

your Connexion

A monthly publication for members of Connexus Energy.

January 2012

Message from Mike

Connexus ranks #1 in reliability



Connexus CEO, Mike Rajala

There's nothing like good news to get the year off to a good start. And, for us at Connexus Energy, it started when we scored the highest reliability rating by our members compared to other electric utilities and cooperatives in the American Customer Satisfaction Index (ACSI). The survey is produced under license with the University of Michigan.

Connexus scored a reliability rating of 90, compared to the ACSI national electric industry's average of 86 in the third quarter of 2011. You, our members took part in the survey and gave us the high ranking. I am very proud of the fact no other cooperative or utility in the country ranked higher.

By definition, electric reliability measures the consistency of electric service on demand as provided by utility companies to their customers. But really, what does that mean to you? It means when you're a Connexus member and you flip a switch or push a button, your electric appliance or gadget will work, because electricity is there. Electricity is a crucial product that we scarcely think about, unless we don't have it. Judging by your high ACSI rating of Connexus reliability, you don't think of us often and, that's a darn good thing. I hope as a member, you see value in getting your electricity from a company that is reliable.

75 YEARS OF SERVING OUR MEMBERS

It's hard to believe but 75 years ago, any electricity (reliable or not) was only a dream to residents living in the north metro. While those who lived in the bigger cities enjoyed the comforts of electricity, rural areas remained dark. A group of determined folks turned a dream into reality when they formed the Anoka County Cooperative Light and Power Association and finally brought electricity to this area. Today, you know that cooperative as Connexus Energy.

Seventy-five years ago, cooperative employees took great pride in delivering the first electric service to members. As we commemorate our 75th anniversary, all of us at Connexus continue to take pride in providing you with reliable, affordable, and safe electricity that's ranked number one in the country.



Community Calendar

Driver Improvement Program

February 9 & 10
March 2

To pre-register, call 1.888.234.1294
Sponsored by St. Cloud State University
Held at Connexus Energy

Connexus Energy Annual Meeting

April 24
10:00 a.m.
Held at Connexus Energy

Connexus Energy

14601 Ramsey Blvd.
Ramsey, MN 55303

Lobby Hours

Monday - Friday
7:30 a.m. - 5:00 p.m.

Customer Service Hours

Monday - Friday
7:30 a.m. - 6:00 p.m.
763.323.2650

Outage Information

763.323.2660

Email

info@connexusenergy.com

Website

connexusenergy.com

Gopher State One Call

In Minneapolis area, 651.454.0002
Outside metro area, 1.800.252.1166



Owned by the members we serve.

Community Corner

Dear Connexus,

"On behalf of Parker Elementary students, staff and PTO, we thank you for your generous donation to the Parker Carnival. Our school uses the money made from the carnival to help make our school a better place for us to learn and grow. We are truly thankful for your donation and support."

Sincerely,

Parker Elementary

Connexus Energy Board of Directors

Peter Wojciechowski, Chair • Ham Lake

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Kenneth Fiereck, Assistant Secretary/Treasurer • Clear Lake

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Mike Rajala, President & CEO

Easy energy savers

Saving energy doesn't have to be costly and complicated. Here are a few easy, low-cost, and no-cost ways to save energy at home.



Install a programmable thermostat to keep your house comfortably warm in the winter and comfortably cool in the summer.

Not all compact fluorescent light bulbs are made the same. Use CFLs with the ENERGY STAR® label.



Turn off your computer and monitor when not in use.

Plug home electronics, such as TVs and DVD players, into power strips; turn the power strips off when the equipment is not in use.



Air dry dishes instead of using your dishwasher's drying cycle.

Take short showers instead of baths.



Clear path to your meter

During the winter months, snow and ice can cause problems for our meter readers. Please make sure to shovel snow away from your meter so that our readers can access and read your meter. That way your electric usage won't need to be estimated.



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