



Cooperative Update

Tracy Golden, Chief Financial Officer

Aug. 21, 2017

Co-op Snapshot

July 2017

39.19%

Equity

\$41.4M

Margin

724

Employees
(As of Aug. 10)

295,644

Active Accounts



73.4%

July
service level

13,465

Members served
in offices

00:24

Average phone
wait time

33,730

Phone calls
answered

Member Satisfaction

July 2017

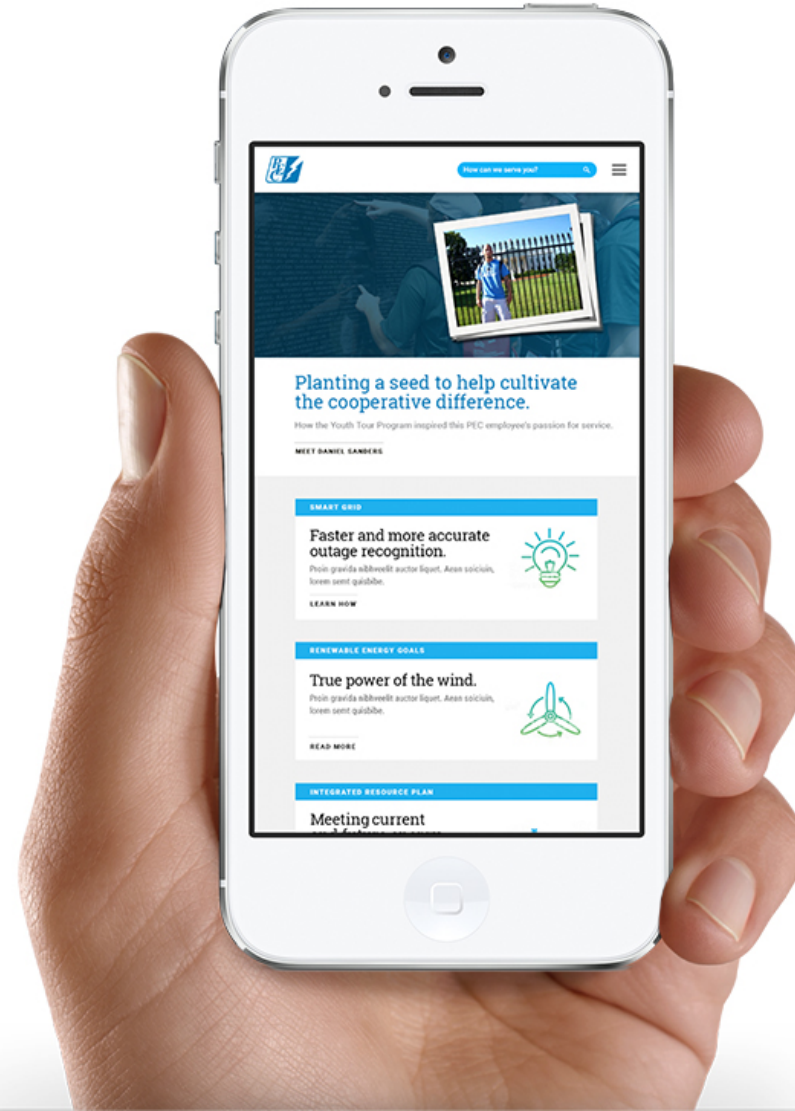


PEC website redesign

Responsive and mobile-friendly

New, modern look and feel

Launch targeted for Q4 2017



PEC website redesign

Enhanced user interface
for our members

Improved website
management platform

