

## FOR IMMEDIATE RELEASE

### Members Give Grand Valley Power High Marks in Customer Satisfaction Surveys

GRAND JUNCTION, COLO. - (March 22, 2018) – Results from the 2017 Member Satisfaction Survey, conducted by Grand Valley Power throughout the year, resulted in an overall average rating of 4.8 (out of 5) across all department interactions.

“Member satisfaction is paramount,” stated Tom Walch, Chief Executive Officer of Grand Valley Power, “As a member-owned cooperative, we seek to find the best ways to serve our communities, and through survey’s like this we can determine where we need improvements.”

Surveys are sent to members depending on their interactions with our different departments. Results are tallied below on a five-point scale with five as the best service and one as poor service.

#### **Engineering Department**

- Average rating: 4.93

#### **Operations Department**

- Average rating: 5

#### **Member Services**

- Average rating: 4.72

#### **Overall Score: 4.8**

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#### ***About Grand Valley Power***

Organized in 1936, Grand Valley Power is the first rural electric cooperative in Colorado. Serving over 17,000 customers within the Mesa County area, Grand Valley Power is dedicated to empowering lives with hometown service with safe, affordable, reliable electricity. For more information, visit [gvp.org](http://gvp.org).