



# 2025 CVEA Member Satisfaction Survey Results

**Prepared By: Morgan Melton, CVEA CCO | July 24, 2025**

Survey Responses: 368

\*Adjusted to remove duplicates

CVEA Cooperative Members: 2,800

Active Meters: 4,000

## Survey Rating Scale:

What is important to you?

1 = Not At All Important | 3 = Somewhat Important | 5 = Very Important

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How is CVEA doing?

1 = Very Poor | 3 = Average | 5 = Excellent

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CVEA Communication

1 = Not Useful | 3 = Somewhat Useful | 5 = Very Useful

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## 2025 Responses by Location:

Location	# of Responses	# of Meters
Copper Center (North of Mile 100 of the Richardson Highway)	49	380
Gakona	27	117
Glenn Highway (West of Mile 185)	9	240
Glennallen	68	204
Kenny Lake	27	411
Serendipity	2	78
Valdez	186	1580

**Total Responses: 368**

## **Key Takeaways:**

Total Member Responses: 368

CVEA Cooperative Members: 2,800

Active Meters: 4,000

### **Overview – What is important to you?**

3 items were selected by over 50% of member responses as “Very Important”

- 89.5% said Reliable Electric Service
- 81.9% said Reasonable Cost of Electricity
- 58.8% said Excellent Customer Service From All Employees

### **Overview – How are we doing?**

2 items were selected by over 50% of member responses as “Excellent”

- 54.6% said Excellent Customer Service From All Employees
- 50.9% said Scholarships and Support for Local Nonprofits

### **Overview – Affordable Electric Service**

- 42.3% said they would not be willing to support an increased rate for any reason, including Improved Reliability.

**Overview – Member Response: “If you believe there are opportunities to reduce electric rates, please provide your suggestions below”**

There were 74 member responses to this question, with four comments repeated throughout from members.

- Nuclear
- Alyeska Tie-In
- Wind, Hydro, Solar
- Tidal Energy

**Overview – Communication to Members**

2 items were selected by over 50% of member responses as “Very Important”

- 75.4% said Rate Changes
- 71.5% said Real Time Outage Information

**Overview – Member Response: “Other Important Communication Topics”**

There were four recommendations from members that gave actionable application for the co-op.

- Texting for Updates / Outages
- Education on Energy Conservation
- CVEA logos on ALL equipment
- More Notice for Planned Outages

## **Overview – Communication about Non-Outage Information**

These 4 communication tools had the highest number of members selecting “Very Useful”.

- 40.3% Email
  - While 40.3% of members selected Email as “Very Useful” for communication about non-outage information, only 25.4% selected “Very Useful” for the Digital E-Newsletter.
- 34.3% Facebook
- 30.9% - Website
- 30.1% - Texts

These 5 communication tools had the highest number of members selecting “Not Useful”.

- 44.8% Newspaper
- 33% Auto Telephone Messaging
- 25.7% Radio
- 17.5% Bill Inserts
- 17.5% Text Messaging
  - While 17.5% of members selected Text Messaging as “Not Useful” for communication about non-outage information, text messaging was mentioned in the comments for outage information.

## **Overview – Member Response: “Other Methods of Communication”**

The survey received two repeat responses regarding other methods of communication.

- Instagram – 2 members
- Smoke Signals – 2 members

## **Overview – General Comments**

CVEA received a significant amount of positive feedback from the 2025 Member Satisfaction Survey from the 67 general comments left. All comments are listed starting on Page 53.

Three of the comments were:

- “You guys are doing an amazing job!” Keep up the outstanding work!” (Comment 1)
- “Thank you for your service in responding to minimal outages and excellent customer service!” (Comment 14)
- “Appreciate all the hard work the crew does during a power outage no matter the weather.” (Comment 49)

There were four repeat comments regarding the following:

- Brown Outs
  - See comment 12, 44, 45, and 56 starting on Page 53.

One actionable item from the General Comments was the following:

- Electricity in Schools presentation in the Kenny Lake schools.
  - See comment 54 on Page 56.

## **Comparison of 2025 vs. 2021 Member Responses:**

- 2025 Member Responses: 368
- 2021 Member Responses: 573

## **Overview – 2025 vs. 2021 Comparison of Importance of Reliability:**

Copper Center (North of Mile 100 of the Richardson Highway):

- 2025 – 83.7% of members selected “Very Important”
- 2021 – 90.7% of members selected “Very Important”

Gakona:

- 2025 – 96.2% of members selected “Very Important”
- 2021 – 77.6% of members selected “Very Important”

Glenn Highway (West of Mile 185):

- 2025 – 88.9% of members selected “Very Important”
- 2021 – 92.2% of members selected “Very Important”

Glennallen:

- 2025 – 89.7% of members selected “Very Important”
- 2021 – 91.6% of members selected “Very Important”

Kenny Lake:

- 2025 – 85.2% of members selected “Very Important”
- 2021 – 91.3% of members selected “Very Important”

Serendipity:

- 2025 – 100% of members selected “Very Important”
- 2021 – 38.5% of members selected “Very Important”

Valdez:

- 2025 – 90.9% of members selected “Very Important”
- 2021 – 93.1% of members selected “Very Important”

The Importance of Reliability selected as “Very Important” **increased** from 2021 to 2025 in the following locations:

- Gakona
- Serendipity

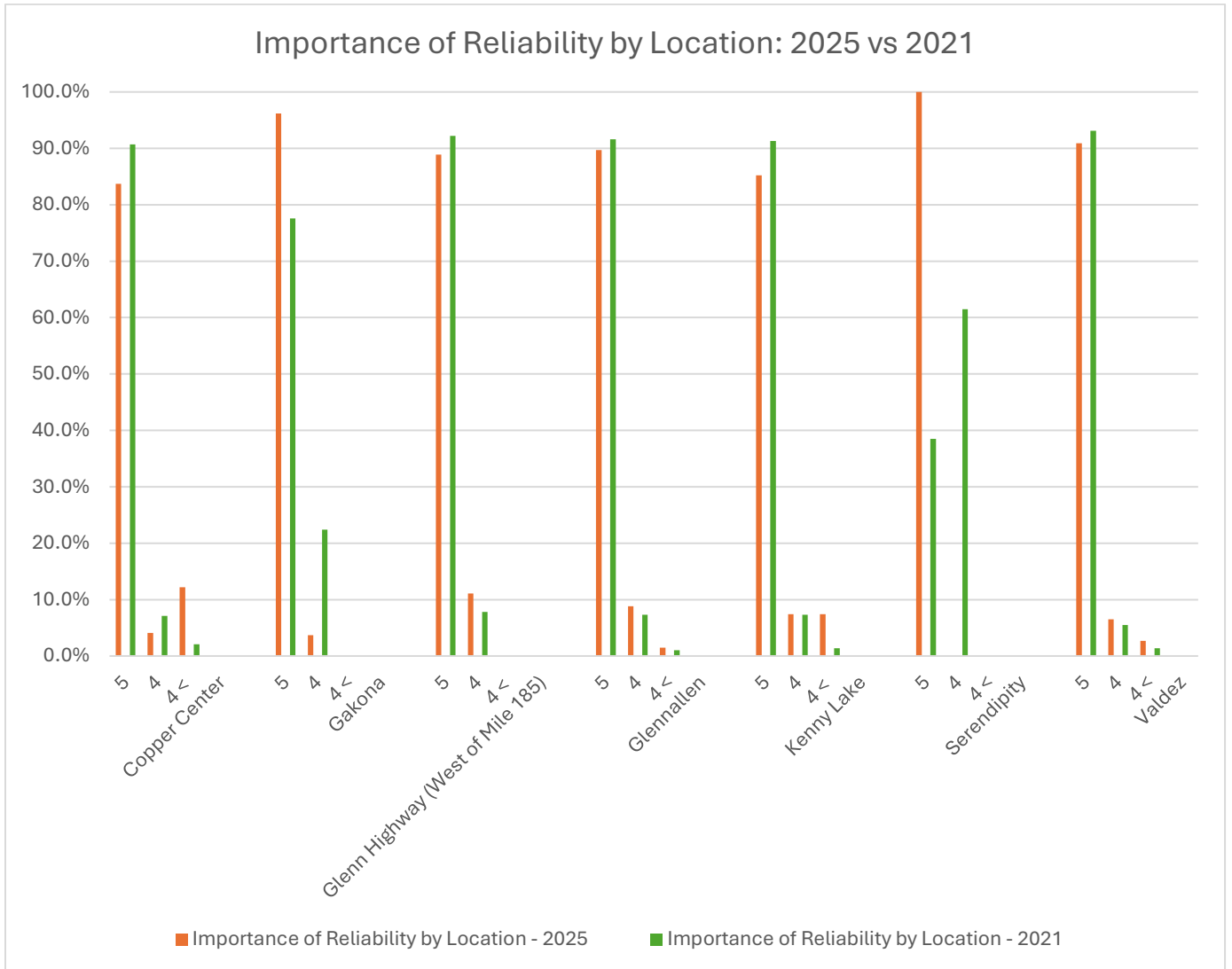
The Importance of Reliability selected as “Very Important” **decreased** from 2021 to 2025 in the following locations:

- Copper Center (North of Mile 100 of the Richardson Highway)
- Glenn Highway (West of Mile 185)
- Glennallen
- Kenny Lake
- Valdez

## Survey Rating Scale:

What is important to you?

1 = Not At All Important | 3 = Somewhat Important | 5 = Very Important



## **Overview – 2025 vs. 2021 Comparison of Perceived Reliability:**

Copper Center (North of Mile 100 of the Richardson Highway):

- 2025 – 26.5% of members selected “Excellent”
- 2021 – 46.2% of members selected “Excellent”

Gakona:

- 2025 – 37% of members selected “Excellent”
- 2021 – 43.2% of members selected “Excellent”

Glenn Highway (West of Mile 185):

- 2025 – 22.2% of members selected “Excellent”
- 2021 – 32.5% of members selected “Excellent”

Glennallen:

- 2025 – 48.5% of members selected “Excellent”
- 2021 – 39.3% of members selected “Excellent”

Kenny Lake:

- 2025 – 37% of members selected “Excellent”
- 2021 – 26.5% of members selected “Excellent”

Serendipity:

- 2025 – 0% of members selected “Excellent”
- 2021 – 71.4% of members selected “Excellent”

Valdez:

- 2025 – 46.8% of members selected “Excellent”
- 2021 – 46.4% of members selected “Excellent”

The Perceived Reliability by District selected as “Excellent” **increased** from 2021 to 2025 in the following locations:

- Glennallen
- Kenny Lake
- Valdez

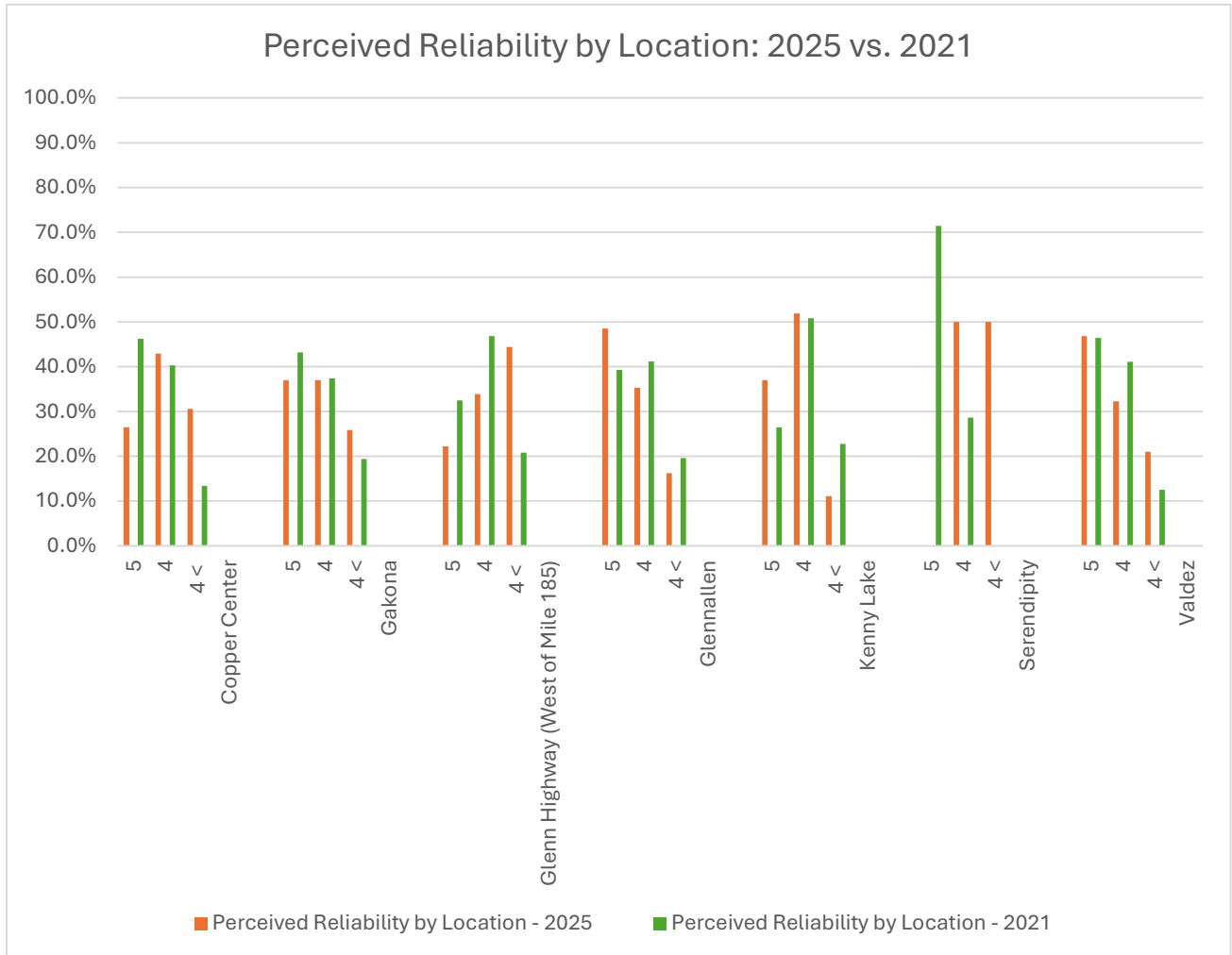
The Perceived Reliability by District selected as “Excellent” **decreased** from 2021 to 2025 in the following locations:

- Copper Center
- Gakona
- Glenn Highway (West of Mile 185)
- Serendipity

## Survey Rating Scale:

How are we doing?

