

Energy Utility Co-ops – Boilerplate Statement

Headline: TRICO ELECTRIC COOPERATIVE EARNS AN ACSI® 2026 CUSTOMER SATISFACTION AWARD

Trico Electric Cooperative Inc. is honored to have earned a 2026 Customer Satisfaction Award* from the American Customer Satisfaction Index (ACSI®) based on our member survey results. Members were asked to rate their overall satisfaction with us, how well we lived up to their expectations, and how well we measured up to their ideal co-op experience. While these were not the only questions in the survey, we included these specifically because they are the core components of the proprietary ACSI methodology.

[CO-OP]'s ACSI score substantially outperforms the industry average score earned by publicly measured utilities reported in the 2026 ACSI Energy Utility Study. This Award is a testament to Trico's ongoing efforts to provide the best possible member experience.

The 2026 Customer Satisfaction Award affirms that Trico's hard work has been noticed by its members. Trico is grateful for its members and will continue to strive for excellence through constant dedication to improvement.

*Award criteria are determined by the ACSI® and are based on customers rating their satisfaction in a survey independent of the syndicated ACSI Energy Utility Study. For more about the ACSI, visit www.theacsi.org/badges. ACSI and its logo are registered trademarks of the American Customer Satisfaction Index LLC.