



MIDSTATE CONNECTION

Office Hours: 7:00 am-5:30 pm, Monday-Thursday
Closed Fridays & Holidays

Business Hours: 541-536-2126
After Hours Outages: 800-752-5935

Member Satisfaction Survey:

Your Feedback Helps Us Improve

Thank you to everyone who participated in December's Member Satisfaction Survey. We are pleased to share that Midstate Electric Cooperative (MEC) received an American Customer Satisfaction Index (ACSI) score of 87, which is higher than the 2023 Touchstone Energy national average of 85.1. This high rating reflects our strong commitment to providing reliable, member-focused service.

Nearly 60% of members reported that their interactions with our team exceeded expectations, reinforcing our dedication to exceptional member service. While we are proud of this

achievement, we recognize there is always room for improvement. Based on your feedback, we are reviewing current processes to enhance our services to better serve our membership.

Members said we excel in these areas:

- Highly trained and professional employees
- Timely resolution of member issues
- Strong community support
- Minimizing the duration of extended outages

Thank you for your continued trust in MEC. We remain committed to serving you with excellence!

Limited-Time Offer: FREE Thermostatic Plug for Members

As temperatures drop, protecting essential equipment from freezing is crucial. The Plug-In Freeze Protection Thermostat (TemproSTAT) is an easy-to-use, automatic solution for controlling electric heating devices, helping to prevent freezing conditions that can cause costly damage.



Designed for convenience and efficiency, TemproSTAT plugs directly into a standard 120V outlet and provides automatic temperature-based control for various heating applications.

TemproSTAT automatically turns on when connected heating devices when temperatures drop to approximately 35°F and switches them off as the temperature rises.

Ideal for use with:

- Engine Block Heaters
- Heat Tape & Heat Cables
- Tank Deicers
- Heat Lamps
- Space Heaters

Stop by our office to pick up your FREE TemproSTAT, available while supplies last!

Limit one per member.

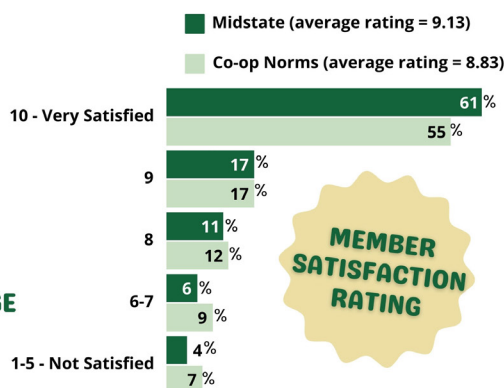
MIDSTATE SCORED HIGHER THAN INDUSTRY LEADERS!

MIDSTATE ELECTRIC COOPERATIVE

ACSI SCORE: 87

TOUCHSTONE ENERGY NATIONAL AVERAGE

ACSI SCORE: 85.1



MEMBER SATISFACTION RATING

Accepting Scholarship Applications for 2025-26

Midstate is committed to supporting the youth in our community by investing in their education and career goals. We are proud to offer the following scholarship opportunities for 2025:

- **\$2,500 Continuing Education Scholarship** (one-time)
- **\$10,000 Graduating Senior Scholarship** (four-year allotment: \$1,500, \$2,000, \$2,500, \$4,000)

- **\$25,000 Lineworker Scholarship** (\$20,000 paid to the school; \$5,000 reimbursed upon program completion)

Apply online, in person (16755 Finley Butte Rd, La Pine), or by mail (P.O. Box 127, La Pine, OR 97739). For more information, visit our website: www.mse.coop/scholarship-programs or call 541-536-7220.

The deadline to apply is April 10.



Save the Date

MEC Annual Meeting
Saturday, May 17, 2025

5 Tips To GO GREEN for St. Patrick's Day



1. Replace your HVAC filter.

These typically need replacing every three months, though factors like pets, climate and system age can affect the timing.

2. Install a smart thermostat.

A smart thermostat offers convenience, savings and efficiency by adjusting the temperature based on your schedule — reducing usage when no one is home.

3. Cut energy use during peak hours.

In spring, peak electricity hours are usually in the evening. Reduce usage by visiting a park, a theater or dining out.

4. Upgrade to energy-efficient appliances.

Look for appliances that are ENERGY STAR-certified, using 10 to 15% less energy and water than standard models, according to Energy.gov.

5. Save energy through rebate programs for solar, battery storage or electric vehicles.

Check with utilities and government programs for rebates and incentives to help make these technologies more accessible.

Learn more at:



Why Join Voices for Cooperative Power?

Energy policies have a profound impact on the day-to-day lives of families, from the affordability of bills to the sustainability of resources. When communities speak up, legislators are more likely to listen and make decisions that truly serve the people. Co-op member-owners from across the State are coming together to make their voices heard through a grassroots movement called Voices for Cooperative Power (VCP).

VCP is a grassroots network comprised of over 1.1 million advocates nationally, who help shape energy policy that ensures safe, reliable, and affordable power.

By joining VCP, co-op members carry their voices to Washington, DC and beyond to help educate policymakers on the important role their co-op plays in providing power to 42 million Americans in 48 states.

Join VCP today and make your voice heard!

As a VCP Advocate You Will:

Shape policy decisions: By engaging in the policymaking process, you can advocate for smart energy policy, continue to innovate for the future and keep the cost of electricity at a cost you can afford.

Protect co-op interests: VCP provides opportunities to share your story with policymakers, ensuring that the needs of your co-op and your family are front and center.

Empower communities: Electric co-ops are essential to powering rural areas. Joining VCP allows you to have a say in the decisions that affect your access to safe, reliable, affordable power.

Now is the time to start getting engaged in the policymaking process. Join VCP to ensure that Midstate can continue to innovate and build a more reliable energy future for our community.

*Learn more and get engaged at
voicesforcooperative.com/oregon.*

