TCEC TRI-COUNTY ELECTRIC COOPERATIVE, INC.
Your Touchstone Energy® Cooperative

November 2026

TRICOUNTYCOOP.COM

HI-LITES

Thank You for Giving Us High Marks!

Tri-County Electric Cooperative completed its annual member-wide customer satisfaction survey, where over 250 members were asked to participate. The member responses were sent to the American Customer Satisfaction Index (ACSI®), a company that measures customer satisfaction across multiple industries throughout the entire United States.



For 2026, Tri-County Electric Cooperative received an ACSI score of 89, on a 100-point scale. TCEC's score is higher when compared to publicly measured electric investor-owned utility scores and municipal utility scores reported in the syndicated 2026 ACSI Energy Utility Study and places TCEC Cooperative 17 points higher than the average electric investor-owned utility score municipal utility score of 72, as well as 15 points higher than the municipal utilities score of 74, per the industry ratings.

We sincerely thank our members for taking the time to share their feedback. An 89 is a score we are extremely proud of, but more importantly, it reflects the relationships we have built with the members we serve. Your feedback helps us recognize what we are doing well and where we can continue to improve. Thank you for allowing us to serve you — we are proud to be your local, member-owned electric cooperative.

For more information, please visit https://theacsi.org/industries/energy/energy-utilities

1 Compared to publicly measured energy utilities in the ACSI® survey of customers rating their own energy utility. Results based on data provided by Tri-County Electric Cooperative, collected in April 2026. 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.

Mt. Vernon Office
3906 Broadway
Mt. Vernon, IL 62864
Monday - Friday
7:30 a.m. - 4:30 p.m.

Salem Office
1631 E Main St.
Salem, IL 62881
Tuesday - Thursday
7:30 a.m. - 4:30 p.m.
Closed: 12:00 p.m. - 1:00 p.m.

BOARD OF DIRECTORS
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Phone: (618) 244-5151
Toll-Free: (800) 244-5151
Pay-by-Phone: (844) 968-1991



TIPS TO AVOID ENERGY SCAMS

Stay alert for fraudulent utility calls. Scammers can spoof caller ID to make a phone call appear to come from your electric utility—even when it doesn't. They may threaten disconnection, demand immediate payment or ask for personal information. Don't rely on caller ID alone to verify a caller's identity. If you receive a suspicious call, hang up and contact your utility using the phone number printed on your bill or listed on the official website.

Source: FTC





Mascot Pecans Have Arrived!

IN STOCK:

16 oz. Mammoth Pecan Halves **$10.75**
16 oz. Medium Pecan Pieces **$10.50**

OTHER NUTS COMING IN NOVEMBER:
Roasted & Salted Jumbo Cashews, Pecan Logs, Pecan Caramel Clusters, and Chocolate Covered Pecans.

Nuts are available, while supplies last, during regular business hours at both office locations of the cooperative.

Funds from the Mascot Pecan Fundraiser are donated to community organizations that serve the members of TCEC.

Cooperative offices will be closed on:
Nov. 11th - Veteran's Day
Thank you for your service, Veterans!
Nov. 26th - 27th Thanksgiving
Have a safe and Happy Thanksgiving!

Apple Cider Glazed Pork Tenderloin with Mashed Sweet Potatoes

Ingredients

1.5 lb. pork tenderloin
1 cup apple cider
2 Tbsp. Dijon Mustard
2 Tbsp. Brown Sugar
1 tsp. salt
1/2 tsp. black pepper
2 Tbsp. olive oil
2 large sweet potatoes
1/4 cup milk
2 Tbsp. butter
1/2 tsp. cinnamon

Directions

1. Preheat oven to 400°.
2. Mix apple cider, mustard, brown sugar, salt, and pepper to create a glaze.
3. Heat olive oil in a skillet over medium-high heat and sear the pork tenderloin on all sides until browned.
4. Transfer the pork to a baking dish and brush with the apple cider glaze.
5. Bake in preheated oven for 25-30 minutes or until the internal temperature reaches 145°.
6. While the pork is baking, peel and chop the sweet potatoes, then boil them until tender.
7. Drain the sweet potatoes and mash with milk, butter, and cinnamon until smooth.
8. Serve the pork with sweet potato mash and drizzle with remaining glaze.

Thinking About Plug-In Solar?



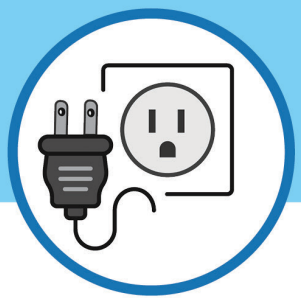
Looks Simple

Plug-in solar systems are marketed as DIY products that plug into a standard wall outlet to help reduce your electric bill.

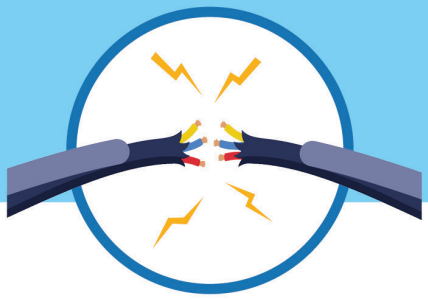
What You Should Know

Plug-in solar systems may look simple, but they come with important safety and financial considerations.

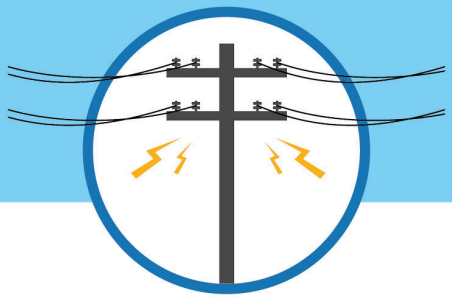
Important Considerations Before You Buy:



1. Your home's electrical wiring may not be suitable for plug-in solar. Systems must be connected to a GFCI outlet on a dedicated circuit.



2. Improper installation or use may overheat wiring causing shock or fire hazards.



3. Electricity can flow back onto power lines if the panels aren't properly managed, creating dangerous shock hazards for lineworkers.



4. Solar panels continue producing electricity in sunlight. An unplugged system could still be energized.



5. Plug-in solar systems do not require professional installation, making it important to keep safety in mind.



6. Plug-in solar systems can cost $500-$1,000+ but may only save 40-80 cents per day, depending on conditions.

POWERING YOUR FUTURE



20 SCHOLARSHIPS
$3,000 EACH

The electric cooperatives of Illinois are proud to offer scholarships to deserving students in our co-op family. Whether you're a high school senior planning to attend college or interested in a career as a lineworker, there's a scholarship opportunity for you.

Applications are now open for the 2027 Illinois Electric Cooperatives Memorial Scholarships. Apply by December 31, 2026, for most scholarships, or by April 30, 2027, for the lineworker scholarship. Scan the QR code or go to https://bit.ly/IECScholarships for more details.

IEC MEMORIAL SCHOLARSHIPS