1 = Very Poor | 3 = Average | 5 = Excellent



**Overview – 2025 vs. 2021 Comparison of Importance of Affordability by District:**

Copper Basin:

- 2025 – 83.5% of members selected “Very Important”
- 2021 – 86.6% of members selected “Very Important”

Valdez:

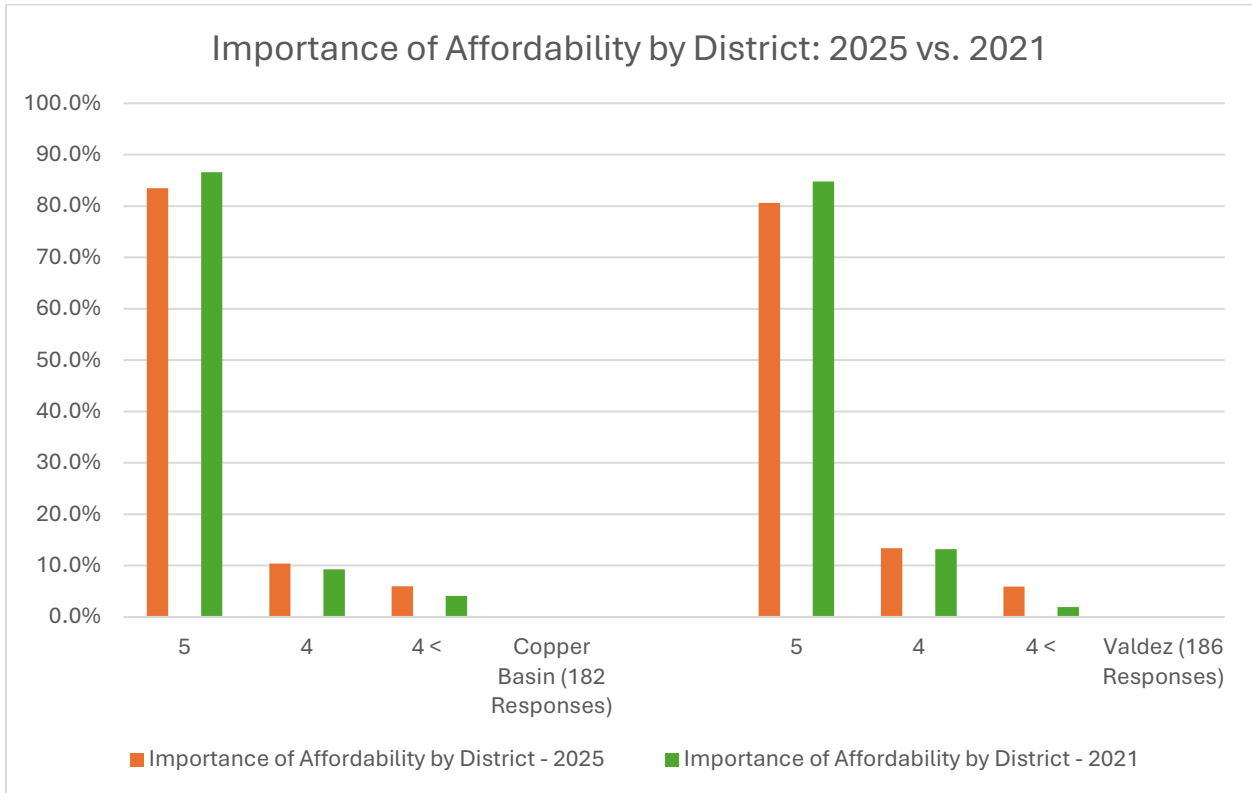
- 2025 – 80.6%% of members selected “Very Important”
- 2021 – 84.8% of members selected “Very Important”

The Importance of Affordability selected as “Very Important” **decreased** in 2025 in Copper Basin & Valdez.

## Survey Rating Scale:

What is important to you?

1 = Not At All Important | 3 = Somewhat Important | 5 = Very Important



**Overview – 2025 vs. 2021 Comparison of Perceived Affordability by Location:**

Copper Basin:

- 2025 – 18.1% of members selected “Excellent”
- 2021 – 24.4% of members selected “Excellent”

Valdez:

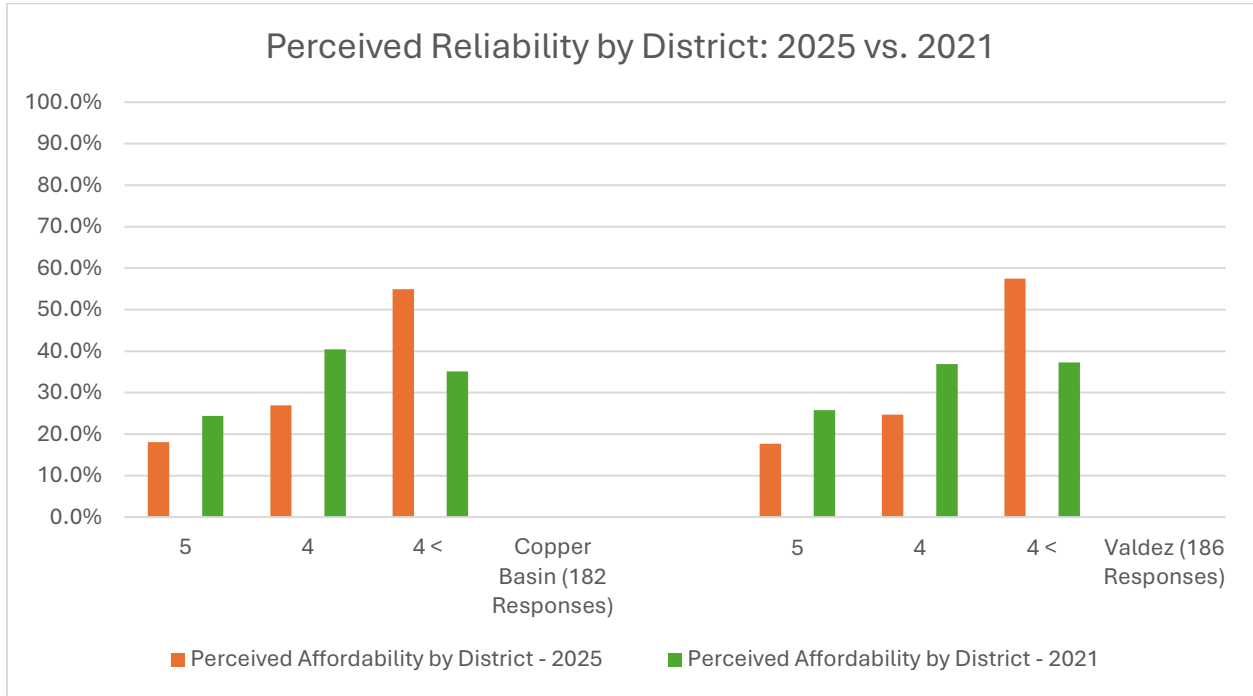
- 2025 – 17.7%% of members selected “Excellent”
- 2021 – 25.8% of members selected “Excellent”

The Perceived Affordability by District selected as “Excellent” **decreased** in 2025 in Copper Basin and Valdez.

## Survey Rating Scale:

How are we doing?

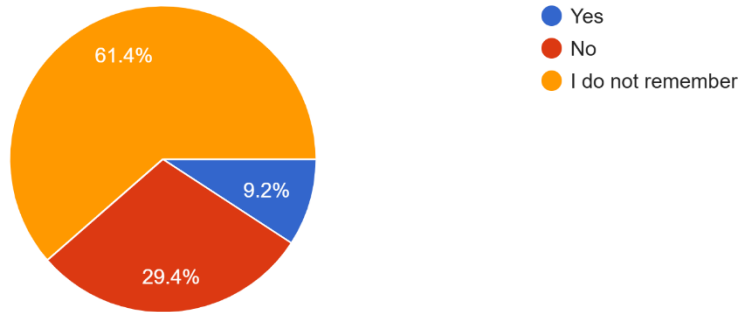
1 = Very Poor | 3 = Average | 5 = Excellent



## Data: 2025 CVEA Member Satisfaction Survey

Did you participate in the 2021 Member Satisfaction Survey?

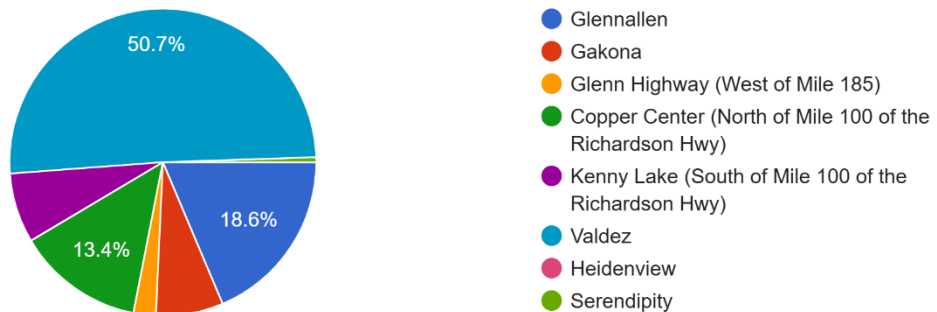
381 responses



### Demographics

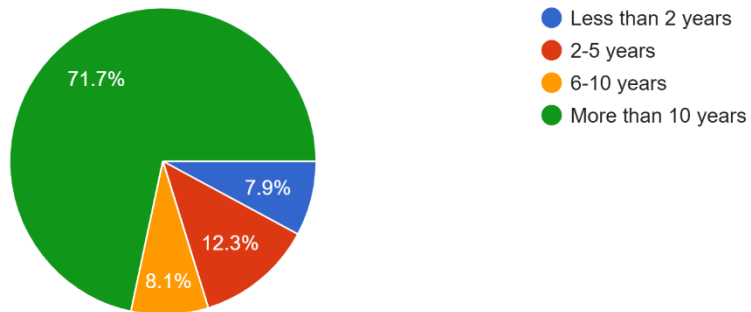
Please choose the area nearest to your electric service.

381 responses



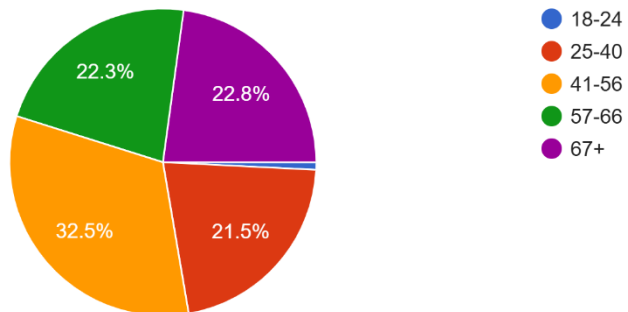
How many years have you lived in the area selected above?

381 responses



Is your age between:

381 responses



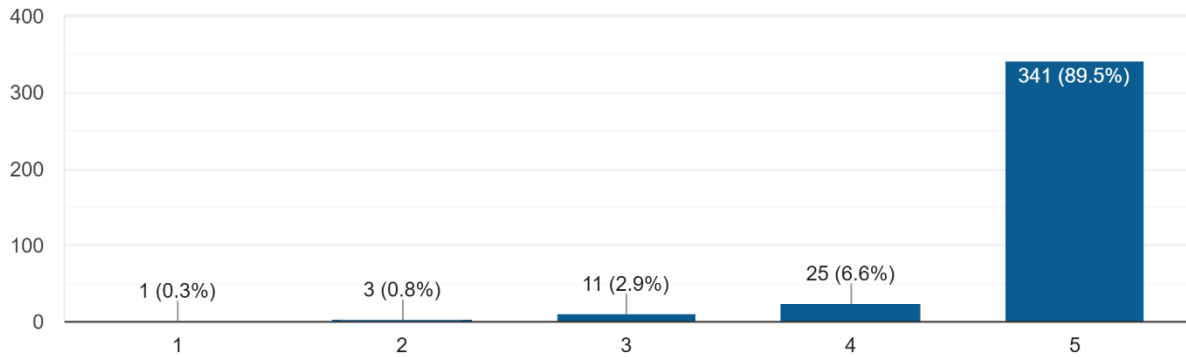
## Overview - What is important to you?

Rating Scale:

1 = Not At All Important | 3 = Somewhat Important | 5 = Very Important

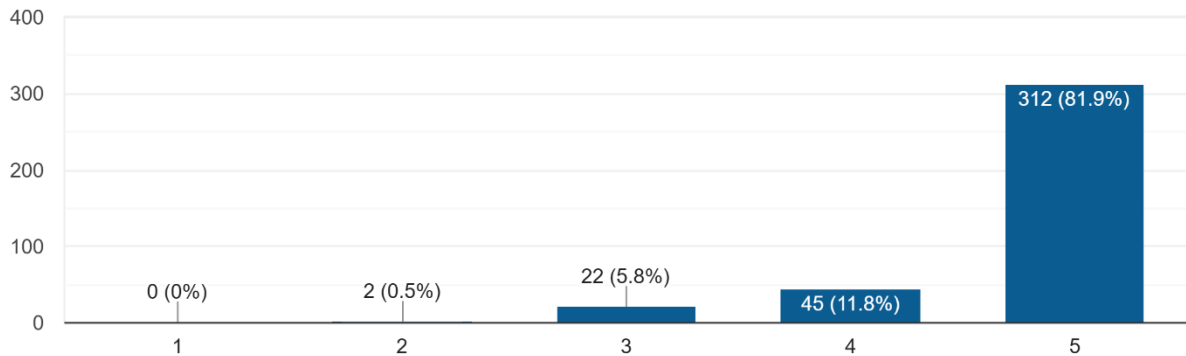
### Reliable Electric Service

381 responses



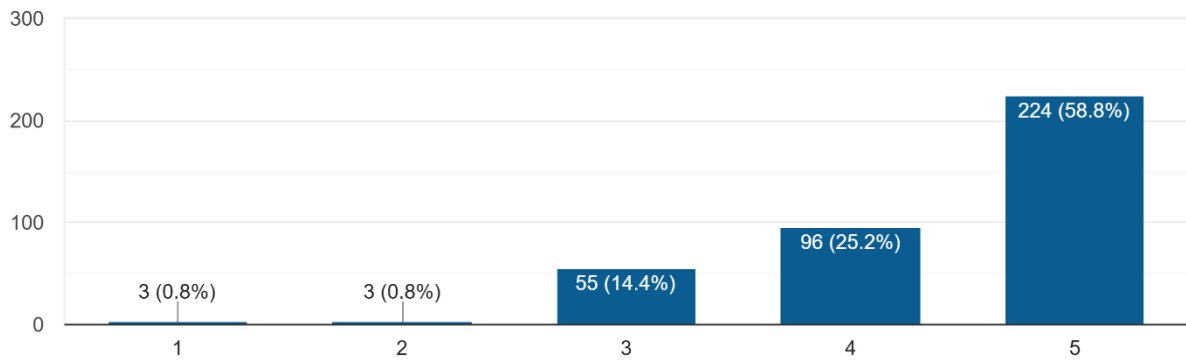
### Reasonable Cost of Electricity

381 responses



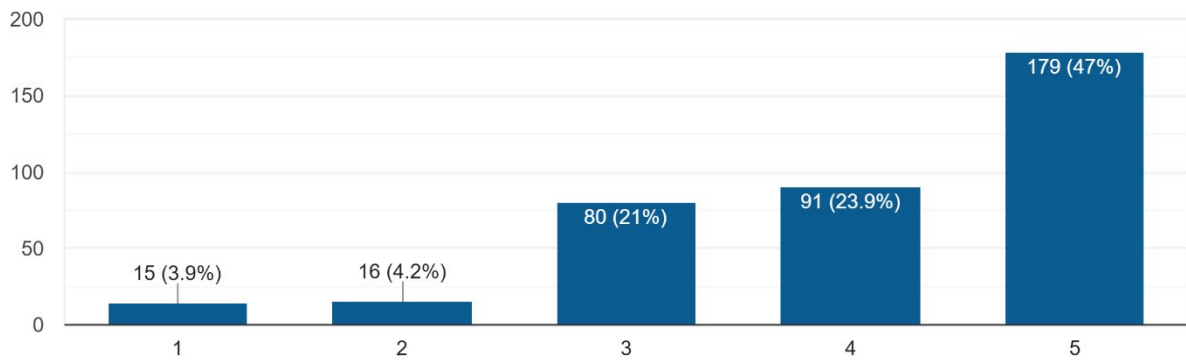
### Excellent Customer Service From All Employees

