



Committee Meeting 2026 – Cooperative Performance and Research Committee

In-Person
July 21, 2026

Committee Members Present:

Eric Hawkins, Trico Electric, AZ (Chair)
Beau Baggett, Cumberland EMC, TN
Terri Bakken, Minnesota Valley Electric, MN
Dana Bolwerk, Dairyland Power Cooperative, WI
Emily Cowan, CHELCO, FL
Matthew Hackman, Bartholomew County REMC, IN
Andrew Haggard, Mountain View Electric, CO
Lynn Hutchison, Tri-County Electric, IL
David Latona, DEMCO, LA
Jason Lingle, Blue Ridge Energy, NC
Seth Mitchell, GreyStone Power, GA
Stephanie Okuniewski, Pennsylvania Rural Electric Association, PA
Mark Owen, South Central Power, OH
Benjamin Pierson, East River Electric Power Cooperative, SD
Rita Sanders, Grand Valley, CO
Kimberly Sanchez, Karnes Electric, TX
Brealee Villareal, United Cooperative Services, TX

Committee Members Not Present:

Heather Juzenas, The Energy Cooperative, OH
Brett Kinlaw, Lumbee River EMC, NC

Touchstone Energy Staff:

Ashley Barlow
Angelika Hoelger

Guests:

Denise Myers, Blue Grass, KY
Kelly Stallard (CFI Group/ACSI)

Meeting

At 9am Central, Chairman Eric Hawkins called the meeting to order, took roll call, and asked all present members whether they approve the minutes of the February 2026 meeting. All present Committee members approved the minutes of the February 2026 meetings. The members were shown the mission statement of the Cooperative Performance & Research Committee. Afterwards, all members introduced themselves and a roundtable discussion followed where all members shared current trends and developments at their cooperatives.

Updates

Angelika Hoelger provided the Committee with updates on ACSI trends, published and pending studies, as well as Questline content. Kelly Stallard (CFI Group/ACSI) provided the Committee with information on the American Customer Satisfaction Index (ACSI®), the ACSI model, and results of the 2026 Cooperative Advantage Report. Members suggested possible additional questions regarding call centers (e.g., outsourced, during or after business hours).

Research Discussion

Committee members discussed a variety of current developments and/or questions pertaining to a range of issues, including data centers, artificial intelligence (AI), heat pump water heaters, member segmentation, young adult members, and more. A substantial portion of the research discussion was dedicated to potential questions for the Member Perspectives survey scheduled for Q4 (2026) focusing on “Member Satisfaction and Engagement.” Furthermore, the Committee discussed potential topics for Member Perspectives survey in 2027, as well as the development of potential fact sheets and other resources.

Other Business

Chairman Eric Hawkins shared an update on the current and future Committee compositions, as well as future meetings, including the next Cooperative Performance & Research Committee in October 2026.

Eric Hawkins adjourned the meeting for the day at 4.15pm.