"Exceeding Expectation"

By Rick Nelson, General Manager

When my kids were younger I would look at their report cards for ***"Exceeding Expectation"*** or EE grades on classes that couldn't be assigned a regular letter grade. The expectation was that these would turn into A's and B's when they got older. I hope they don't lose that desire to exceed expectations.

At Custer Public Power, <u>we strive for EE's every day</u>. We don't want to do merely what you expect us to do, namely, to provide you with reliable power at the lowest cost possible. We want to go further, and do better by providing an exceptional customer service and offering programs that help you save time and money.

Custer Power linemen are a prime example of Custer Power's ability to exceed expectations. They routinely work in rough weather and put in long hours. They do it gladly because they want to do an exceptional job for you.

You are less likely to see in action many of the people who work behind the scenes to make your public power district the best it can be.

Our Engineering group and Operations group are always exploring new technologies and techniques for building and maintaining our system to improve its reliability. Our Customer Solutions Representatives work to make bill paying easier and more convenient, using programs like budget billing. Our Customer Service team wants you to have a positive and satisfying experience when you call or stop by the office.

Because we are a Public Power District, we have a special responsibility to support the communities we serve and to exceed expectations in that as well. That means we aim to improve the quality of life by supporting events and by volunteering our time in the communities we serve.

Whether it's a power outage or energy audit, a billing question or a community event, <u>we're working hard to achieve those EE grades from you every day.</u>

When you have a suggestion about how we can better exceed your expectations, please tell someone who works for Custer PPD. *Thank you.*