381 responses



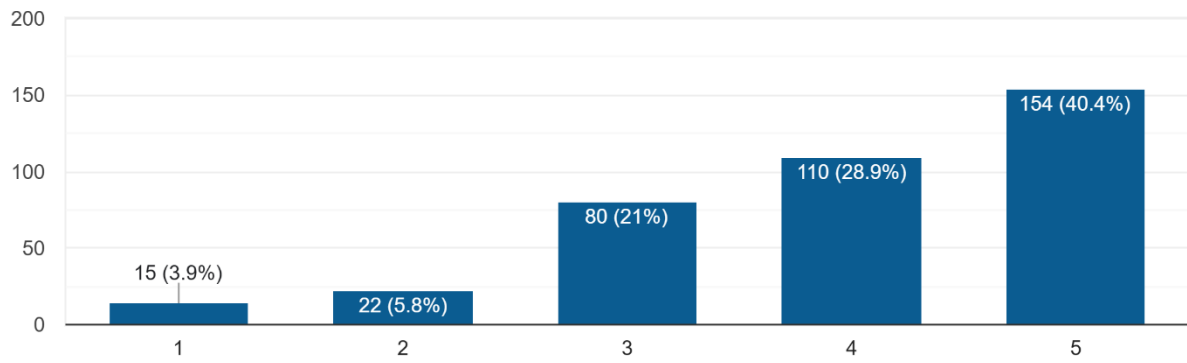
### Environmental Stewardship

381 responses



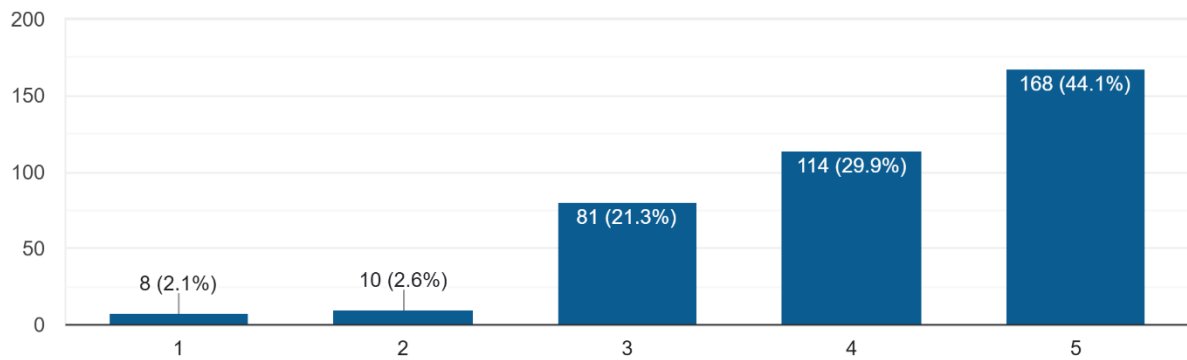
### Energy Efficiency/Conservation Education

381 responses



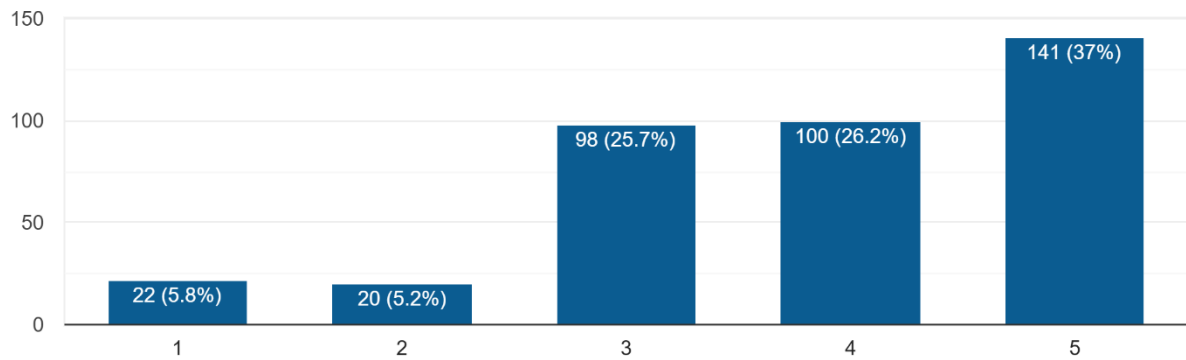
### Expertise Related to Energy Information

381 responses



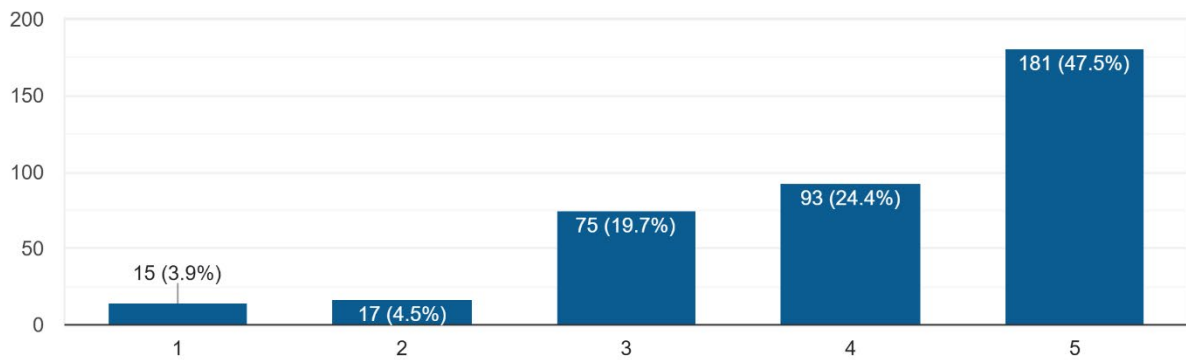
## Active Community Leadership and Participation

381 responses



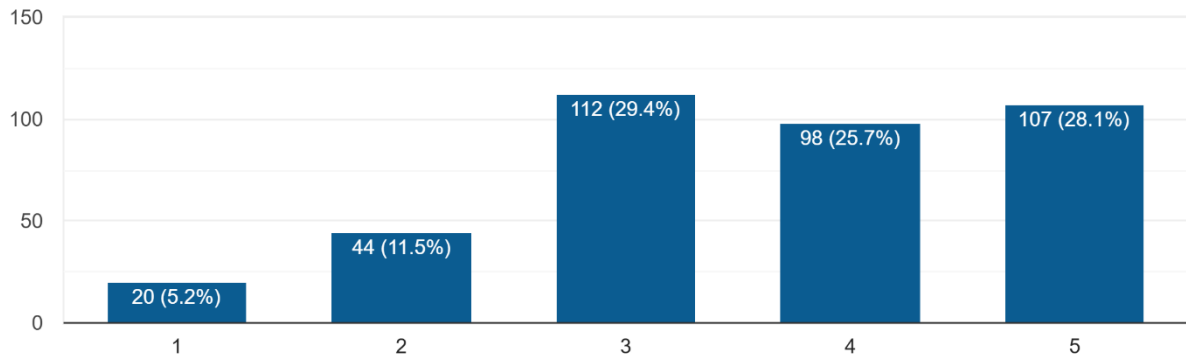
## Renewable Energy

381 responses



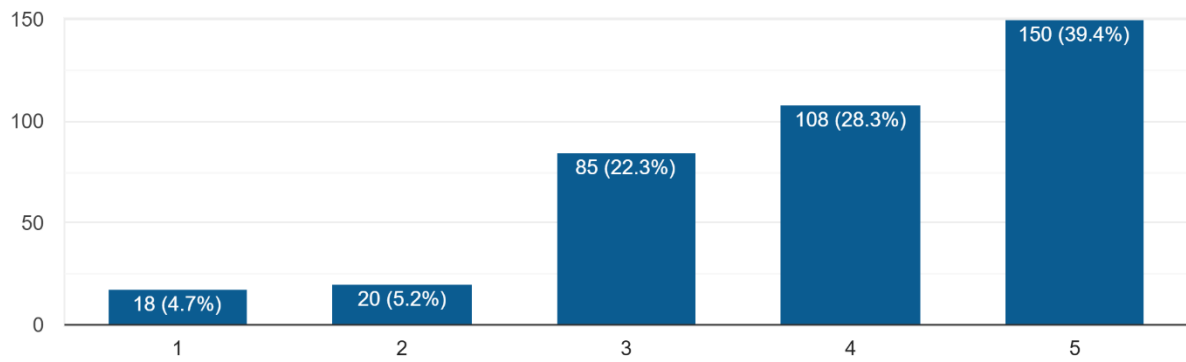
### CVEA Community Activities (i.e. Member Tour, Co-op Month Pumpkin Patch, Youth/School Activities)

381 responses



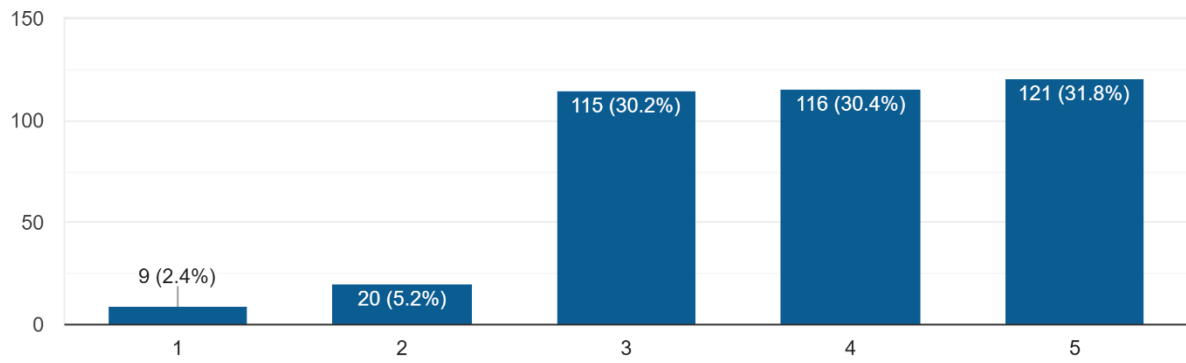
### Scholarships and Support for Local Nonprofits

381 responses



## Support on Industry Related Legislative Issues

381 responses



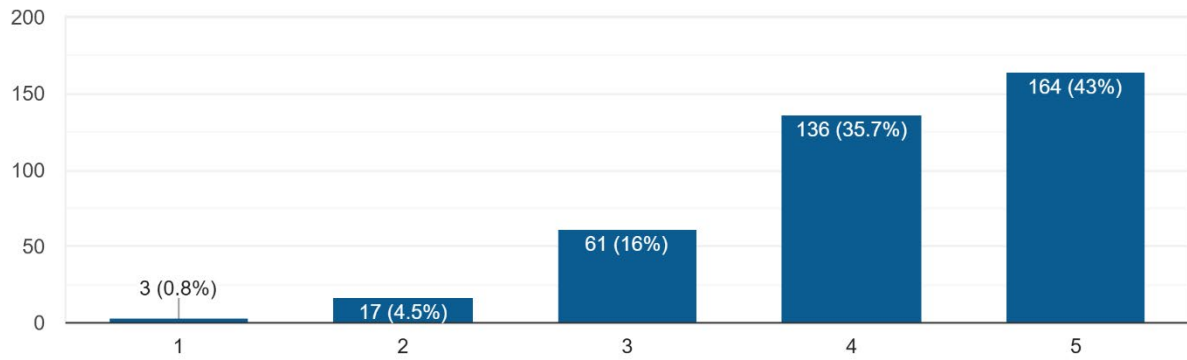
## Overview - How are we doing?

Rating Scale:

1 = Very Poor | 3 = Average | 5 = Excellent

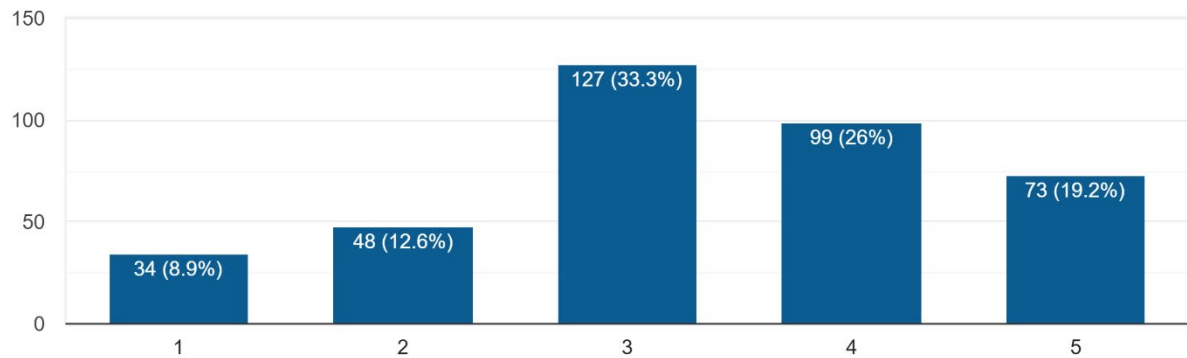
### Reliable Electric Service

381 responses



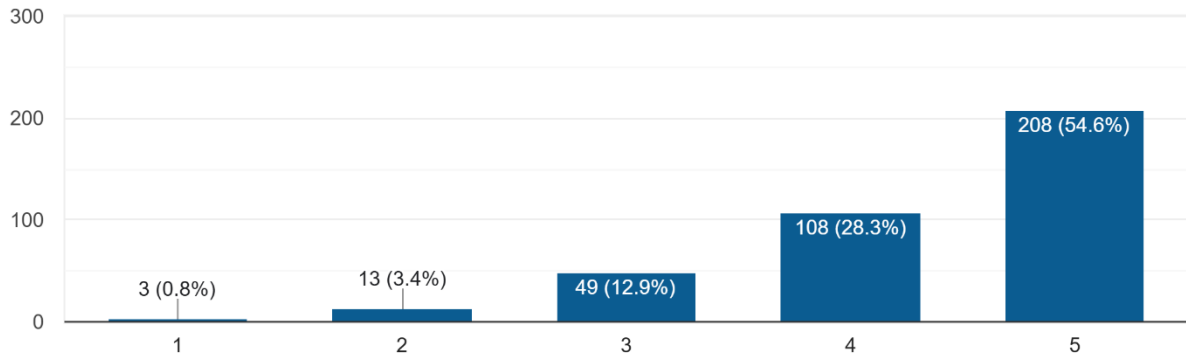
### Reasonable Cost of Electricity

381 responses



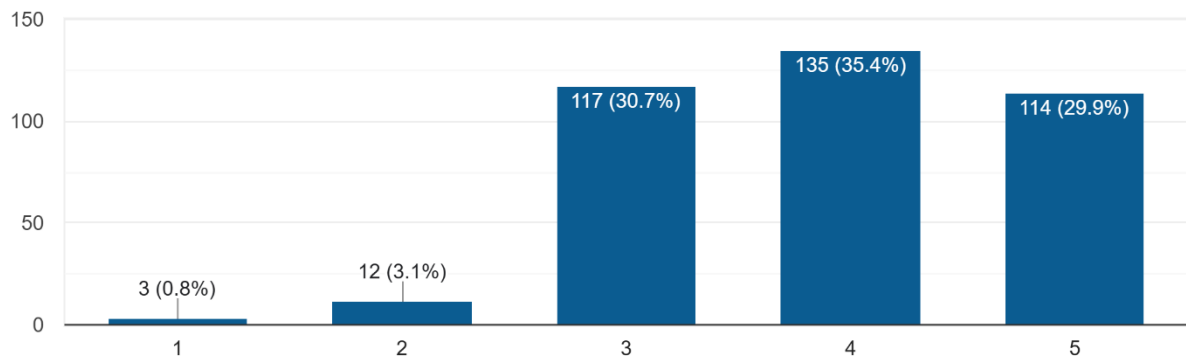
### Excellent Customer Service From All Employees

