

## TOUCHSTONE ENERGY

### What is Touchstone Energy?

- An alliance of more than 700 cooperatives in 46 states that collectively deliver power and energy solutions to more than 40 million customers every day. In North Carolina, Touchstone Energy cooperatives serve approximately 2.5 million people.
- A high standard of service to all customers — residential, commercial, industrial and agricultural.
- A brand initiative that communicates electric cooperatives' unique values of:
  - Integrity
  - Accountability
  - Innovation
  - Commitment to Community

### Electric cooperatives are...

- Private, independent electric utility businesses
- Incorporated under the laws of the states in which they operate
- Established to provide at-cost electric service
- Owned by the consumers they serve
- Governed by a board of directors elected from the membership, which sets policies and procedures that are implemented by the cooperatives' professional staff

### Cooperative Facts

- Most electric co-ops are distribution cooperatives that deliver electricity to the consumer. Some are generation and transmission cooperatives (G&Ts) that both generate and transmit electricity to meet the power needs of distribution cooperatives.
- In addition to electric service, many electric cooperatives are involved in community development and revitalization projects, e.g., small business development and jobs creation, improvement of water and sewer systems, and assistance in delivery of health care and educational services.

### What Makes Cooperatives Different?

- Cooperatives are operated to provide at-cost electric service to their members, while investor-owned utilities operate to maximize profit for the shareholders.
- An electric cooperative's net margin above expenses and reserves does not belong to the utility; it belongs to the individual members of the cooperative. The margins must either be used to improve or maintain operations or be distributed to the cooperative's members.