

SBS REPORT PREPARED FOR  
PEDERNALES ELECTRIC COOPERATIVE  
25 JUNE 2018

# 2018 Board of Directors Election

Survey & Ballot Systems  
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Eden Prairie, MN 55344-7311  
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[surveyandballotsystems.com](http://surveyandballotsystems.com)



June 23, 2018

Don Richards  
Elections Counsel  
201 South Avenue F  
Johnson City, TX 78636

Dear Mr. Richards:

As the election contractor, we are pleased to provide you with the official tabulation for the 2018 Board of Directors Election from ballots qualified in accordance with the election specifications, as approved by the Pedernales Electric Cooperative.

The following reports are tabulated from ballots received on or before June 15, 2018. The only exception are ballots received at the annual meeting held on June 23, 2018. These certified results account for 12,460 ballots cast from 110,674 eligible members, yielding a participation rate of 11.26%.

Also provided are supporting reports, including a Votes by District, a Voters by Email by Media, a DirectVote® Rating and a DirectVote® Comments Report.

We greatly appreciate the opportunity to serve the Pedernales Electric Cooperative with election services and wish you great success in the coming year. If you have any questions regarding the enclosed information, please do not hesitate to call me at (800) 974-8099, Ext. 314.

Sincerely,

Melissa Fiala  
Survey and Ballot Systems

Enclosure(s)



**PEDERNALES ELECTRIC COOPERATIVE  
2018 BOARD OF DIRECTORS ELECTION**

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**PEDERNALES ELECTRIC COOPERATIVE  
2018 BOARD OF DIRECTORS ELECTION**

Eligible Voters:	110,674
Paper Ballots:	7,408
Web Ballots:	5,009
Duplicate - Paper Removed:	53
Duplicate - Web Removed:	18
Final Paper Ballots:	7,355
Final Web Ballots:	4,991
Onsite Ballots:	114
Total Returns:	12,460
Percent Returned:	11.26%

Certified by Survey & Ballot Systems

6/25/2018

Melissa Fiala

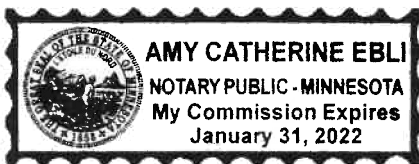
Date

Survey and Ballot Systems

6/25/2018

Notary Public

Date





## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

### Candidates for Director District 1

Vote for: 1	Votes	Percent	
Milton Rister	2,196	44.4%	DECISION
Donna Holland Wilcox	2,102	42.5%	
Frank Haskell	652	13.2%	
	Total Valid Ballots:	4,950	
	Total Unexercised:	13	
	Total Invalid:	5	
	Total Ballots Cast:	4,968	

### Candidates for Director District 6

Vote for: 1	Votes	Percent	
Paul Graf	3,561	76.6%	DECISION
Andrew W. Cable	1,089	23.4%	
	Total Valid Ballots:	4,650	
	Total Unexercised:	12	
	Total Invalid:	1	
	Total Ballots Cast:	4,663	



## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

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### Candidates for Director District 7

Vote for: 1	Votes	Percent	
Amy Lea SJ Akers	1,452	51.4%	DECISION
Travis Cox	1,373	48.6%	
	Total Valid Ballots:	2,825	
	Total Unexercised:	4	
	Total Invalid:	0	
	Total Ballots Cast:	2,829	



**PEDERNALES ELECTRIC COOPERATIVE  
2018 BOARD OF DIRECTORS ELECTION**

	Total Members	Paper Ballots	Web Ballots	Total Ballots	% Received
Candidates for Director District 1					
<b>District</b>					
<b>VD1</b>	<b>35,539</b>				
Donna Holland Wilcox		1,342	760	2,102	5.9%
Milton Rister		1,308	888	2,196	6.2%
Frank Haskell		385	267	652	1.8%
<b>VD6</b>	<b>36,299</b>				
Donna Holland Wilcox		0	0	0	0.0%
Milton Rister		0	0	0	0.0%
Frank Haskell		0	0	0	0.0%
<b>VD7</b>	<b>38,836</b>				
Donna Holland Wilcox		0	0	0	0.0%
Milton Rister		0	0	0	0.0%
Frank Haskell		0	0	0	0.0%