381 responses



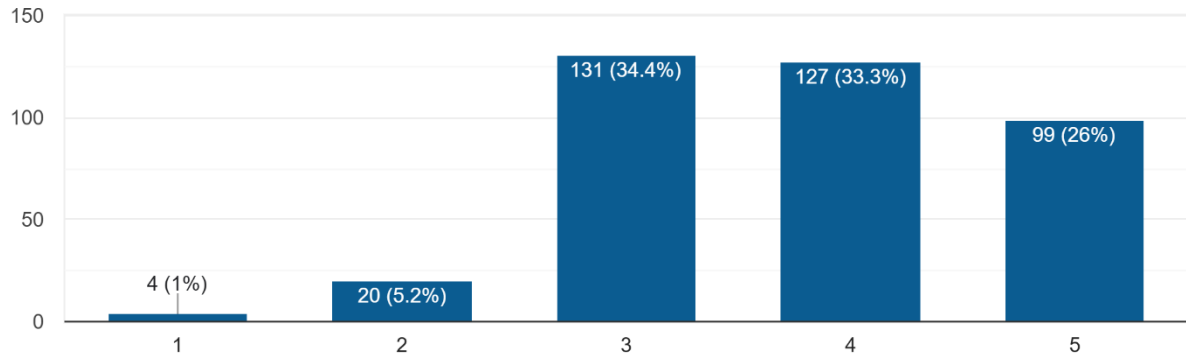
### Environmental Stewardship

381 responses



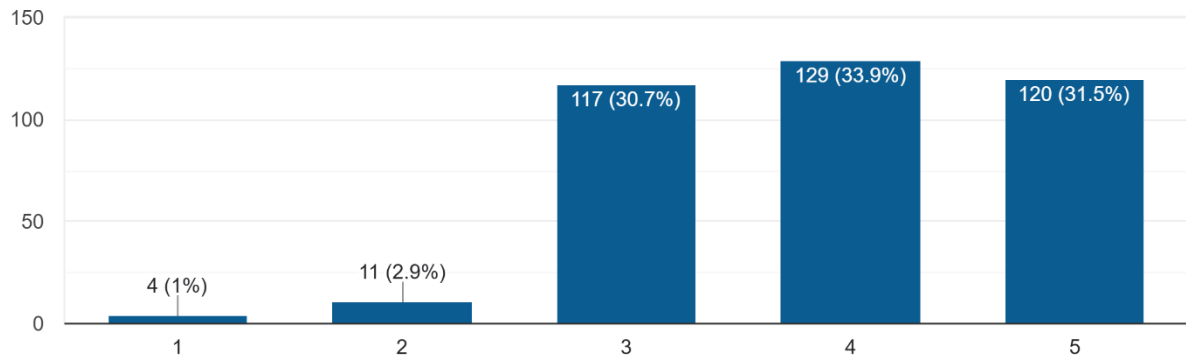
### Energy Efficiency/Conservation Education

381 responses



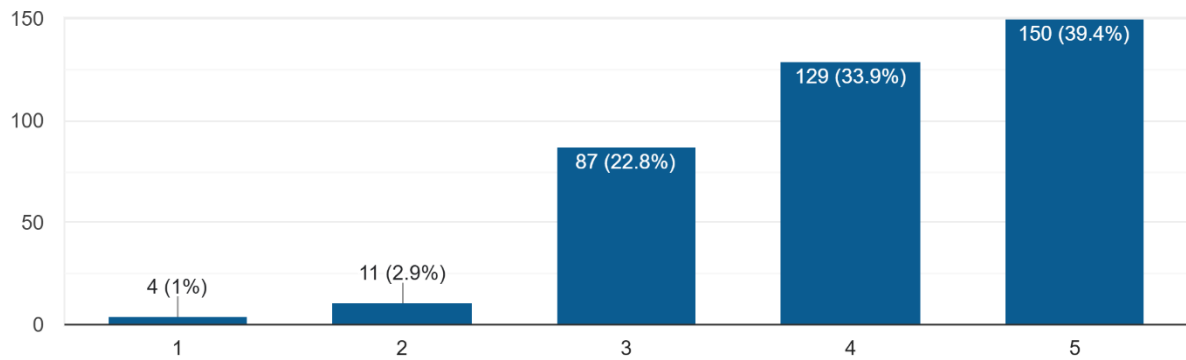
### Expertise related to Energy Information

381 responses



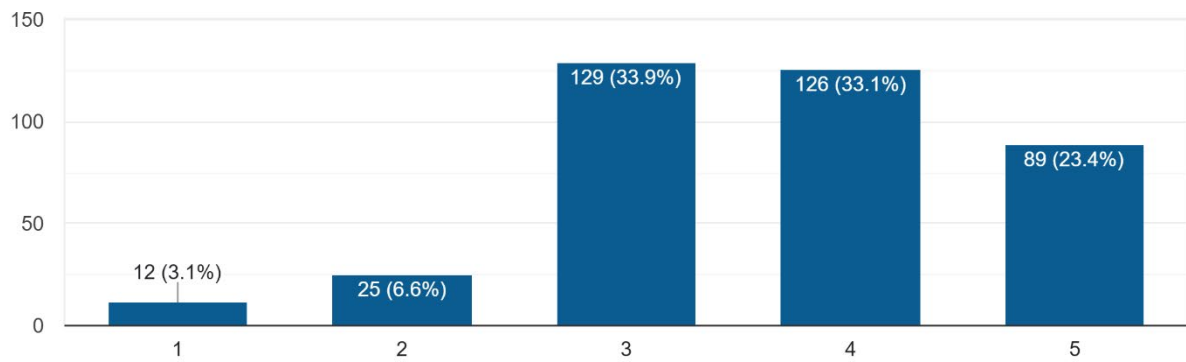
## Active Community Leadership and Participation

381 responses



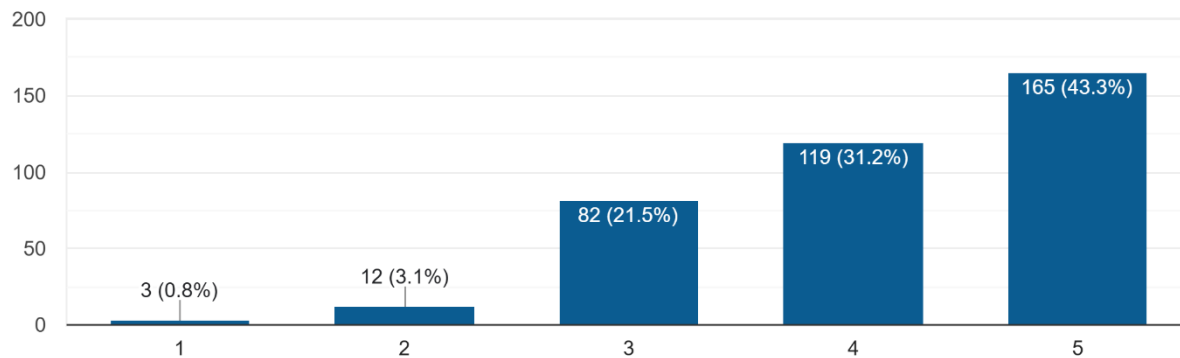
## Renewable Energy

381 responses



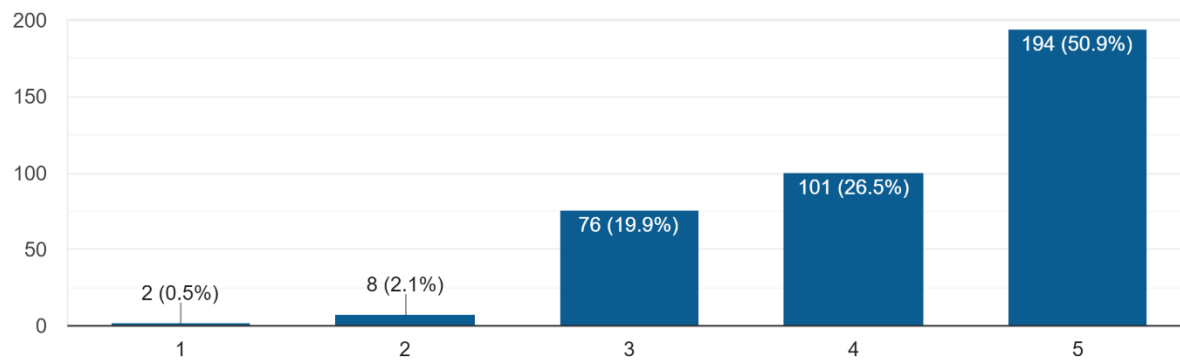
### CVEA Community Activities (i.e. Member Tour, Co-op Month Pumpkin Patch, Youth/School Activities)

381 responses



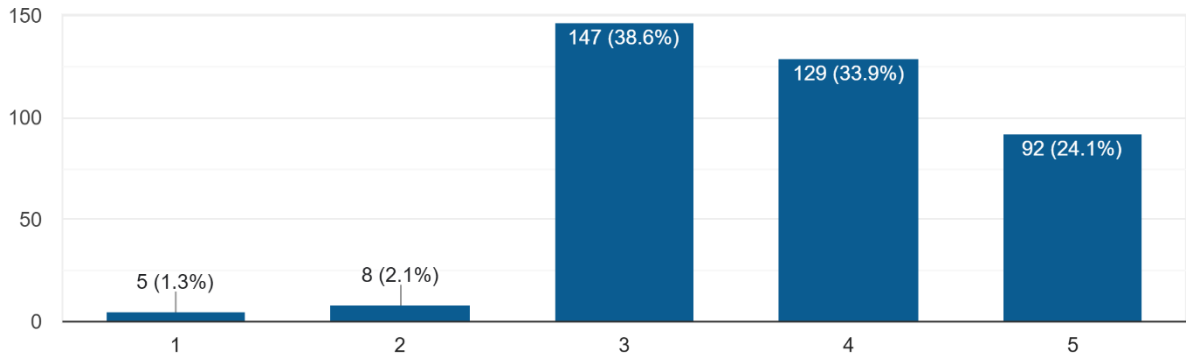
### Scholarships and Support for Local Nonprofits

381 responses



### Support on Industry Related Legislative Issues

381 responses

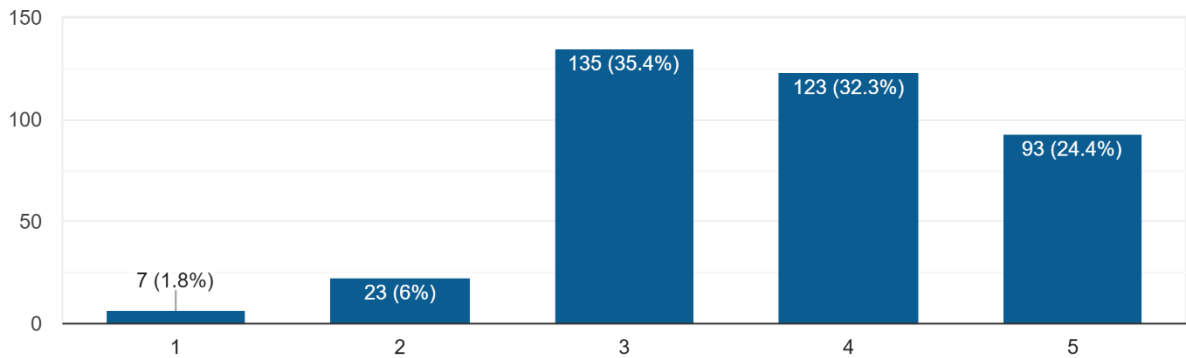


### Rating Scale:

1 = Very Poor | 3 = Average | 5 = Excellent

Please rate how well you believe the CVEA Board of Directors represents your needs.

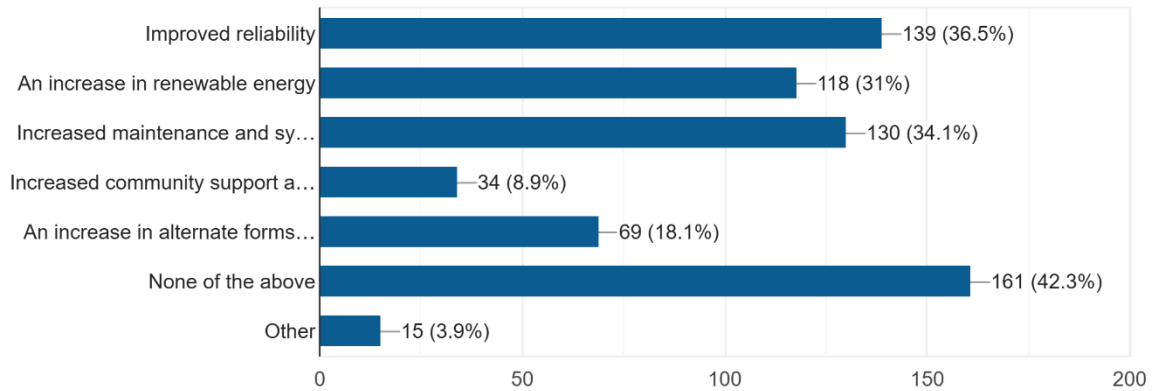
381 responses



## Affordable Electric Service

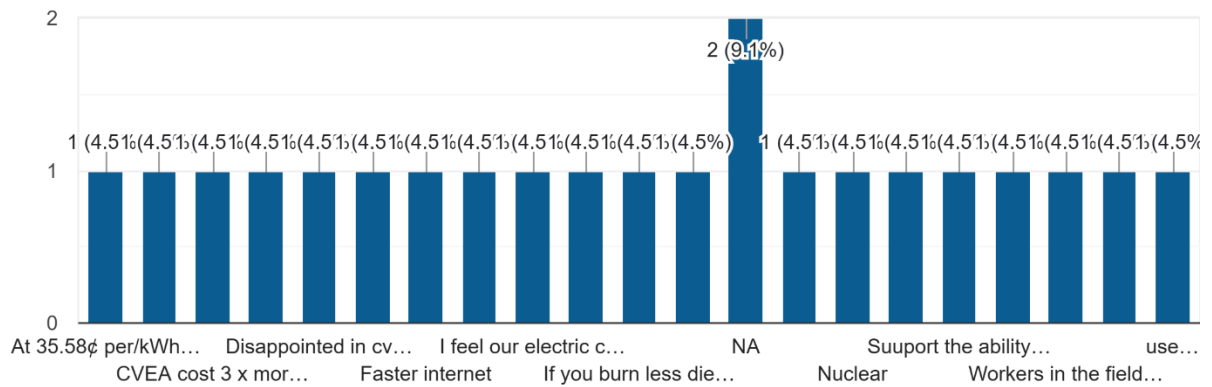
Are you willing to support an increase in rates to support the following? (Please check all that apply)

381 responses



If you answered 'Other' for the question above, please provide your response below.

