AROUNDYOUR COOPERATIVE

Five adult members receive scholarships

ADAMS Electric awarded \$1,000 scholarships to five of its adult members in the fall to help them financially support their post-secondary education. The winners were chosen from among the applications reviewed by the co-op's Scholarship



Kelly Dryzal, Shippensburg

Committee, made up of nine member-volunteers, and approved by the board of directors.

Congratulations to Kelly Dryzal of Shippensburg, attending Shippensburg University; Barbara Hubbard of Seven Valleys, attending Harrisburg Area Community College; Penelope Pugh of Shippensburg, attending Pennsylvania State University; Alyson Seighman of Gettysburg, attending University of Maryland Global Campus; and Amber

Yeager of Thomasville, attending Western Governors University.

The scholarship process for adult members begins each year in May. For more information on the co-op's scholarship programs, visit adamsec.coop, and click on "Scholarships" under "My Education" or call 800-726-2324. ☀



Barbara Hubbard, Seven Valleys



Penelope Pugh, Shippensburg



Alyson Seighman, Gettysburg



Amber Yeager, Thomasville

Lineman promoted

Congratulations to lineman Andrew Kuykendall, who was promoted to journeyman third class within the operations department at the Gettysburg District, Aug.



Andrew Kuykendall

10, after passing a series of skills tests. He started with Adams as an apprentice lineman in 2017. ☀

Solar connections growing, on-site production dropping

A SUPPORTER of renewable energy projects, the co-op has the highest number of alternative generation systems among the 13 electric co-ops in Pennsylvania and one in New Jersey. With 238 distribution interconnections and one transmission interconnection, these alternative generation systems produce just over 3.97 megawatts (MW) of power fed back to the regional power grid. The transmission level interconnection is producing 2.75 MW for the business' own use.

For members interested in adding an alternative form of power generation to their home or business, served by the co-op, Adams Electric's safety guidelines require an electric disconnect box to be installed near the meter. Additionally, Adams requires that the system never powers back onto co-op

lines when there is a power outage. The co-op will install a new meter, capable of net metering, to measure the current flowing in both directions and allow for accurate metering of the power produced.

The Adams Electric Board of Directors plugged in a 45-kilowatt, photovoltaic system behind the co-op's headquarters building in Gettysburg in October 2010. Expected to generate about 54,000 kilowatt-hours (kWh) each year, the system provides power back to the regional electricity grid and serves as an educational display.

The project was financed in part by a grant from the Commonwealth Financing Authority. The project cost the co-op \$250,000, with \$84,200 covered by state grant money. The co-op broke ground that May, with the whole proj-

ect taking five months to complete.

Eleven years in, the solar array was originally predicted to pay for itself in 25 years, but with the solar renewable energy certificate market bottoming out, and the system performing below projections, it will take nearly 40 years to receive full payback on the investment.

Containing 208 adjustable panels, the system has saved the co-op approximately \$44,200 in avoided power purchases during its lifespan. Production can be viewed online, in real time, through a solar dashboard, visible through a link on the co-op's website, adamsec.coop, under the drop-down menu "My Energy Savings."

For more information about alternative generation projects, contact the co-op's energy use specialists at 800-726-2324. ☀




Electric co-ops were local before it was cool!

All co-ops exist to meet a community need. We're proud to be homegrown.



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