'Twas The Night Before Christmas &

Out On The Ranch

The pond was froze over & so was the branch.
The snow was piled up belly-deep to a mule.
The kids were all home on vacation from school,
And happier young folks you never did see-
Just all sprawled around a-watchin' TV.
Then suddenly, sometime around 8 o'clock,
There came a surprise that gave them a shock!
The power went off, the TV went dead!

When Grandpa came in from out in the shed
With an armload of wood, the house was all dark.
"Just what I expected," they heard him remark.
"Them power line wires must be down from the snow.
Seems sorter like times on the ranch long ago."
"I'll hunt up some candles," said Mom. "With their light,
And the fireplace, I reckon we'll make out all right."

The teen-agers all seemed enveloped in gloom.
Then Grandpa came back from a trip to his room,
Uncased his old fiddle & started to play
That old Christmas song about bells on a sleigh.
Mom started to sing, & first thing they knew
Both Pop & the kids were all singing it, too.
They sang Christmas carols, they sang "Holy Night,"
Their eyes all a-shine in the ruddy firelight.
They played some charades Mom recalled from her youth,
And Pop read a passage from God's Book of Truth.
The youngsters agreed 'twas a fine Christmas Eve.
Grandpa rose early, sometime before dawn;
And when the kids wakened, the power was on..
"The power company sure got the line repaired quick,"
Said Grandpa - & no one suspected his trick.
Last night, for the sake of some old-fashioned fun,
He had pulled the main switch - the old Son-of-a-Gun!

Merry Christmas & Happy New Year from the Board,
Management and Employees of your Co-op!

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This institution is an equal opportunity provider and employer.
Exceeding Expectations

There are a number of metrics for measuring the performance of a company. For some businesses increasing revenues and profits are major objectives. In our business we sometimes use KPIs, key performance indicators, to evaluate our company’s performance over a period of time. If a business could be likened to a machine, KPIs help us to determine if all the parts are working smoothly.

But there is another metric we value equally if not more, it’s the measurement or grade we hope to achieve in the eyes of our members. That grade that we strive for would have to be EEs, a grade that would signify we had attained the coveted “exceeds expectations” rating in those aspects of our performance that couldn’t be assigned a letter grade like an A or B.

At Columbus Electric, we strive for EEs, every single day. We don’t want to do only what you expect us to do-like provide affordable, safe and reliable electric service. We want to go farther and do better, like providing superior member service by offering programs that help you save time and money.

Our line crews provide the public face of our mission to exceed expectations. They routinely work in rough weather and put in long hours. But they do it gladly, because they care about doing an exceptional job for you.

We also have many people behind the scenes who make our Co-op the best it can be. Our customer service department works to make bill pay easier and more convenient with our smart hub apps and budget billing programs. They also work hard to make sure you have a positive and satisfying experience when you call our office for help.

We recently remodeled our front office, creating additional space, providing two customer service windows where previously we just had one. We also installed a kiosk bill payment station for improved customer service.

Another key component, vital to our success in providing quality service, is having effective governance through a committed Board of Directors, and this company is blessed with the finest. The board has several responsibilities, including hiring the General Manager. Directors also monitor the performance of management, including setting goals and objectives and measuring management’s results against them.

Last month we lost our Board President Edward Elbrock, who faithfully served the members of this Cooperative since 1979. He was a good friend to many and a tremendous force for good within our Cooperative. There is so much that could be said but I think it can be summarized in that, he was a good person that truly fit the definition of courage and character.

We’re committed to working hard to achieve those EEs from you every day…he wouldn’t have it any other way.

In Memoriam: Edward Elbrock