22 responses



Responses for 'Other' Listed Above:

1. At 35.58 centers per kWh I'm not sure what the company can't afford
2. Build a nuke
3. CVEA cost 3 x more than my lower 48 residence and 2 x more than my Wasilla residency!
4. Concerned about what % rate increase would be? So I picked other since didn't think I could answer honestly
5. Disappointed in cvea not supporting project santa and it seems like Valdez gets more community support than the copper Vall
6. Electric cost needs to be spread through the year so snow birds and seasonal share the cost. Summer rates are lower and tho
7. Faster internet
8. I dont want increased rates. We could barely afford the electric bills through the winter.
9. I feel our electric cost are already too high. If we are looking for alternative energy this is should be at a cost savings to all
10. I think an increase of rates for any of the above listed items doesn't help the customers pocketbook and that will always be the
11. If you burn less diesel rates can only go down
12. I'm it sure what the answer options and the question means.
13. NA (x2)
14. No rate increases
15. Nuclear

16. Other forms of energy with up front costs that will eventually decrease future costs
17. Support the ability of local families and business to stay in Valdez and have reasonable rates
18. The rate are high now, I run an entire 3000 sf home in Texas and my 500sf cabin here is always more expensive
19. Workers in the field, Lineman, contractors
20. Please bring back the company to be open % days a week
21. Use natural gas

2025 Member Response: “If you believe there are opportunities to reduce electric rates, please provide your suggestions below”:

1.	Small nuclear reactor (X4)
2.	Encourage the members to use more energy efficient means (bulbs and appliances)
3.	Can you test the use of Propane heaters for hot water and heat in a building and the cost associated with the process and use? Wind is another section we should check out to see if it would be cost effective to have a wind generator.
4.	We continue to urge you to seriously consider the feasibility of joining the Railbelt Intertie to put our area on par with other rural communities such as Delta Junction along the Railbelt. This would link Glennallen area with other similar rural communities.
5.	I’m still waiting/curious to see what comes of the Alyeska tie-in (X8)
6.	Natural gas pipeline
7.	More Hydro?, wind on Thompson Pass or other windy areas
8.	Eliminate any program that increases the cost of electricity.
9.	Hiring local staff. Especially the ones that grew up here. Outsourcing from out of the state is costly and if they are truly committed to the community. I also would love to see energy efficient appliance suggestions or tips.
10.	Wind generation, hydro, solar banks (X10)
11.	Understanding what can help better cost efficient electrical items for in house
12.	Cut back on the flouf; scholarships, events, donations. All of those things are good. However with rates as they are and the hardship current rates are causing to local families. Must cut out the extras.
13.	Diesel fuel alternatives?
14.	High labor costs. Salaries over \$100,000 are suspect of being excessive.
15.	It would be great if people’s renewables could feed back into the grid if they have grid and renewables combined. But I have only heard about this and don’t have the technical knowledge to know whether it’s feasible or would lower costs. Especially in spring when there isn’t much for hydro even my little solar system produces way more power than I use.
16.	Start burying lines to reduce overtime of lineman, explore other sources of electricity, rail belt tie in.
17.	Awareness of how much things use and the cost of running it Education in the school’s classroom
18.	Turbine in pipeline that was promised prior to construction of the Trans Alaska Pipeline!
19.	Alyeska intertie, importing lng, improving administrative efficiency, being more supportive and flexible allowing customers to contract or do their own trench digging or pole setting for running service, being more supportive of customer power generation and paying a fair rate for it, reducing the fake maintenance projects for replacing poles or equipment that is still in serviceable condition. I love to see all the great things cvea provides the community, but not at the excessive cost of power.
20.	Upcoming retirements will put significant wages and insurance benefit savings back i to the budget. That money could be utilized elsewhere.
21.	Get rid of the diesel generators

22.	Block the main road so we can get subsidized and get lower rates for being off road
23.	Give generators out
24.	Contract some work out to ANCs. Get lowest bid for work to be done.
25.	Bring back energy credit for local business rather than donate money
26.	Vote Red to put environmental studies at bay which block improvements and increase so many dollars just for permitting.
27.	Use natural gas. Connect line into Whittier
28.	Audit of expenditures and review. Do you really need to buy new vehicles every other year?
29.	Work with Alyeska and get power from them? Or Small modular reactors (SMRs) are defined as nuclear reactors generally 300 MWe equivalent or less, designed with modular technology using module factory fabrication, pursuing economies of series production and short construction times. I hope that SMR's would become a thing in the USA and no more diesel generators. Or tidal generators. We avg 10ft tides daily with a max of 19.5ft in the winter months.
30.	I believe that reduced rates would be very beneficial, to all the young family's and not as fortunate family's to make things more affordable.
31.	Create a land plot of wind turbines
32.	Use what natural resources we have. Look into tidal energy (X3)
33.	More outreach and educational opportunities to each members.
34.	Investments in geothermal
35.	wind turbines positioned on top of the surrounding mountains (Kodiak was successful in doing this.)
36.	I believe considering not paying board members, maybe consider getting a better deal on the fuel the coop buys from Petro Star and making Cogen more reliable during the winter months, better management of hydroelectric, and getting the project with Alyeska complete without increasing the customers costs
37.	Power storage for excess off peak generation, if possible.
38.	ANYTHING - EVERYTHING!
39.	Don't waste money on renewable scams.
40.	Trim the fat. C-suite should not have company funded vehicles. CVEA should be hesitant to spend anything, not just looking for ways to blow our money just because you can raise the rates to cover it. We have the most expensive and least reliable electricity on the road system. If you have to raise your rates, an introspective look at why should be taken and explained, including all salaries and benefits.
41.	I would like to see levelized rates
42.	Rail belt style inner tie
43.	Receive power from APSC
44.	More Hydro
45.	Excited to see new energy opportunities. Maybe looking at a Thorium Reactor in the future.
46.	Reduce costs from within, money is wasted on unimportant items such as roadwork, was the asphalt really necessary among other superficial items.

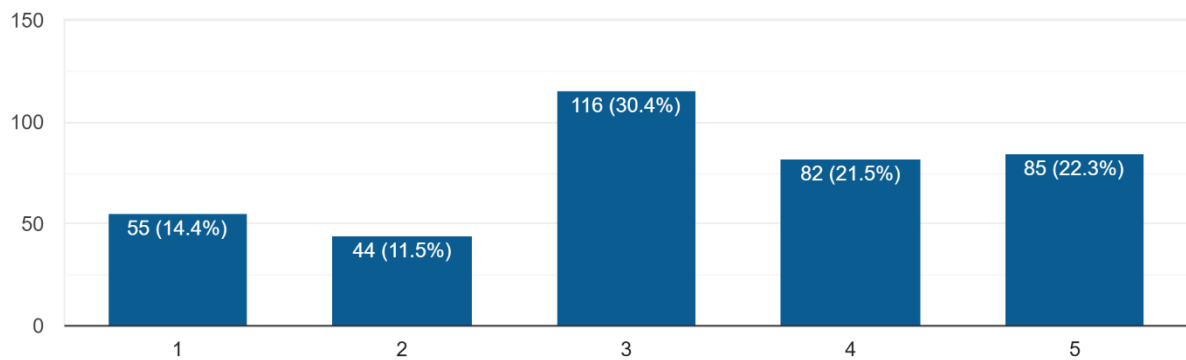
**Community - What community support/member engagement activities are important to you?**

Rating Scale:

1 = Not At All Important | 3 = Somewhat Important | 5 = Very Important

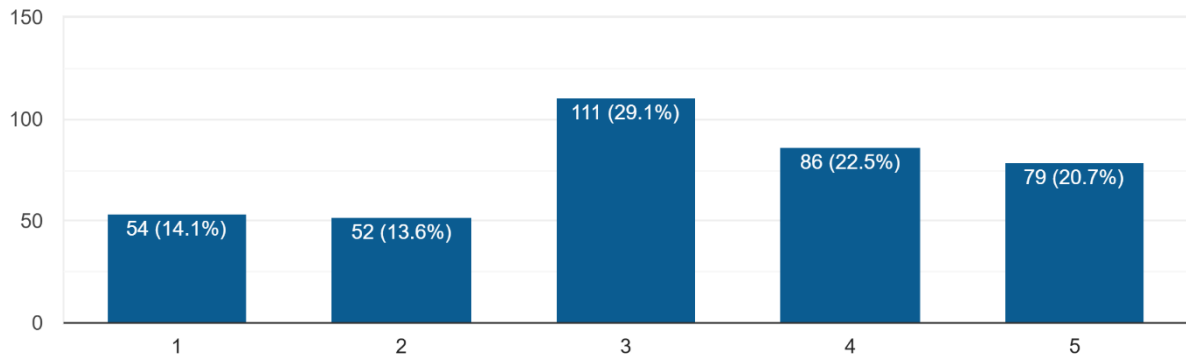
Providing Food, Activities, and Giveaways at the Annual Meeting

382 responses



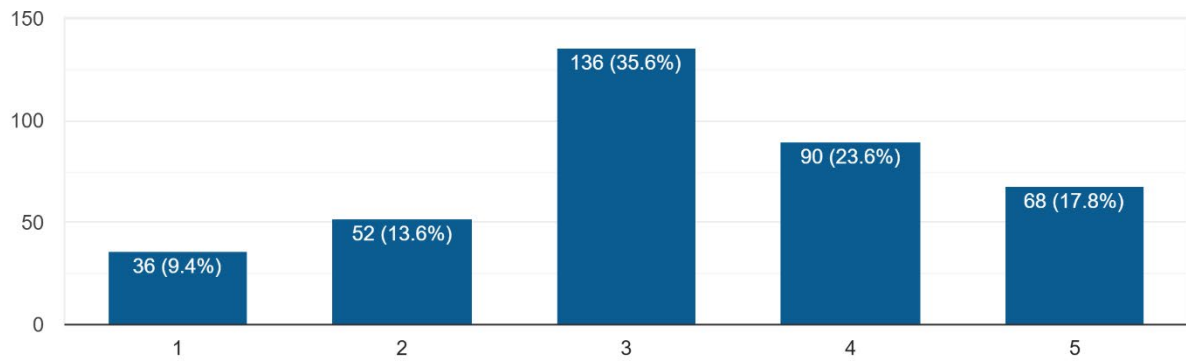
Activities and Giveaways During Co-op Month (i.e. Pick-Your-Own Pumpkin Patch Events, Free Meals, Youth Activities, Contests, Giveaways)

