



SECO NEWS

FEBRUARY/MARCH 2025



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SECO's system improvement projects include new substations and upgrades to existing infrastructure to increase capacity and serve members reliably.

WYNN'S WIRE

Strengthening Rural Communities

DEAR MEMBER,

The United Nations has proclaimed 2025 the "International Year of Cooperatives," recognizing how cooperatives support local economies and community development. Guided by the principle of Concern for Community, SECO Energy focuses on improving the lives of our members across Citrus, Hernando, Lake, Levy, Marion, Pasco, and Sumter Counties.

This past year, SECO Energy explored community solar and microgrids to improve energy resilience and sustainability, particularly in rural areas. We held a series of meetings with local officials and key community leaders to identify ways to enhance life in Central Florida, resulting in the formation of a committee to address community needs and plan future projects that will directly benefit our rural communities.

As your trusted community partner, we've begun replacing older high-pressure sodium (HPS) area lights with LED communal lighting to improve energy efficiency and safety. At the same time, we've continued to convert overhead power lines to underground construction that helps reduce weather-related disruptions in electric service. We have completed system improvement projects

across the service area, including new substations and upgrades that increase capacity at some of our existing substations. Our Expansion and Improvement Plan continues to move forward to ensure services remain reliable and sustainable to meet the ever-increasing demand for safe and affordable energy.

Through educational opportunities and community programs like Youth Tour and scholarships for high school students, we hope to inspire the next generation to pursue careers in the energy industry, contributing to a future of safe, efficient, and innovative energy solutions to strengthen our communities.

Sincerely,

Curtis Wynn

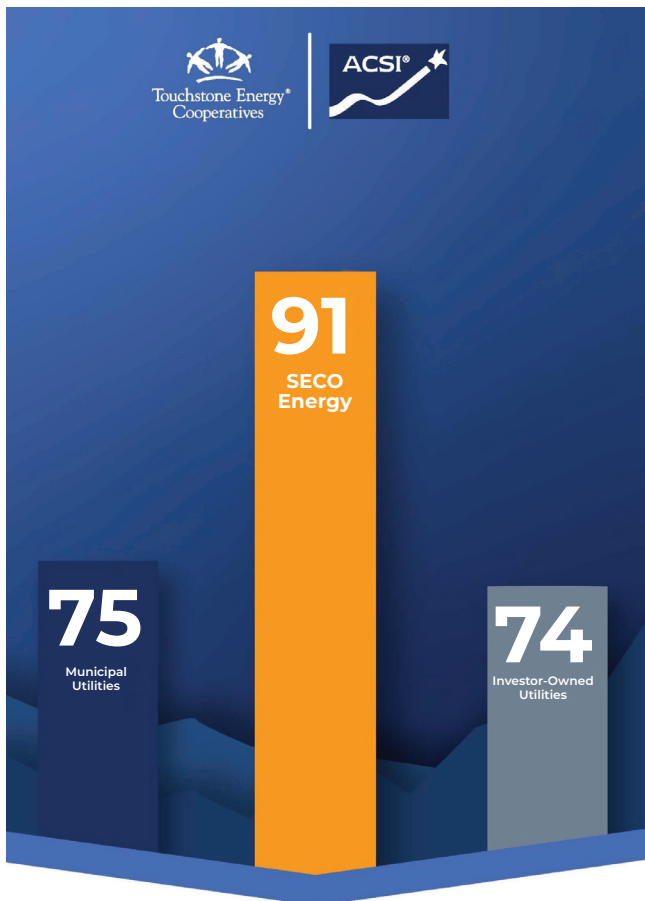
CURTIS WYNN
CHIEF EXECUTIVE OFFICER



As of January 27, 2025, SECO Energy's **Pay By Phone** number has changed to (855) 938-3432.

SECO Energy Achieves Impressive ACSI® Score of 91 for 2024

SECO Energy completed its annual member-wide customer satisfaction survey, where over 1,200 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 2024, SECO Energy received an ACSI score of 91 on a 100-point scale.^[1]



SECO Energy's score is higher when compared to publicly measured investor-owned utility scores and municipal utility scores reported in the syndicated 2024 ACSI Energy Utility Study and places SECO Energy 17 points higher than the average investor-owned utility score of 74, as well as 16 points higher than the average municipal utility score of 75, per the industry ratings.



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For more information, please visit
theacsi.org/industries/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 SECO Energy, collected between December 2 and 9, 2024. 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.



2025 TALLAHASSEE YOUTH TOUR DELEGATES SELECTED

SECO Energy is pleased to announce the following students have been selected as this year's Tallahassee Youth Tour Delegates:

Ryan Allen, Eustis

Thomas Astacio, Dunnellon

Lillian Brogan, Fruitland Park

Allister Clarke, Lake Panasoffkee

Molly Flynn, Clermont

Ranaijha Hepburn, Ocala

Sariah King, Bushnell

Kaiming Lei, Middleton

Jayley Lewis, Bushnell

Bella Maurice, Belleview

Please join us in congratulating these students as they embark on a once-in-a-lifetime opportunity to attend a leadership conference in Tallahassee, where they will tour Florida's capital, learn about the Cooperative Business Model, and meet local representatives.

WINNING ACCOUNT NUMBERS!

Email CustomerService@SECOEnergy.com if the last six digits of your account number appear. Winners receive a \$25 bill credit.



561020	959103
238109	929015
307202	281702



SMALL CONTRIBUTIONS, BIG IMPACT

A MESSAGE FROM BOARD DISTRICT 6 TRUSTEE MIKE MUFFETT

The SECO Energy Foundation is dedicated to uplifting and strengthening communities in Citrus, Hernando, Lake, Levy, Marion, Pasco, and Sumter Counties to improve quality of life. Through grants and partnerships, the Foundation supports a wide variety of local nonprofits.

SECO Energy members who round up their monthly utility bills are making a meaningful difference in our local communities, and we are grateful for your support. See how those small contributions are making a big impact:

OVERVIEW OF FOUNDATION FUNDING FOR 2024

STEM Projects \$50,000	Veterans Initiatives \$105,000
Environmental Projects \$10,000	Public Safety and Education Programs \$75,000
Energy-Related Projects \$40,000	Health/Human Services \$365,475

The SECO Energy Foundation operates as a tax-exempt charitable organization under Section 501(c)(3), and contributions are tax-deductible. To learn more about the Foundation, view awarded grants, and explore funding guidelines, visit SECOFoundation.org.



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ENERGY EFFICIENCY

TIP OF THE MONTH

If you have a home office, look for opportunities to save energy in your workspace. ENERGY STAR® rated equipment consumes up to 50% less energy than standard models. Avoid phantom load by plugging equipment like computers, printers, and scanners into a power strip, then turning the power strip off once your workday is done. These types of equipment still use small amounts of power even when switched “off.” You can also save energy in your home office by replacing older bulbs with energy-saving LEDs.

Source: energy.gov

BOARD MEETING DATES

The Board of Trustees will meet on **Thursday, February 24, 2025**, at 2:30 p.m. in the Corporate Offices at 330 South US HWY 301 in Sumterville.

A Trustees’ meeting will also be held on **Monday, March 31, 2025**.

ACSI® is one of the oldest and most highly regarded industry satisfaction studies which publishes annual customer satisfaction results for approximately 400 companies across about 40 industries and 10 economic sectors based on roughly 200,000 customer interviews.



SECO Energy is an equal opportunity provider and employer.

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