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NEWS RELEASE

Choctawhatchee Electric Cooperative
P.O. Box 512
Defuniak Springs, FL 32435
www.chelco.com

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Ashley Williams
Director of Communications
850-307-1121
awilliams@chelco.com

CHELCO RANKS IN TOP 2 PERCENT FOR CUSTOMER SATISFACTION

CHELCO recently received its 2016 American Customer Satisfaction Index (ACSI) score of 91, which is three points higher than last year. This score puts CHELCO in the top 2 percent nationally of all electric utility cooperatives. CHELCO's goal was to be in the top 25 percent.

CHELCO scored higher on the satisfaction rating than the average investor-owned (72), municipality (68) and cooperative electric utilities (76). The score is issued based on four questions related to customer satisfaction and loyalty. The same questions are used to get ACSI scores for other businesses such as Nike, Apple and Chick-fil-A, which CHELCO also outscored.

"I am extremely proud to share this news with our members and the community," said CHELCO CEO Steve Rhodes. "It goes to show that our dedication to putting the members first is noticed and appreciated, and we will continue to make that a priority. We are a member-owned company with a board of trustees elected by the members. This rating is a testament to our members' appreciation for the dedication of our trustees and employees to our cooperative values."

CHELCO is a not-for-profit electric distribution cooperative serving more than 48,000 members in Walton, Okaloosa, Holmes and Santa Rosa counties. Please visit www.chelco.com for more information.

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