382 responses



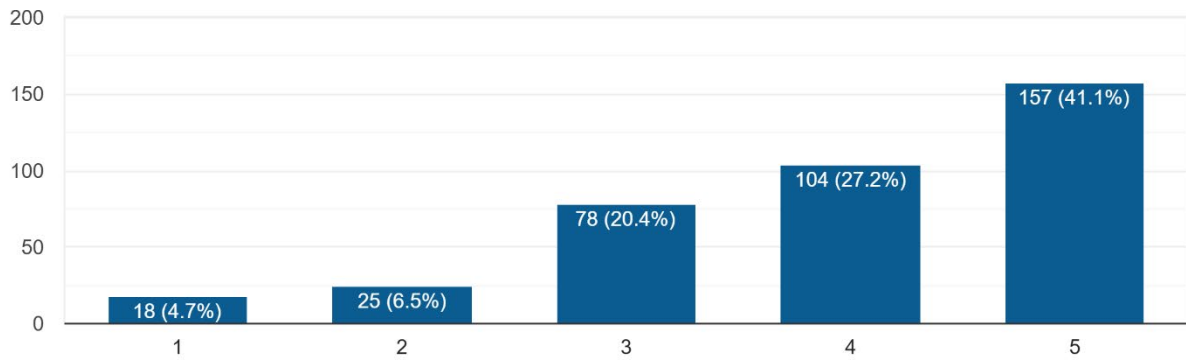
### Member Asset Tours

382 responses



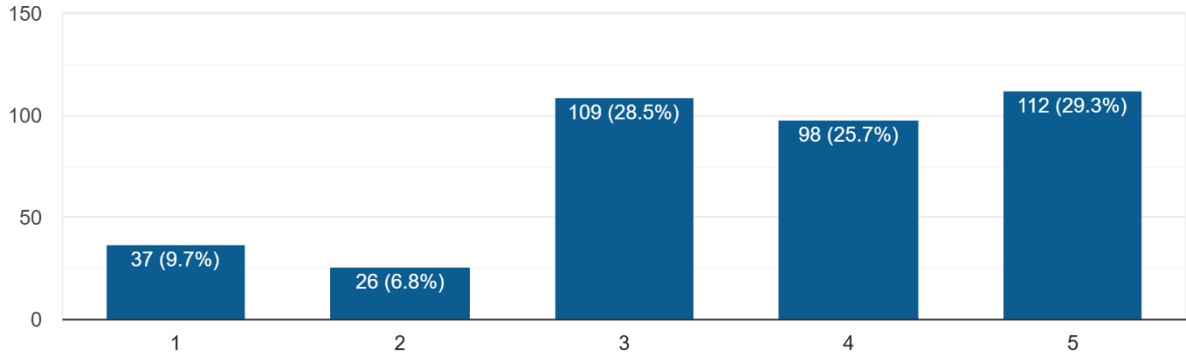
### Educational Scholarships

382 responses



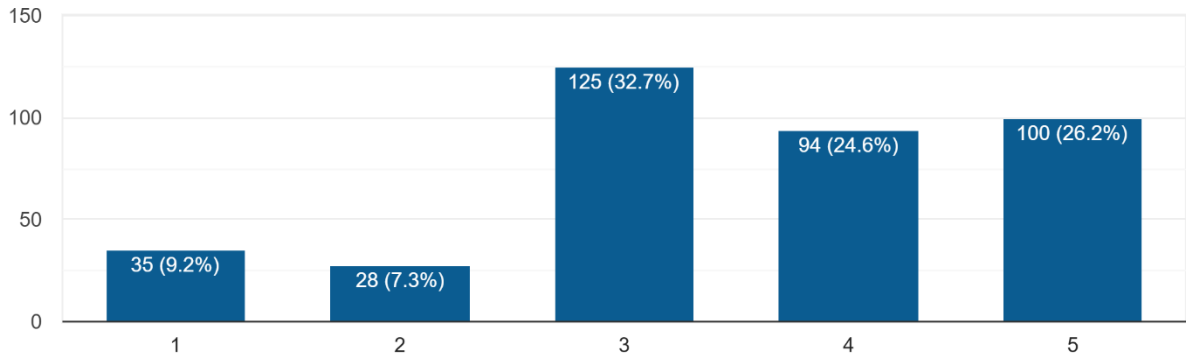
### Contributions to Nonprofit Programs

382 responses



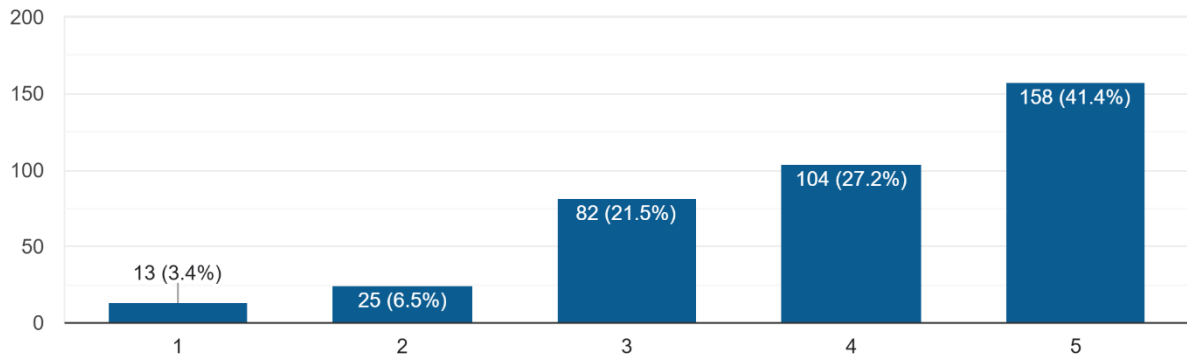
### Event Sponsorships and Donations

382 responses



### Participation in the Schools (ie. Live Demonstrations, Classroom Presentations, Training, Power Plant Tours)

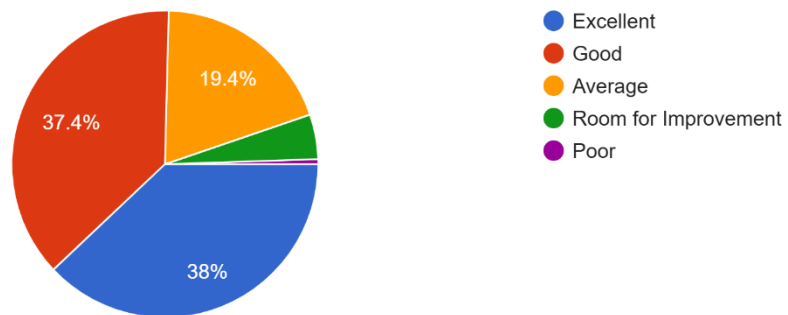
382 responses



## Communications

### Overall, how would you rate CVEA communications to the members?

382 responses



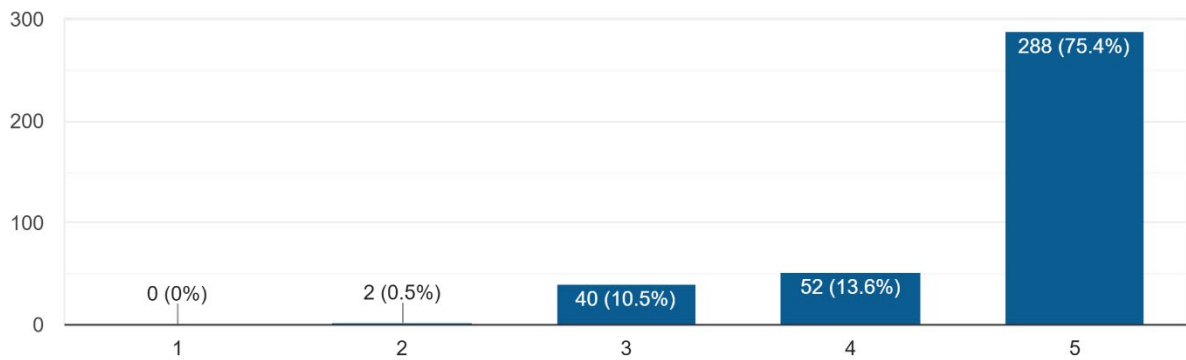
Please rate each of the following based on HOW IMPORTANT YOU FEEL IT IS FOR CVEA TO COMMUNICATE THE TOPIC TO THE MEMBERS.

### Rating Scale:

1 = Not At All Important | 3 = Somewhat Important | 5 = Very Important

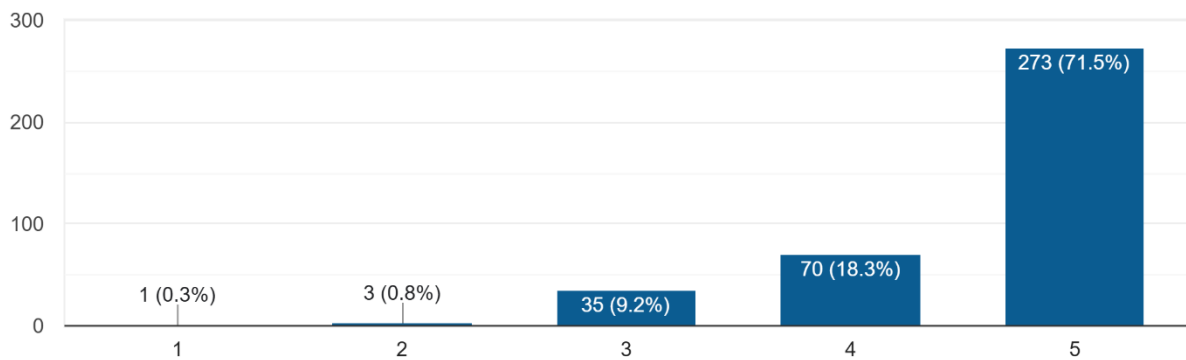
#### Rate Changes

382 responses



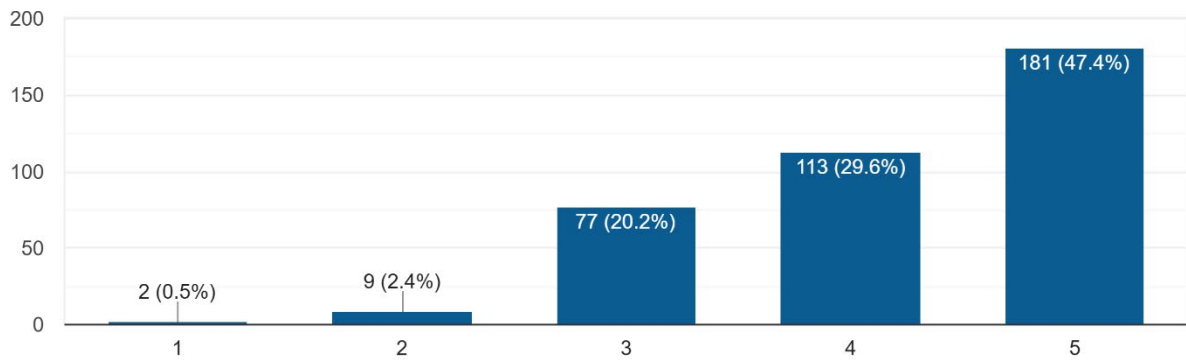
#### Real-Time Outage Information

382 responses



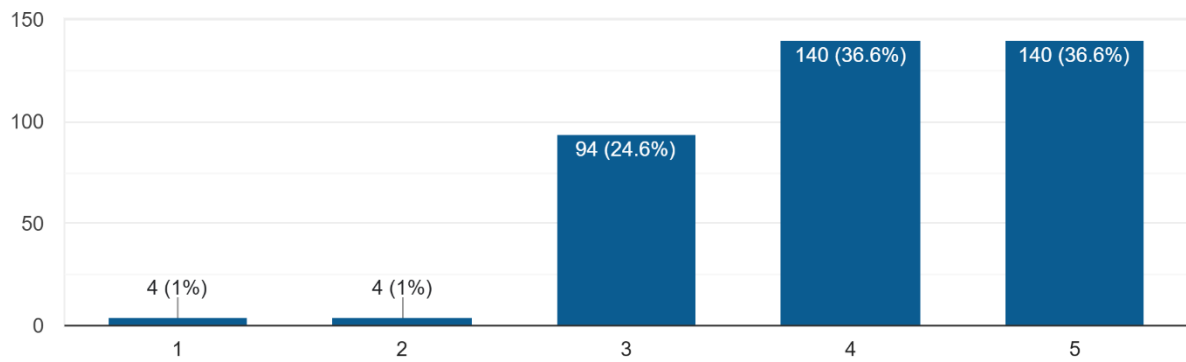
### Cause of Outage Information

382 responses



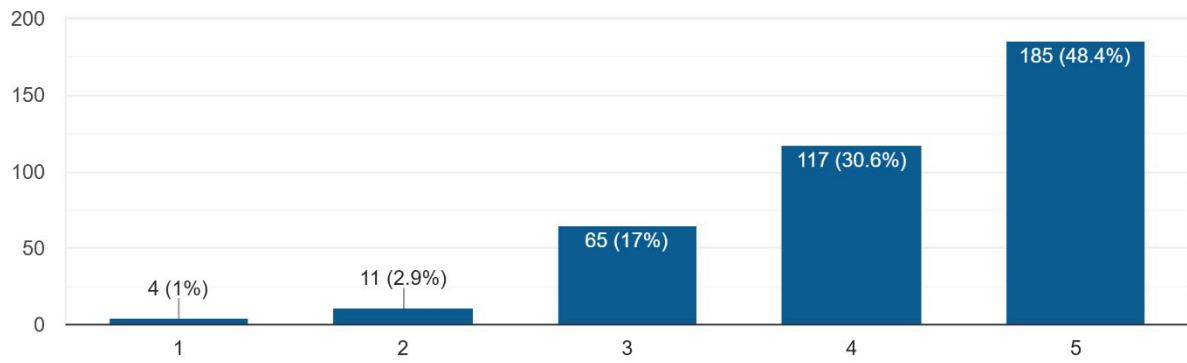
### Projects the Cooperative is Working On

382 responses



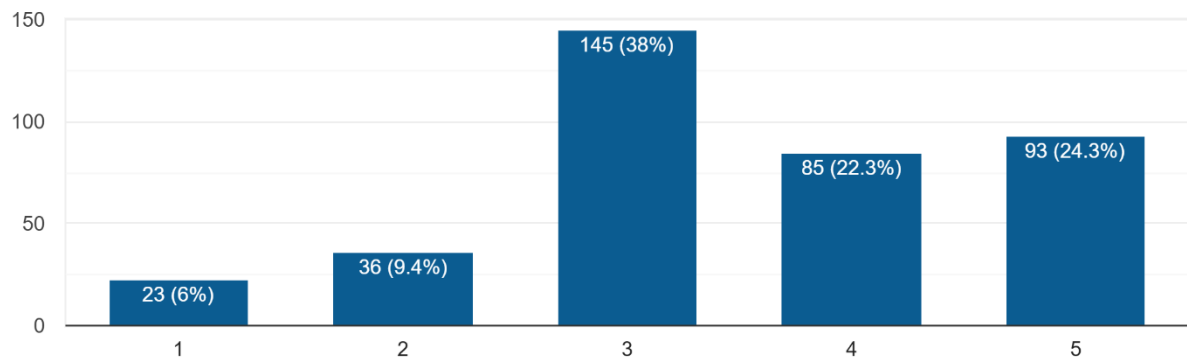
## Energy Efficiency

382 responses



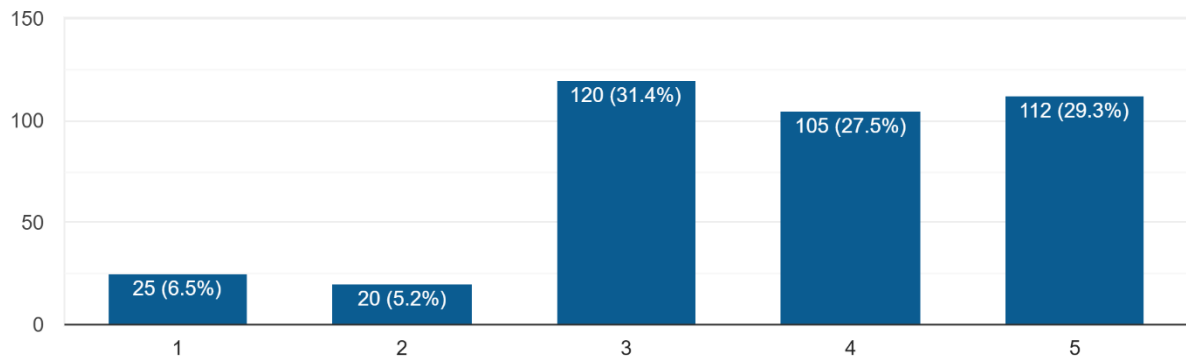
## Employee Highlights and Accomplishments

