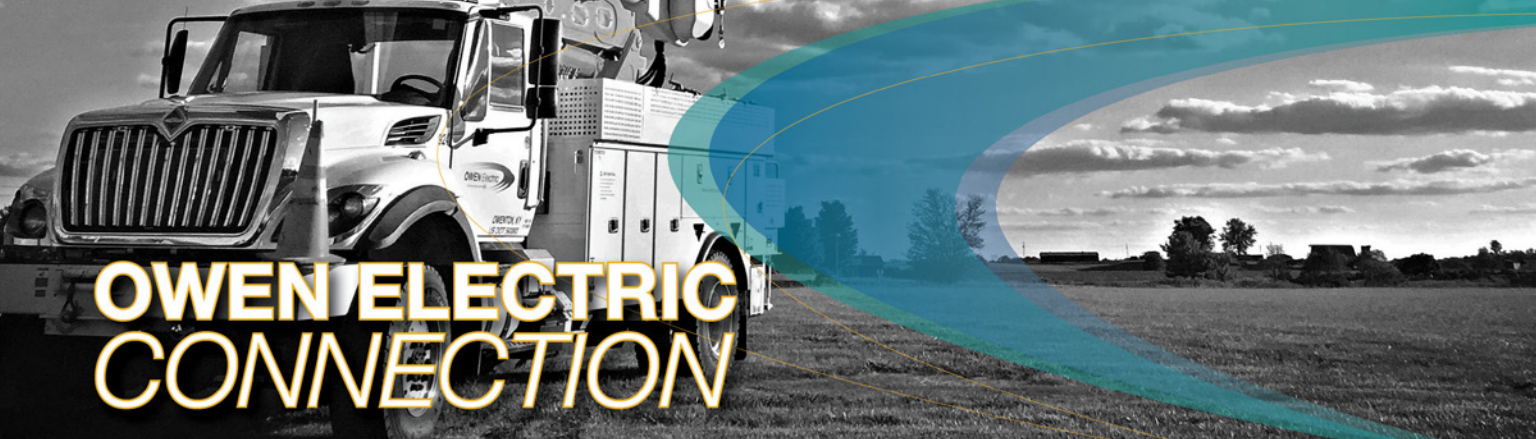




OWEN ELECTRIC CONNECTION

November 2025 • Owen Electric • A Touchstone Energy Cooperative

This Thanksgiving, we're grateful for your trust

Owen Electric earns top marks in member satisfaction

November is a time when many of us pause to reflect on what we're thankful for. At Owen Electric, that gratitude begins with you—our members. As a cooperative, we exist to serve you, not investors. That difference is important, and it's what guides every decision we make.

That commitment to putting members first is reflected in the way you've rated us. According to the score calculated through the proprietary methodology of the American Customer Satisfaction Index (ACSI), members continue to express their trust and confidence in Owen Electric.

Based on your feedback, the cooperative earned a score of 92 on a 100-point scale—its highest ACSI score ever—through a recent survey of its membership.

Each year, Owen Electric conducts a member satisfaction survey administered through a third party. Responses are then submitted to the ACSI for scoring. The ACSI measures customer satisfaction across approximately 400 companies in 10 different economic sectors.

Our 2025 ACSI score of 92 reflects the trust our members place in their

cooperative and the commitment our employees bring to serving them every day. As the energy industry continues to change, Owen Electric remains focused on reliability, innovation and personal service. This score demonstrates that our members recognize and value the cooperative difference.

This year's results place Owen Electric among the top-performing electric cooperatives nationwide participating in ACSI measurement for Touchstone Energy Cooperative program. By comparison, the most recent average ACSI scores earned by investor-owned utilities and municipal utilities in the syndicated 2025 Energy Utilities Study were 74 and 75, respectively.

I attribute Owen Electric's success to the "cooperative difference." We don't have shareholders—the people we serve are the people who own the cooperative. That unique relationship drives all of us at the co-op to enhance service, improve reliability and strengthen our communities. Our members' satisfaction is the most important measure of our success.

On behalf of our board of directors and employees, thank you for being part of Owen Electric. It's an honor to serve you, and we wish you and your family a safe, joyful and meaningful Thanksgiving.



