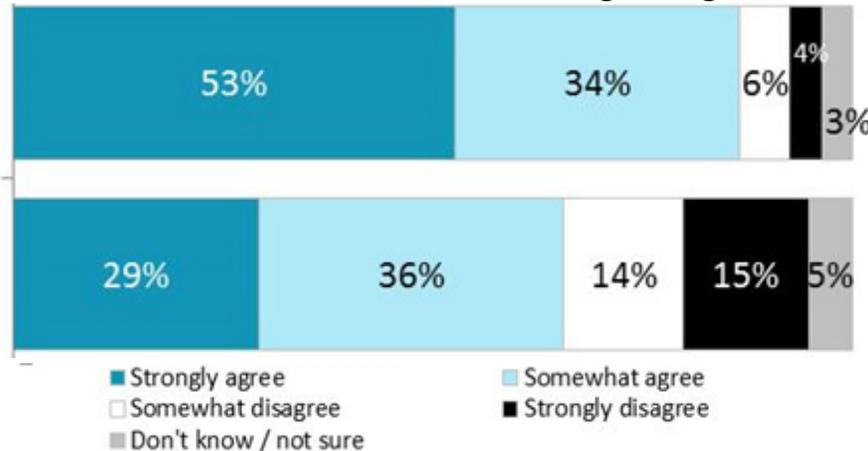




Member Satisfaction Survey Results

Final results are in from the Member Satisfaction Survey completed by Trend Research and we would like to thank everyone who participated. We completed a Member Satisfaction Survey because the group of disgruntled members who petitioned the government to undertake an inquiry suggested that the majority of the Tomahawk REA membership was unhappy with recent decisions by the Board and with the service they were receiving. **We are happy to report the documented fact is the majority of members are satisfied.** Following are some of the results to the survey questions.

Trend Research states: **“Tomahawk REA gets high marks for:**



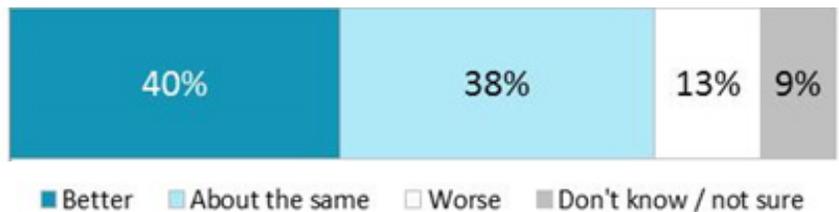
Providing reliable electricity service (87% agree, 10% disagree, 3% unsure); and

Keeping members informed about issues related to the rural power cooperative (65% agree, 29% disagree, 5% unsure).”

(Reference left)

Compared to two years ago, responses to those questions indicate there is general agreement that the quality of the following aspects of Tomahawk REA’s service have stayed the same: customer service, maintaining the electric distribution system, reliability of electricity service, and power outage response time. One subject where members are seeing improvement is:

✓ **The information they receive about their REA (38% about the same, 40% better, 13% worse, 19% unsure).** (Reference right)



However, one area that suggested improvement was communicating more specifically how the Tomahawk REA Board of Directors decisions are designed to maintain the long term sustainability of the REA and we are committed to improving on that.

Of note, the Society took exception to the survey and lodged a complaint with the Market Surveillance Administrator (MSA) regarding the release of contact information for the purpose of a survey despite our confirmation that Trend Research signed a confidentiality agreement. The MSA ruled the complaint did not warrant investigation. We believe the Society was concerned that survey results would be positive, which they were, rendering one of their claims for an inquiry unfounded but once again causing additional work for the REA.

Chair Commentary: Long Term Sustainability of the Tomahawk REA – Change of Distribution System Operators (DSO)

As a long-serving Director and your current Chair, I wanted to give you some perspective about the Board's decision to change DSO. By 2015 the Board felt that we were being held hostage by Fortis as our system operator. Until the groundbreaking concept of an Agreement for Cooperation and Joint Venture was introduced, Tomahawk REA had no choice – in actuality Fortis had a monopoly on distribution system servicing and they knew that. We were too small to self-operate – that would have required significant office expense and staffing increases to manage contractors and assume administrative responsibility for all the rules and regulations that a utility company must comply with.



We were never afforded a collaborative approach by Fortis to establish annual rates to meet the arbitrary work schedules Fortis presented to us. We were continually presented with final invoices that exceeded estimates. When concerns were expressed over costs, such as \$82.00 per hour PLUS expenses for consenting (*that is simply getting a signature for brushing permission*) those concerns fell on deaf ears.

We met with fellow REAs and began to realize our concerns were not unique and we truly felt that amalgamation with a self-operating REA, such as EQUUS, would allow members to remain part of an electric cooperative. We worked with Rural Utilities and proposed amalgamation to members. We followed the rules for amalgamation and felt a sound business case was presented. However members determined they did not want to lose their status as the Tomahawk REA and we have worked to position the REA. We developed a logo, have a new dedicated phone number (780.514.8732) and website (www.tomahawkrea.com), and produced a promotion banner for use at local events.

During the amalgamation process we were particularly concerned that Fortis did not abide by their contractual agreement with Tomahawk REA, specifically the clause not to interfere with the amalgamation process and were further shocked when they unethically used Tomahawk REA member contact information and robo-called members promoting themselves. Their total disregard for their contract with the Tomahawk REA left us with serious anxieties about the future of Tomahawk REA if they continued as our DSO.

To fulfill membership direction received at the Special General Meeting, we pursued an alternative with the Agreement for Cooperation and Joint Venture, ensured it was approved by Rural Utilities and made a decision that would guarantee the long term sustainability of your Tomahawk REA. As the elected Board of your cooperative, and in accordance with the power of directors' guidelines in the Rural Utilities Act, we made the decision to move from Fortis as our DSO in the absolute best interests of the REA and membership as a whole – recognizing that some members with friends or relatives working for Fortis and those wanting to sell might disagree.

But Tomahawk REA sustainability is in jeopardy – a small group of unhappy, pro-sale members are working to undermine your Tomahawk REA and push forward a vote to sell or return to Fortis.



If you want to retain your REA, let us know – call Clint (780.542.5799) or Wayne (780.727.4187) to learn how you can support Tomahawk REA's continued sustainability.

For power troubles or service requests, please contact EQUUS.

Toll-free: 1.888.627.4011
4804 - 41 Street (R.R. 21), Box 1178
Onoway, Alberta T0E 1V0
www.equs.ca



Tomahawk
Rural Electrification Association

Tomahawk REA inquiries:

Phone: 1.780.514.8732

Fax: 1.780.339.2212

Email: tomahawk.rea@gmail.com

Box 28, Tomahawk, Alberta T0E 2H0

www.tomahawkrea.com

All members are free to purchase electricity services through Tomahawk REA's regulated rate tariff or from a retailer of their choice. The delivery of electricity is not affected by your choice. If you change who you purchase electricity services from, you will continue receiving electricity from the Tomahawk REA. For a current list of retailers you may choose from, visit www.ucahelps.alberta.ca or call 310-4822 (toll-free in Alberta).