382 responses



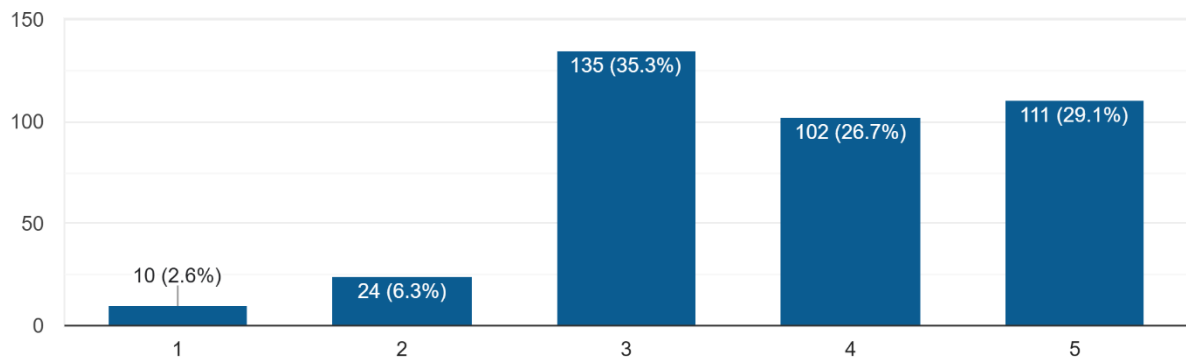
## Community Involvement and Activities

382 responses



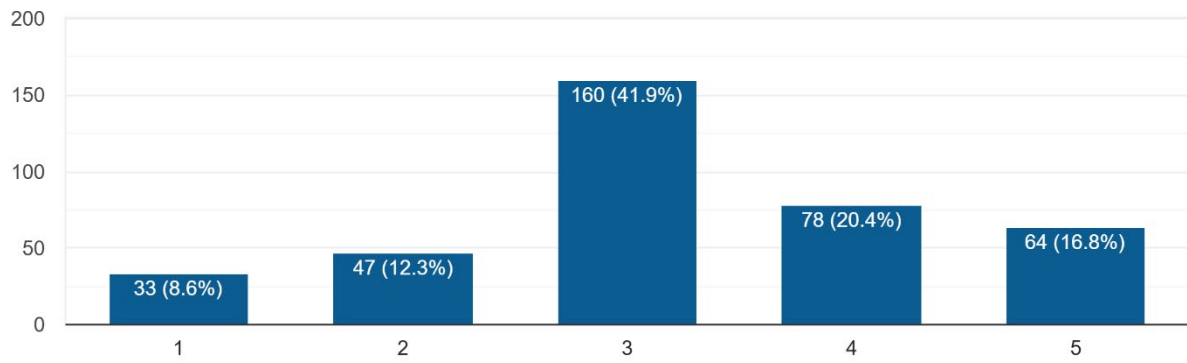
## Equipment Purchases

382 responses



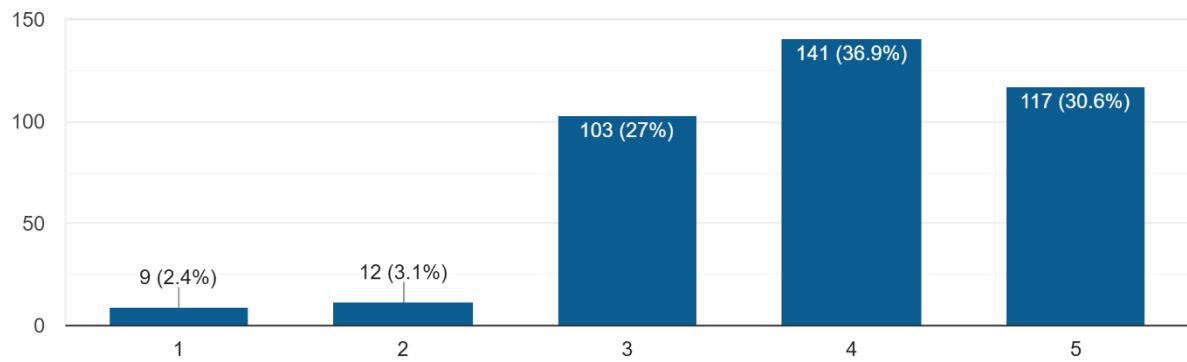
### Member and Business Spotlights

382 responses



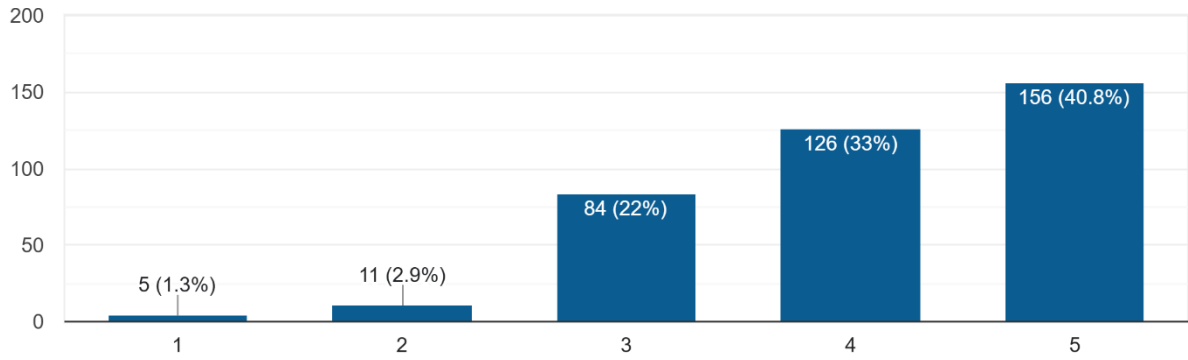
### New or Emerging Technology

382 responses



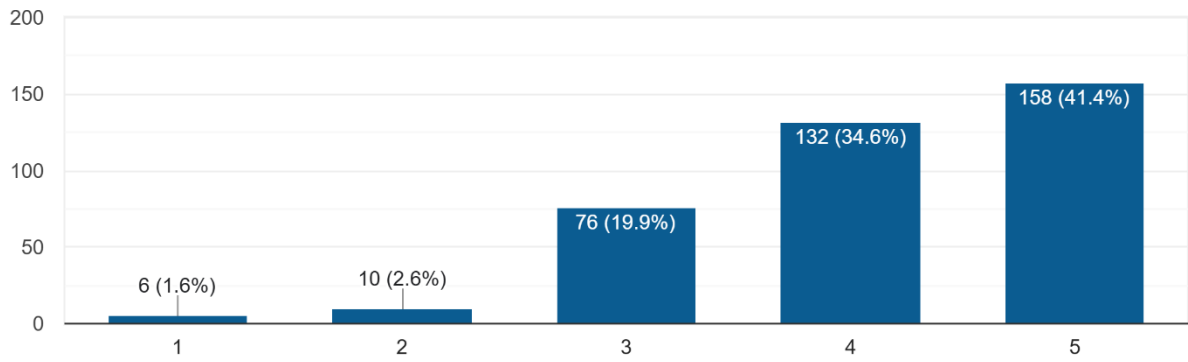
### Strategic Planning and Priorities

382 responses



### Construction; New or Expanding Service

382 responses



2025 Member Response: "Other Important Communication Topics"

1.	Receiving texting messages on updates/outages.
2.	just be open back on fridays
3.	Why are electricity is so expensive. Educate people on conservation with the incentive that if we all use less electricity the hydro will not run out and we would not have to burn turbine fuel.
4.	Reduce high electric costs
5.	Home Power Backup Options
6.	Basic energy and utilities classes n presentations in school
7.	Lable with "CVEA" logo's on all CVEA vehicles and equipment
8.	Education on ways to save energy at home.
9.	Who were the first CVEA board members and how many members signed up.
10.	More notice for planned outages. Email or phone call to businesses
11.	Geothermal
12.	Site visits
13.	Future resources for energy
14.	Any purchase over \$10,000 or any month spending goes over 1/12th of the annual budget and the justification.
15.	William F Smith
16.	Saving energy

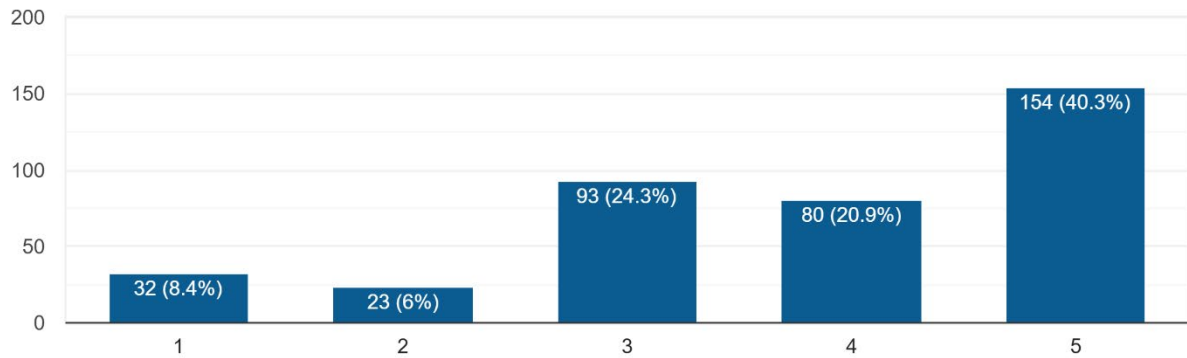
What are the most useful ways CVEA COULD COMMUNICATE WITH YOU ABOUT NON-OUTAGE INFORMATION RELATED TO YOUR ELECTRIC COOPERATIVE?

Rating Scale:

