



South Plains Electric  
Cooperative, Inc.

Your Touchstone Energy® Cooperative 

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## South Plains Electric Cooperative Recognized for High Member Satisfaction

**LUBBOCK, TX (June 6, 2024)** – South Plains Electric Cooperative was recently recognized by Touchstone Energy® as a member cooperative that received one of the top 5 American Customer Satisfaction Index (ACSI®) scores for energy utility services among all cooperatives participating in measurement for Touchstone Energy in the first quarter of 2024. In Q1 (2024), South Plains Electric Cooperative, received an ACSI score of “91” on a 100-point scale.<sup>1</sup> South Plains Electric Cooperative’s score is higher when compared to publicly measured cooperative utility scores reported in the syndicated 2024 ACSI Energy Utility Study and places South Plains Electric Cooperative 17 points higher than the average investor-owned utility score of 74, 16 points higher than the average municipal utility score of 75, as well as 13 points higher than the average cooperative utility score of 78.

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### About South Plains Electric Cooperative

South Plains Electric Cooperative, a local Touchstone Energy® Cooperative, serves more than 70,000 connected meters in all or part of 18 counties. When you see Touchstone Energy, you know you are being served with accountability, integrity, innovation and commitment to community. For more information about South Plains Electric Cooperative, visit the Co-op’s website at [SPEC.coop](https://SPEC.coop) and follow them on social media.

<sup>1</sup> Compared to publicly measured energy utilities in the ACSI® survey of customers rating their own energy utility. Results based on data provided by South Plains Electric Cooperative, collected between February 12 – March 3, 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](https://www.theacsi.org).