



Keith Mathews
CEO

Gratitude and Growth — Listening to Learn

As we enter this season of thanks, I want to express my sincere gratitude to the members who took time to share their thoughts in our recent Cooperative Difference Study. Your feedback helps us see ourselves through your eyes — and that perspective is invaluable.

This study gives us more than just data; it gives us direction. It helps us understand what matters most to you — from reliability and response times to communication, technology, and community engagement. I'm proud to share that many of you recognize and appreciate the dedication of our employees, who work tirelessly to keep your homes powered and connected. You also told us where we can do better, and we're listening closely.

We heard that members want even clearer communication about outages, energy use, and the programs available to help save money. We also learned that while many of you are aware of our SEI Fiber services and rebate programs, there's still an opportunity to better explain how these offerings support our mission to serve you safely, reliably, and efficiently.

That's what gratitude looks like in action — listening, learning, and improving together.

As a cooperative, we don't just measure success in kilowatt-hours or connections. We measure it in trust — and every survey response, every question, and every suggestion helps us strengthen that trust. Your voice ensures we continue making decisions that reflect your priorities and values.

In this season of reflection, I'm reminded that the power of thanks is more than a feeling — it's a responsibility. At Southeastern Indiana REMC, we're thankful for your engagement, your honesty, and your continued support. Together, we'll keep finding new ways to serve you better, because listening to our members is what keeps our Cooperative growing stronger year after year.

Thank you for being part of this journey — and for reminding us that gratitude and growth go hand in hand.



Keith Mathews

CEO, Southeastern Indiana REMC