1 = Not Useful | 3 = Somewhat Useful | 5 = Very Useful

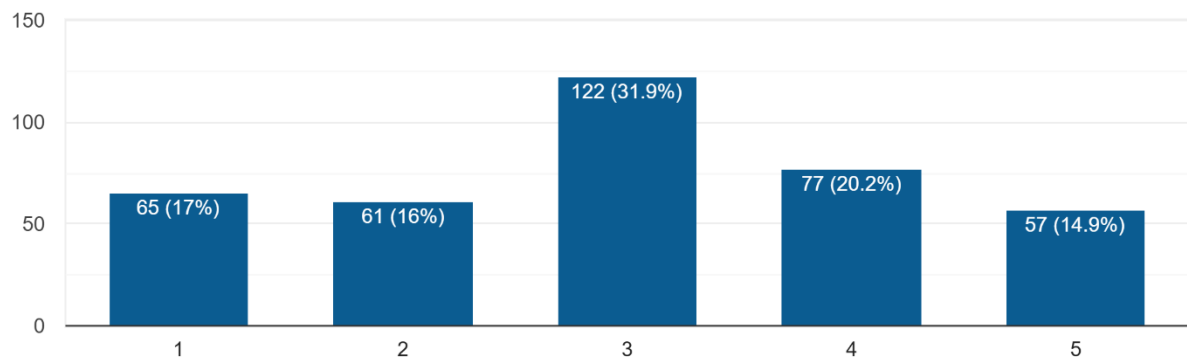
Email

382 responses



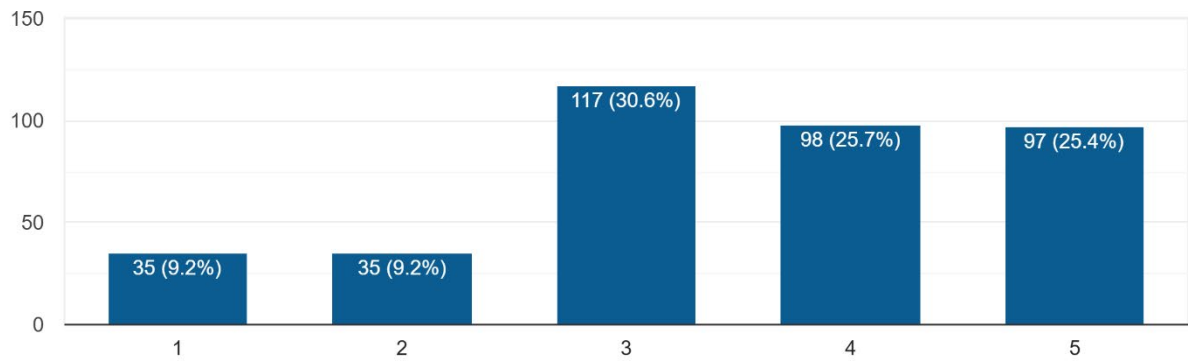
Letters or Postcards to Your Mailbox

382 responses



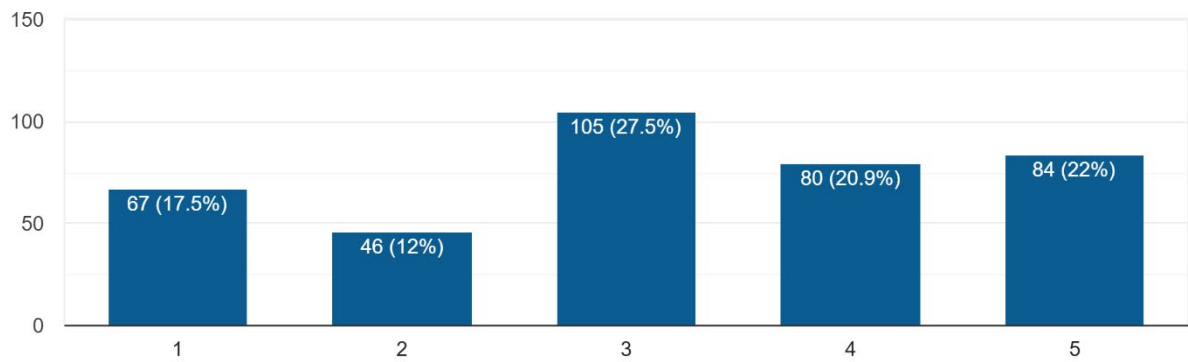
### Monthly Digital e-Newsletter

382 responses



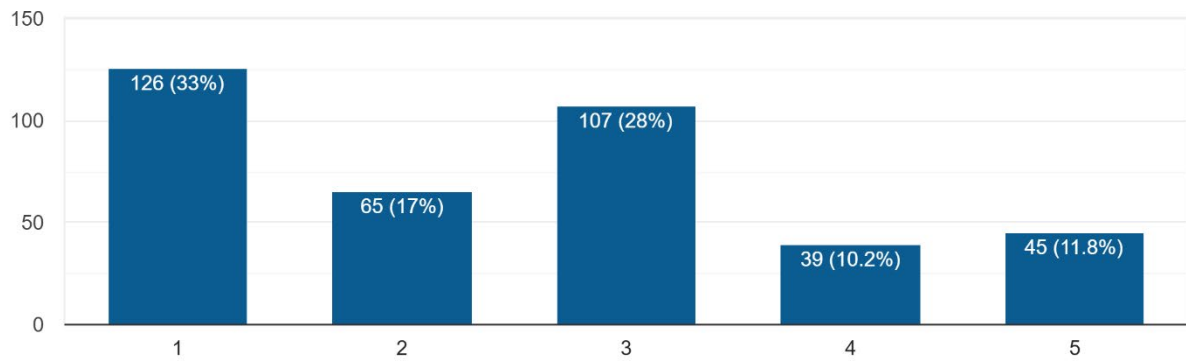
### Bill Inserts

382 responses



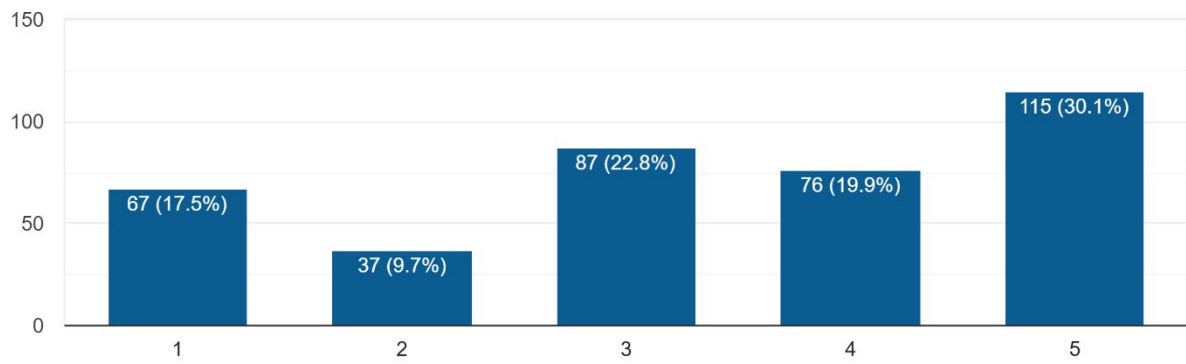
### Auto Telephone Messaging

382 responses



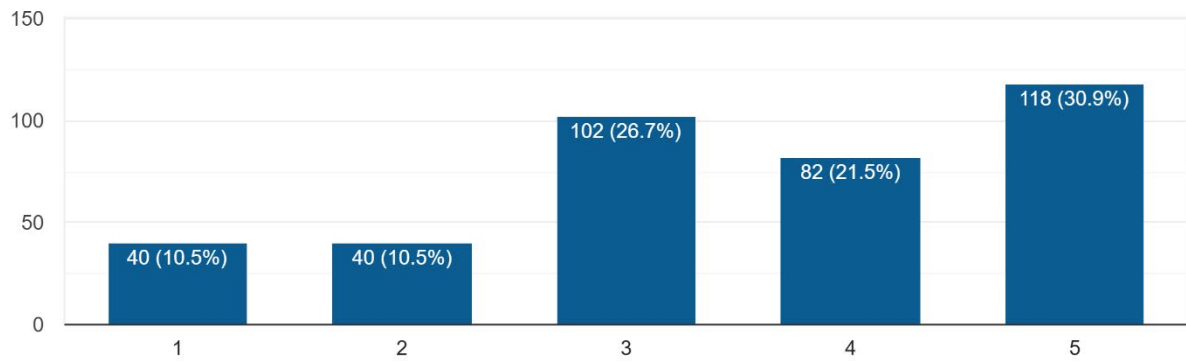
### Text Messaging

382 responses



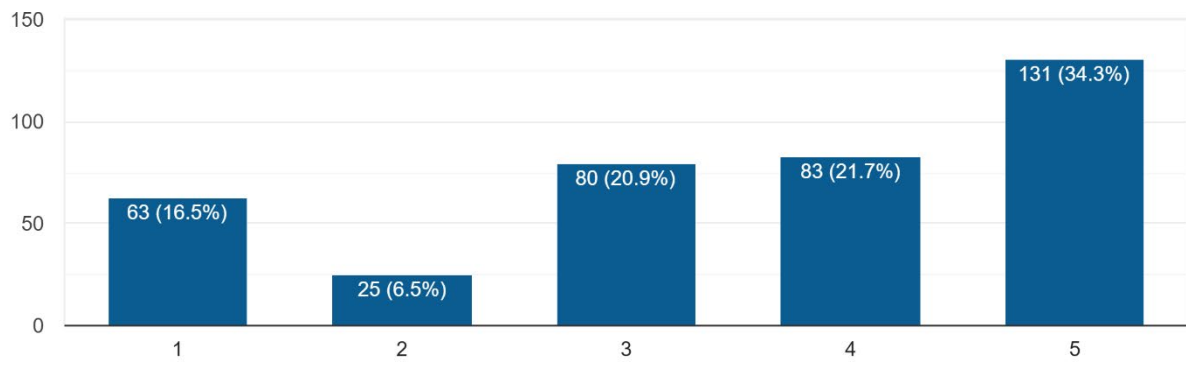
### CVEA Website

382 responses



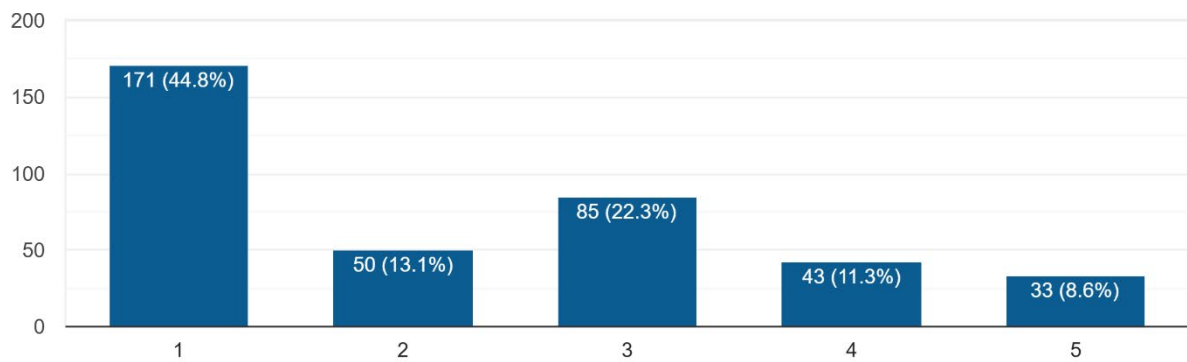
### Social Media (Facebook)

382 responses



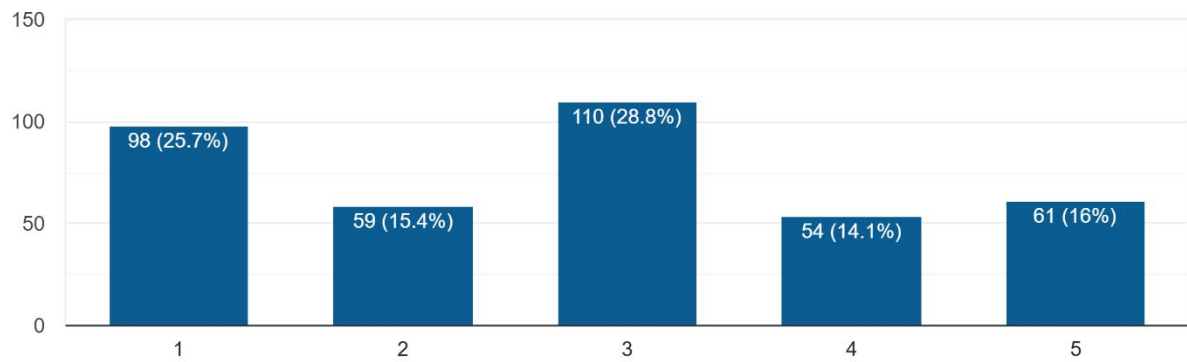
## Newspaper

382 responses



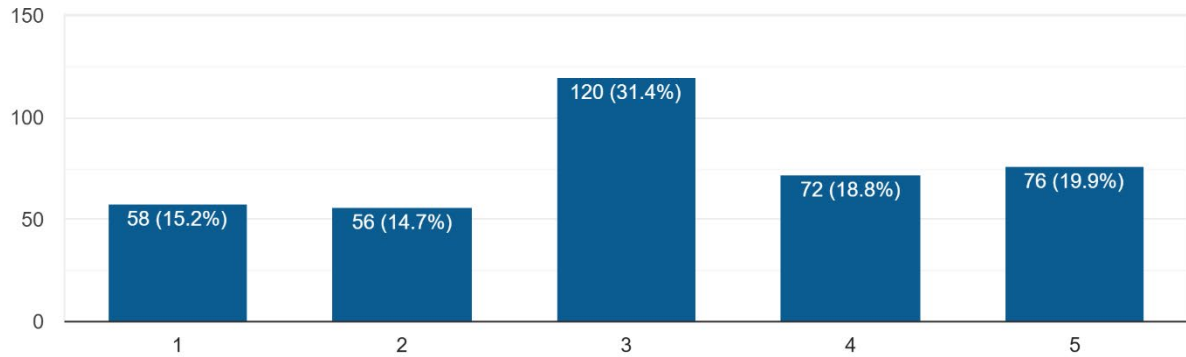
## Radio

382 responses



### In-Person Communications

382 responses



### 2025 Member Response: “Other Methods of Communication”

1.	We do miss the Ruralite and were some of the few who did read it regularly!
2.	You should not be on social media, that stuff is toxic for children.
3.	We need to retain quality employees, that contribute in a positive way to our diverse community
4.	Automatic texts or emails to people effected by power outages and their projected timeframe (if they were affected or near a radius then they only get messages)
5.	zoom meetings
6.	Meeting
7.	Instagram (X2)
8.	Smoke Signals (X2)
9.	I've lived without electricity, do not want to do that again. That makes me really appreciative of all that you do. Yhanks!
10.	Shut off Notices hand delivered to homes if not home then tape it really good on the door
11.	Digital Signage

## General Comments

### 2025 Member Response: “General Comments”

1.	You guys are doing an amazing job! Keep up the outstanding work!
2.	Please find a way to encourage new customers to come on the electrical system
3.	Thank you for your fine service
4.	Continue to work with our sister cooperative for the betterment of our communities. Thank you
5.	It would be nice to highlight your different teams in the coop. Put it out on facebook as a monthly newsbrief
6.	Thank you for your faithful service to the Co-op members and the community in general.
7.	Thank you for being proactive with the community
8.	It seems as though there have been more surges and outages this year, than in the past. Is this the case, or does it just seem like it?
9.	Information on how to become employed Example Information school youth what they need to study, have a degree or certificates to be eligible for employed, have a Mentor or Did you know, to have gainful empowerment to be able to hire Local Members, to get them interested in CVEA to get into these fields of work
10.	I appreciate the job you do and the way you support our community. When I look at other communities, I realize how excellent we have it here in the rural end of the road.
11.	please consider removing abandoned power poles in the service district, the old poles that were cut on dayville road look trashy
12.	We we’re told here a couple of years ago when we took a facilities tour here in Valdez that when the equipment was removed off of the power generating station there at the hatchery that the outages and power interruptions ( brown outs) would decrease. As far as I can tell this has / is not happening. Please explain what else is happening that is causing these frequent “brown outs”.
13.	CVEA already does a great job being consistent with communication in a variety of ways - via Facebook, on the website and at annual meetings. Please continue! Other businesses could make improvements by following your lead.
14.	Thank you for your service in responding to minimal outages and excellent customer service!!!
15.	Keep up the good work, keep working on reducing the cost of electricity in Valdez. We should consider ceasing to share our hydro with Glennallen.
16.	Thank you

17.	Very satisfied customer here.
18.	I don't mind the activities. I just think it could use work. At the last pumpkin patch there wasn't enough pumpkins to go around. Sure was a lot of landfill though like color sheets, stickers and dollar bin fidget toys. I like the picture booth.
19.	KEEP UP THE AMAZING WORK
20.	I appreciate the value of radio even though I have not used it in a decade thanks to MP3s and streaming.
21.	Your survey is way too long
22.	We support CVEA employees and appreciate the good work they do everyday.
23.	Be safe , Maintain electrical & generation equipment for reliability
24.	Thank you all for your hard work
25.	Thank you for all you do.
26.	You have a wonderful team
27.	Thank You for your services.
28.	Keep up the good work, when there is an outage
29.	Great reliability over the past winter! Kudos
30.	I really appreciate the cooperative, I know a lot of great people there who do amazing work. I like the parts of it that promote small town feel. I appreciate the events they support and the engagement with the community. I'm concerned it is becoming too big and wealthy and in need of finding extra maintenance projects or programs to send money too in order to justify the power rates and income instead of focusing on reducing our rates. Our power costs are a base tax on all business, commerce and residents, it is one of the key things that keeps Valdez from being competitive for more import/export/manufacturing opportunities. CVEA does a great job, but I'm worried they are too comfortable not being competitive on kW price. I know someone is OK lighting money on fire when they are paying seed media to do so many promotional videos. I know what they charge and I don't support cooperative funds being spent for a "production" add when a 2 minute phone video interview q/a with a few employees would provide a more meaningful insight and connection to residents. Your corporate comms are on point, I just think the organization is getting to "\$ big" without a reflective increase in value being provided to members. Lastly, I don't care about CVEA focusing on or spending more money on environmental stewardship. There are already regulations for that, so it seems like a smokescreen to increase the bureaucracy and create more projects, studies, etc. Thanks for all your hard work, I would happily support a project that reduced kW cost today.
31.	I appreciate the work you do and the good service.
32.	Cut dem trees on power lines
33.	CVEA has come along way since I got in Valdez. Less outages and better communications from the coop. You have a great team at present and keep up the work into the future.

34.	Nice that there were fewer outages this winter 2024-2025. Thanks!
35.	You all are doing an excellent job keep it up, thank you
36.	You guys are doing great, Thank you!
37.	Encourage Native employment in the field and employment in the office. And give them positive and encouraging environment in their work place. This survey is vague and I do not understand some of the questions. Ask to visit tribal meetings to give update on jobs and trainings. Reach out to Tribal Administrators and let them know that CVEA employees are willing to attend tribal meetings to provide information on jobs, trainings, and other information.
38.	Keep up the good service and communications with the members. I'm assuming owning property in the SA and having power available equals "resides" in the second question. We live more than half of the year out of the SA.
39.	Thank you for helping whenever the electricity went out especially during the wintertime.
40.	The members working at the front desk should have more training and be able to find there customer when they call in to pay there bill. So they are not told they don't have account.
41.	Better door prizes not free stuff that other companies gave out as door prizes.
42.	You all are amazing!
43.	Thank you
44.	Have concerns with all the "brown outages" we seem to have. I'm nervous about all my electronics. Just seems like we have a lot of outages at times. But I do appreciate quick open communication when it does happen.
45.	Add battery storage to minimize brownouts and add alternative (wind solar) energy. Look into tide energy in Valdez and geothermal energy in the gkenallen area.
46.	Long, confusing survey. Object should be to save money for Co-op by reducing unnecessary expenditures or workforce, similar to the US government and state.
47.	Keep up the good work. Please try to keep cost down. Thank you.
48.	I would like to have more efficient grid without the cost passed to the customers/members
49.	Appreciate all the hard work the crew does during a power outages no matter the weather.
50.	You all are doing a very good job 🙌👍
51.	Some people do not use social media where most of CVEA updates are posted. For instance, the project on the duck flats last month. It would have been helpful to have a notice in SmartHub or via email to bring this matter to customer attention.
52.	Some of these were hard to answer as I didn't know enough about the question to give a reliable, useful answer. I realize an "I don't know " answer can lead to a lot of that option being picked but it would not alter the accuracy of the other answers.
53.	Thanks for the juice!

54.	During this years annual meeting I realized you never bring your presentation down to the Kenny Lake School. It would be nice to show off your hard work and teach dangers and careers to all of the Copper Valley kids.
55.	Post (Credit) payments the very day they are received - No delays!
56.	Brown outs are devastating to electronics found in modern household equipment. I abandoned my nearly new energy efficient on-demand water heater after the second card burned up. After replacing the card on my double oven it has held up so far.
57.	Board members need terms.
58.	Thank you all for everything you do!
59.	Costs for electricity are atrocious.
60.	I think overall your staff does a great job of getting information out and representing your company.
61.	No computer. Thank you.
62.	Thanks to the workers when we do have power outages
63.	Keep up the awesome work in all departments in Valdez
64.	Great work keeping outages minimal and short duration all times of the year.
65.	Some of these questions I can't answer because I don't know, I've had no dealings with them. If you want a survey to be accurate, have an "I don't know" option.
66.	You guys are awesome!
67.	Thank you all .from the bottom of my heart you go above and beyond..