Disclaimer: Compared to publicly measured energy utilities in the ACSI survey of customers rating their own energy utility. Results based on data provided by Owen Electric Cooperative, collected between September 8 and 29, 2025. ACSI did not regulate the survey administration or sample size. ACSI and its logo are registered trademarks of the American Customer Satisfaction Index LLC. For more about the ACSI, visit www.theacsi.org.



A Touchstone Energy® Cooperative

President and CEO
Michael Cobb



Remembering Frank Downing

When we think about “giants,” we may conjure up images of fictional characters or perhaps the legends we’ve observed in sports or in politics during the course of our lives. For many of us, giants are incredible individuals among us who had a major impact on our lives.

We are sad to share with you that our cooperative family lost one such giant in October. Frank Downing passed away on October 4, 2025, at the age of 96.

Downing served as Owen Electric’s general manager from 1979 to 2000. During that time, he led the cooperative through a pivotal period of change and growth. He guided the co-op with a steady hand into the 21st century.

In 1990, under Downing’s leadership, Owen Electric retired capital credits for the first time since its founding over 50 years prior. Every year since, the cooperative has continued the tradition and honored this cooperative principle by returning money to the members we serve.

In addition to representing the co-op in a variety of industry-related organizations, Downing was also intimately engaged with all the communities Owen Electric serves. He was a former director for both the Kentucky Chamber of Commerce and Northern Kentucky Chamber of Commerce, TriEd (now known as BeNKY) economic development agency, and chairman of the board for Northern Kentucky University. Even into his later years, Downing served as executive director of the Owen County Chamber of Commerce, where a scholarship fund still bears his name—a lasting tribute to his desire to better his community and provide lasting opportunities for youth.

We are truly grateful for Downing’s leadership, the example he set for us all and the life of service he led. Rest in peace, Mr. Downing, and thank you! Our thoughts and prayers are with his wonderful family. He will be missed.



DOWNING FAMILY ARCHIVE



Downing takes a moment to check in with fellow employees, clockwise from right, Morgan Chandler, construction superintendent; Nelson Popham, serviceman for Boone County; and Johnny Pruitt, construction superintendent for Owen Electric’s northernmost service territory. Photo: Owen Electric archive



Frank Downing, then Owen Electric’s president and CEO, visits with Wilbur “Nub” Marksberry, a former serviceman for Grant County. Photo: Owen Electric archive

Honoring Owen Electric's veterans

William Clark

Service Planner, Owen Electric

1991–1995, United States Marine Corps
Parachute Rigger/
Heavy Drop Specialist

2001–2004, Navy
Seabees Equipment
Operator 2nd Class
(E-5)



WHITNEY DUVAL

James McCane

System Operator, Owen Electric

CE2 (SCW), United States Army

Operation Iraqi
Freedom

Operation Enduring
Freedom



WHITNEY DUVAL

Brandon Day

Service Planner, Owen Electric

Sgt. (E-5), United States Marine Corps

Operation Iraqi
Freedom

Operation Enduring
Freedom

Global War on
Terrorism



WHITNEY DUVAL



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TIPS FOR AN ENERGY EFFICIENT *Thanksgiving*

Kitchen and cooking:

- Cook smart: Use lids on pots, match pan size to burner and avoid opening the oven unnecessarily.
- Cook in glass/ceramic: These materials retain heat longer than metal pans, saving energy.
- Batch cook: Make multiple dishes at once to save oven energy.
- Microwave and toaster oven: Use for small items instead of heating the full oven.
- Use slow cookers and pressure cookers: They use less energy than the stove or oven.
- Cover hot dishes: This keeps food warm without reheating.
- Defrost ahead: Thaw turkey and other foods in the fridge, not the microwave, to save energy.

Appliances and electricity:

- Dishwasher efficiency: Only run full loads and use energy-saving or air-dry settings.
- Refrigerator tips: Keep it full (but not overcrowded) and ensure door seals are tight.
- Smart plugs/timers: Schedule lights, coffee makers or other devices to turn off automatically.
- Use smaller appliances for reheating: Electric kettles, toaster ovens or microwaves use less energy than the full oven.

CHACHI FLORESCANVA PRO

Owen Electric offices will be closed on Thursday, November 27, and Friday, November 28, in observance of the Thanksgiving holiday.

For outages and emergencies, please call (800) 372-7612.