

THE POWER OF APPRECIATION



At Southeastern Indiana REMC, our employees often measure their success in miles of line maintained, outages restored, or new fiber connections completed. But there's another kind of metric that doesn't show up on a spreadsheet — the power of appreciation.

Every thank-you card, wave from a passing car, or kind word on social media is a reminder that our work matters. In the past year, we've received dozens of handwritten notes from members expressing gratitude for everything from restored power after a storm to friendly service on the phone. One member wrote, "Your linemen worked in the pouring rain to get us back on. Please tell them we're so thankful." Another shared, "The fiber tech who came to our home was patient and professional — we couldn't have asked for better service."

For employees, those words carry more weight than most people realize.

"When someone stops to say 'thanks,' it makes the long hours and tough jobs worth it," one lineworker shared. "It's a small thing, but it means a lot to know our members notice what we do," added a member service representative.

Beyond the kind words, the numbers tell their own story. Each month, our teams record hundreds of positive interactions — from social media comments to kind notes included with payments or handshakes during community events. While there's always room to grow, feedback from recent surveys shows that most members value the dependable service and dedication of our crews.

Each of those moments adds up to something powerful: connection. Gratitude builds trust, boosts morale, and reminds us that we're all part of the same community — neighbors helping neighbors.

So, while our employees take pride in keeping the lights on and the internet running, it's the heartfelt "thank you" from members that truly lights them up inside.