



Your Touchstone Energy® Cooperative 

# Hi-Lites



## The Remodel is Complete!

**Marcia Scott**  
*General Manager*

Your Mt. Vernon office location was constructed in 1953. At that time, it was built on the former outskirts of town. Fast forward 68 years and you will see that while we have aged, the integrity of the building remains strong.

Your Board of Directors discussed the condition of our current facility for quite some time. They toured other cooperative facilities - both new construction and remodeled. A study was completed by Cooperative Building Solutions that included an inspection of our current building, a needs assessment, and cost estimates for a new facility and a remodel

of the current facility. Following further deliberation by the Board, it was decided a remodel was the prudent decision.

The decision to remodel the building was unveiled during the early planning stages in May 2020. Asbestos abatement took place in June and July on the oldest part of the building, followed by phase one demolition and construction.

During asbestos abatement, our office temporarily moved to a location that we purchased at 53 Crownview. Once phase one was completed, employees moved back to the headquarter office.

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### MISSION STATEMENT

To safely provide our member-owners with reliable electric service, superior customer service, and practical energy solutions, all at reasonable prices.

3906 Broadway  
Mt. Vernon, IL 62864

618-244-5151  
Toll-Free: 800-244-5151  
Fax: 618-244-1496  
Pay by phone:  
855-385-9902

**Mt. Vernon**  
Office Hours  
Monday - Friday  
7:30 a.m. - 4:30 p.m.

**Salem**  
Office Hours  
Tuesday - Thursday  
7:30 a.m. - 4:30 p.m.  
(Closed 12 p.m. - 1 p.m.)

### BOARD OF DIRECTORS

*President*

Greg Vieira - Salem

*Vice-President*

Donnie Laird - Waltonville

*Secretary/Treasurer*

Sam Phillips - Salem

Tom Beyers - Odin  
Phil Carson - Oakdale  
Doug Knolhoff - Hoyleton  
Larry Manning - Belle Rive  
Rick Russell - Richview  
Kathy Withers - Mt. Vernon

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After employees vacated the temporary office building, it was demolished to make a way for the new truck entrance and employee parking lot.

Without a temporary office location, employees that work on the phase two portion of the building were relocated to various areas such as the garage, lineman showup room, multipurpose room, and member consult rooms until the remodel was completed.

It is with much anticipated excitement that we are able to announce that the remodel of your Mt. Vernon location is finished. Throughout the remodel and COVID-19 mandates, we have managed to maintain operations. It has not been an easy year but we have made the best of it. We thank our membership for bearing with us during the office transition. I also commend our employees for their flexibility.



**Operations Department Data Center**

*The data center consists of four screens that will provide essential information for our operations department. Integrating with our mapping system, operations is able to view our system as well as pinpoint trucks that are in the vicinity. This area will also serve as our war room during storms and outages.*



*Engineering Department*



## Contact Us First

Recently, we were contacted by a member of the cooperative to inform us that a solar company reached out stating that Tri-County Electric Cooperative is pushing members to install solar. This is to inform members that we are not 'pushing' anyone in matters of personal home energy decisions.

Renewable generation installation is a personal choice that is to be decided by the homeowner based upon their interests and perceived rate of return.

As a reminder, if you do wish to install solar or any other forms of renewable energy generation, please contact the cooperative as soon as possible so that we may assist you in providing all of the information that you will need to make an informed decision.



*The employee parking lot and new entrance/exit for our linemen has been poured. Trucks will now be able to access the stoplight without driving in front of the main entrance of the building.*



*Broadway Signage Before*



*Broadway Signage After*



# SMART COMMUNICATION



## You have something to share? We are all ears.

SmartHub goes beyond bill payments and usage tracking. This online and mobile app is also a powerful communication tool.

Report service interruptions and route account inquiries on the go. Be in the know with alerts for service work, news, promotions and events.

...All in the palm of your hand and online.

**SMART MANAGEMENT. SMART LIFE. SMARTHUB.**