


NEWS RELEASE

South Central Indiana REMC

300 Morton Ave., Martinsville, IN 46151

Your Touchstone Energy® Partner 

Co-ops Outclass Other Industries in Satisfaction Score

FOR IMMEDIATE RELEASE:

January 10, 2008

Contact:

Jean van Biezen

VP of Cooperative Relations

765-352-4724

765-342-1335 fax

jeanvb@sciremc.com

Martinsville- Co-ops continue to outmatch the rest of the utility industry when it comes to customer satisfaction, confirmed once again by the American Customer Satisfaction Index (ACSI). ACSI results for the third quarter of 2007 give Touchstone Energy Cooperatives a score of 80 and the utility industry average score of 72. The 8-point gap between the two scores has been consistent for the past several years, shifting occasionally by only 1 or 2 points.

South Central Indiana REMC's third quarter 2007 ranking was 77, slightly lower than the Touchstone Energy Cooperatives average of 80. "We are working diligently to improve customer satisfaction," stated Kevin Sump, President and CEO of South Central Indiana REMC.

-More-

“We enthusiastically encourage our members to participate in the customer satisfaction surveys when they are contacted. Member feedback is important to improving our processes and raising our scores.”

The REMC’s participation in the American Customer Satisfaction Index is one way the cooperative can show their members they are trying to do a better job in not only providing reliable, cost effective power, but also assuring that their members are satisfied with the way they are doing their job.

South Central Indiana REMC is the largest distribution cooperative in the state of Indiana serving more than 33,000 members in a seven county area including: Morgan, Monroe, Brown, Owen, and parts of Putnam, Clay and Johnson counties. For more information on the member-owned cooperative, visit www.sciremc.coop.

###