**PEDERNALES ELECTRIC COOPERATIVE  
2018 BOARD OF DIRECTORS ELECTION**

	Total Members	Paper Ballots	Web Ballots	Total Ballots	% Received
<b>Candidates for Director District 6</b>					
<b>District</b>					
<b>VD1</b>	<b>35,539</b>				
Paul Graf		0	0	0	0.0%
Andrew W. Cable		0	0	0	0.0%
<b>VD6</b>	<b>36,299</b>				
Paul Graf		2,134	1,427	3,561	9.8%
Andrew W. Cable		679	410	1,089	3.0%
<b>VD7</b>	<b>38,836</b>				
Paul Graf		0	0	0	0.0%
Andrew W. Cable		0	0	0	0.0%





**PEDERNALES ELECTRIC COOPERATIVE  
2018 BOARD OF DIRECTORS ELECTION**

	Total Members	Paper Ballots	Web Ballots	Total Ballots	% Received
Candidates for Director District 7					
<b>District</b>					
<b>VD1</b>	<b>35,539</b>				
Travis Cox		0	0	0	0.0%
Amy Lea SJ Akers		0	0	0	0.0%
<b>VD6</b>	<b>36,299</b>				
Travis Cox		0	0	0	0.0%
Amy Lea SJ Akers		0	0	0	0.0%
<b>VD7</b>	<b>38,836</b>				
Travis Cox		781	592	1,373	3.5%
Amy Lea SJ Akers		811	641	1,452	3.7%



**PEDERNALES ELECTRIC COOPERATIVE  
2018 BOARD OF DIRECTORS ELECTION**

Email	Total Members	Paper Ballots	Web Ballots	Onsite Ballots	Total Ballots	% Received
Email	68,329	3,628	4,631	72	8,331	12.2%
No Email	42,345	3,727	360	42	4,129	9.8%
<b>Totals</b>	<b>110,674</b>	<b>7,355</b>	<b>4,991</b>	<b>114</b>	<b>12,460</b>	<b>11.3%</b>



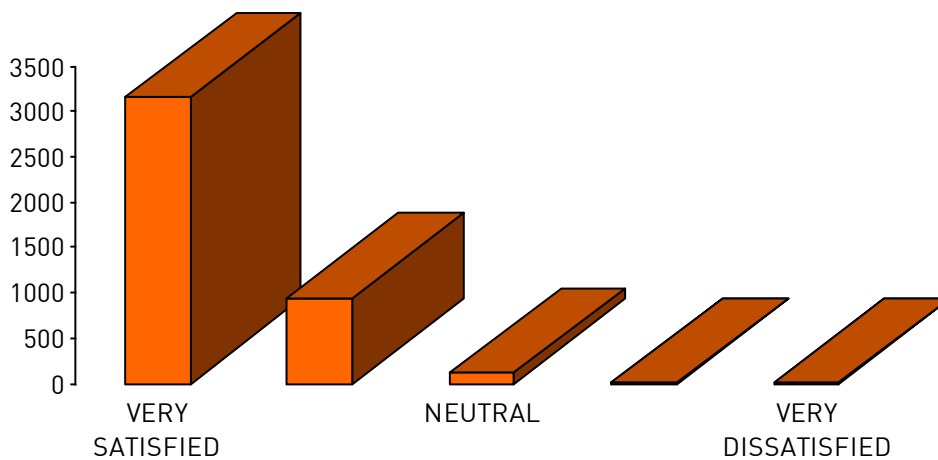
**PEDERNALES ELECTRIC COOPERATIVE  
2018 BOARD OF DIRECTORS ELECTION**

Rating	Count	Percent	Count	Percent
VERY SATISFIED	3,154	62.8%	3,154	74.2%
SATISFIED	944	18.8%	944	22.2%
NEUTRAL	122	2.4%	122	2.9%
DISSATISFIED	17	0.3%	17	0.4%
VERY DISSATISFIED	11	0.2%	11	0.3%
NO COMMENT	777	15.5%		
TOTAL	5,025	100.0%	4,248	100.0%

Cumulative Breakdown:

(Less "No Comment")

	Count	Percent
Very Satisfied or Satisfied	4,098	96.5%
Dissatisfied or Very Dissatisfied	28	0.7%



## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
VERY SATISFIED	Quick and easy.
VERY SATISFIED	Save money and time! Great job PEC
VERY SATISFIED	Very simple to navigate
VERY SATISFIED	Love love the electronic ballot!
VERY SATISFIED	Nice and easy.
VERY SATISFIED	Much easier.
VERY SATISFIED	Easy and accessible
VERY SATISFIED	How much easier can it get!
VERY SATISFIED	Since I have problems being mobile, this was a God send. Thank you.
VERY SATISFIED	Simple, efficient, user-friendly, liked having the candidates bio's available.
VERY SATISFIED	could not have been easier. Good job.
VERY SATISFIED	Quick and easy
VERY SATISFIED	An e-mail vote is very handy way to reach voters. Thanks!
VERY SATISFIED	Very essay.
VERY SATISFIED	very easy
VERY SATISFIED	Easy & clear.
VERY SATISFIED	It couldn't be easier.
VERY SATISFIED	Thank You PEC! We Depend On You 24/7 365 Days Per Year.
VERY SATISFIED	THANK YOU....

## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
VERY SATISFIED	I would not have voted at all had I not received the email link to the voting site. Well done! I appreciated the bios on both candidates and utilized that information to make my choice.
VERY SATISFIED	Worked very well as I travel and not always at home to get this information and participate in the voting.
VERY SATISFIED	This process is very quick and easy. Thanks.
VERY SATISFIED	Easy and intuitive.
VERY SATISFIED	Nice, concise, complete...
VERY SATISFIED	I appreciate the opportunity to vote via e-mail. Thank You.
VERY SATISFIED	Easy
VERY SATISFIED	ok
VERY SATISFIED	quick, easy and lots of information on the bio's
VERY SATISFIED	Easy
VERY SATISFIED	Very easy & quick to do
VERY SATISFIED	The process was easy to use, well organized, and full of relevant information. I believe that the process enabled me to have a solid understanding of each candidate's positions and gave me the information that I needed to cast an informed vote.
VERY SATISFIED	Simple and straightforward. Unusual in these times when too many lawyers are involved
VERY SATISFIED	Simple and to the point thanks for that!
VERY SATISFIED	thanks for a quick & easy way to cast my vote!
VERY SATISFIED	Convenient. Adequate info on candidates (including Conflict of Interest Statement). Uncomplicated voting process.

## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
VERY SATISFIED	love voting online rather than mailing paper ballot. Process very easy to follow. Thank you.
VERY SATISFIED	I loved the option to round up my bill for local non profit organizations!
VERY SATISFIED	Very easy process!
VERY SATISFIED	This was a very easy process.
VERY SATISFIED	I liked being able to see the info about each candidate right on the screen.
VERY SATISFIED	Easy to process.
VERY SATISFIED	Thanks for a GREAT Coop! Always reliable
VERY SATISFIED	Very easy
VERY SATISFIED	This was wonderful. I read the bios of the candidates and then listened to their short speeches online. Very pleased with the format. Thank you PEC.
VERY SATISFIED	Nice and easy way to vote. Thanks
VERY SATISFIED	Please email on-line voters with the final results, and do include the final vote tally. It would be great if on-line voters we're also entered to win the prizes. Thank you for your work, you are doing a great job!
VERY SATISFIED	Great convenience for a man that is limited ability to walk such as myself. Thank you very much!
VERY SATISFIED	Thank you for making it so simple.

## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
VERY SATISFIED	Very easy. The mailer with info on each candidate was helpful. I also got a mailer from each candidate which I could have done without. They could have saved the money.
VERY SATISFIED	The video statements from the candidates are a helpful tool in the voting process.
VERY SATISFIED	The personalized voting link made voting a snap.
VERY SATISFIED	Simple and easy to vote. Thank you.
VERY SATISFIED	Thank you for making voting electronically informative, easy and secure. I love the video bio section.
VERY SATISFIED	would be nice to know who the non-profits are
VERY SATISFIED	Great idea and execution - easy to do. Keep up the good work.
VERY SATISFIED	Quick and easy! I was glad to have the opportunity to join the "round up" program.
VERY SATISFIED	Quick,simple, easy.
VERY SATISFIED	This is a very easy and simple way to vote online! Keep it!
VERY SATISFIED	This process was informative, efficient, and convenient. Thank you.
VERY SATISFIED	I loved this way of voting. It was so easy!!! Also, having the Bio info readily available was wonderful. I applaud PEC for allowing this way of voting. In the past, I usually did not vote because it seemed more trouble than it was worth to me. Thank you making this so easy.
VERY SATISFIED	It's much easier...
VERY SATISFIED	Love this voting process, easy, quick and straightforward. KEEP UP THE GOOD JOB!

## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
VERY SATISFIED	This is my preferred method of voting. I would not have taken the time or effort to submit a paper ballot.
VERY SATISFIED	Fast. Easy. Thanks.
VERY SATISFIED	excellent way to vote. Thank You. Robert B. Davis
VERY SATISFIED	I've limited mobility, this unable to attend meetings or cast votes in person. This is a great benefit and has an immediacy that is more satisfying than snail mail.
VERY SATISFIED	super easy
VERY SATISFIED	Had no problem.
VERY SATISFIED	Thank You.
VERY SATISFIED	Hope these are counted properly. It was certainly easy to vote!!
VERY SATISFIED	Way too easy.
VERY SATISFIED	Good info and easy to use.
VERY SATISFIED	Fast and easy!
VERY SATISFIED	Experience, Knowledge and Determination is what our district needs.
VERY SATISFIED	Ezy, pzy
VERY SATISFIED	EASY
VERY SATISFIED	Very easy. Saves paper and postage. Would prefer not to receive the paper ballot in the mail, but to be notified by e-mail.
VERY SATISFIED	Quick, clear & easy.
VERY SATISFIED	Couldn't have been an easier process. Thanks for the efficiency and convenience. Really appreciated the bios ahead of time as well.
VERY SATISFIED	Very easy to use!



## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
VERY SATISFIED	i wish all balloting could be so simple
VERY SATISFIED	Very easy and love having bioagphies available to read.
VERY SATISFIED	It was very easy process.
VERY SATISFIED	Very simple voting process especially for those with limited computer skills. Excellent job!
VERY SATISFIED	This is so much easier. Thank you.
VERY SATISFIED	If I had to mail it in, it would have sat on my counter for 3 months....fact!??
VERY SATISFIED	As always,,,smooth and efficient !!!!!
VERY SATISFIED	real simple
VERY SATISFIED	very easy to use and read about each candidate
VERY SATISFIED	Modern technology makes the voting process easier and faster; thanks!
VERY SATISFIED	Very easy to follow, somethings claim to be and aren't but this was great
VERY SATISFIED	Simple, efficient and time saving!
VERY SATISFIED	This was very easy to do and I think it is also a great way to vote!
VERY SATISFIED	Appreciate the offer of this option. Easy, quick to use.
VERY SATISFIED	I like it!
VERY SATISFIED	VERY EASY AND CLEAR INSTRUCTIONS! THANK YOU!
VERY SATISFIED	All elections should be this easy??
VERY SATISFIED	It was simple!
VERY SATISFIED	Thank you for making this process convenient. Jennifer and Michael Storm

## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
VERY SATISFIED	the convenience of not having to get out, I can vote where ever I am on the computer
VERY SATISFIED	No Problems. Easy Process. Well Done.
VERY SATISFIED	I've enjoyed PEC for 25yrs. Open & Honest ~!
VERY SATISFIED	Grat way to vote and very convinient. First time voter. Thank you for the opportunity to vote.
VERY SATISFIED	The ability to see the video from the candidates was very helpful.
VERY SATISFIED	super easy! thanks
VERY SATISFIED	Great way to get out the vote. Makes it easy and fast. Although I knew who I was voting for, the easy access to the Bios was nice. Good Job.Thank you.
VERY SATISFIED	Very easy. Good job!
VERY SATISFIED	I like being able to vote online. Thank you
VERY SATISFIED	Pick me to win the \$ off my electric bill! <3 xoxoxo
VERY SATISFIED	Good
VERY SATISFIED	Very direct, easy. Good to have bio available.
VERY SATISFIED	Thanks for including bios. Very helpful!
VERY SATISFIED	So easy and quick. Thanks.
VERY SATISFIED	Great process. Appreciate the bios and additional information provided to enable the most educated vote possible.
VERY SATISFIED	Back ground information about candidates was particularly useful
VERY SATISFIED	VERY EASY TO USE.
VERY SATISFIED	Thanks for making it so easy to vote.

## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
VERY SATISFIED	Since you obviously know who I am based on my email address you should know I already elected the billing round-up option, so with a bit more coding that question did not have to be presented. I'm a retired programmer :)
VERY SATISFIED	Super easy and convenient
VERY SATISFIED	Assuming that it gets counted correctly ... fantastic!
VERY SATISFIED	Would have been easier to vote from the phone app but this was easy also.
VERY SATISFIED	first time voting and was the simplist process.
VERY SATISFIED	Simple and direct to use. Very useful bio information. Nice job.
VERY SATISFIED	Makes it so convenient and safe to vote absent in the comfort of my home. Thanks! PEC is the best!
VERY SATISFIED	Thanks for making this easy and providing information about the candidates.
VERY SATISFIED	I like your process with the bio
VERY SATISFIED	easy
VERY SATISFIED	I like it...very convenient....
VERY SATISFIED	Super easy! Thanks much!
VERY SATISFIED	Very simple. Really liked the ability to read each bio.
VERY SATISFIED	User friendly
VERY SATISFIED	Excellent interface!
VERY SATISFIED	Since the process was so easy, maybe that will result in more participation.
VERY SATISFIED	thanks for making it so easy to vote right here in the comfort of my air conditioned home!

## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
VERY SATISFIED	This voting process was very simple, quick, and easy to understand.
VERY SATISFIED	Very easy to use.
VERY SATISFIED	It is so simple and easy. I love having everything available to me at one place, including voting. I would probably have not gotten around to voting if I were forced to use snail mail.
VERY SATISFIED	Easy!
VERY SATISFIED	pretty easy
VERY SATISFIED	I loved it. Well done!
VERY SATISFIED	Instructions are very clear. Easy process to vote.
VERY SATISFIED	Thank you.
VERY SATISFIED	And very easy!
VERY SATISFIED	I'm personally glad to see this done digitally. Thank you
VERY SATISFIED	Very easy to follow the instruction's. Keep up the good work.
VERY SATISFIED	Very easy process
VERY SATISFIED	Super Easy!
VERY SATISFIED	This is such a nice and easy way to vote.
VERY SATISFIED	I liked voting online. I meet one of the candidates that walked door to door and wanted to vote, this made it easy
VERY SATISFIED	Very easy to do quickly and without any problems. Easy format to navigate.
VERY SATISFIED	I appreciated having the bio's for each candidate.
VERY SATISFIED	Quick and easy.
VERY SATISFIED	Makes voting easy and possible, especially for the elderly who would probably not get out to vote otherwise.

## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
VERY SATISFIED	The background info and videos of candidates is very helpful. Sometimes we remember names but not specifics about candidates. Thank you
VERY SATISFIED	Voting online is MUCH preferred over the mail-in ballot!
VERY SATISFIED	I appreciated how the election documents mailed to my house contained only my Director District 1 candidates. It helped to read about them before I logged into the voting system.
VERY SATISFIED	Simple. Easy.
VERY SATISFIED	Well done. Better than all others I've dealt with such as membership organizations & stock share voting. Especially like the direct link to my ballot without all the data entry, passwords, etc
VERY SATISFIED	Love this option to vote electronically. I think this will increase the percentage of members voting.
VERY SATISFIED	Very simple!
VERY SATISFIED	Just a satisfied customer
VERY SATISFIED	Your process met my criteria: Keep It Simple. Well done.
VERY SATISFIED	Good directions in mailout, very simple uncomplicated process
VERY SATISFIED	It was very thorough on the candidates bio and simple. It saves time and money (trees) on paper ballots :)
VERY SATISFIED	Appreciate the easy of doing this online. From getting to know the candidates to casting my vote this process was wonderfully easy! Thank you!

## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
VERY SATISFIED	Tried SmartHub first and couldn't find ballot. This ballot process is just fine.
VERY SATISFIED	It was very easy, thanks!
VERY SATISFIED	Quick and easy.
VERY SATISFIED	This is way to go-get the needed participation-esp. if people have a long way to drive to get to Annual Meeting and just don't wish to make drive (and vote)
VERY SATISFIED	Excellent
VERY SATISFIED	Voting process was very easy!
VERY SATISFIED	I like voting online. Postage saved can be spent wisely.
VERY SATISFIED	Very easy to do ! I liked that you had the candidates bio there for reference before voting
VERY SATISFIED	Super process!
VERY SATISFIED	easy to follow instructions
VERY SATISFIED	I like the "view bio". Facilitates voting process.
VERY SATISFIED	Much rather vote on line than send in snail mail. EBallot was very simple and instructions straightforward.
VERY SATISFIED	Especially like the ability to read about the candidates.
VERY SATISFIED	Online voting for Directors preferred over mail-in ballots. Thanks.
VERY SATISFIED	Online voting = great idea - great implementation.
VERY SATISFIED	Thank you for making this clear, informative and easy.
VERY SATISFIED	This makes it much easier to vote, rather than going to the meeting or waiting for the ballot in the mail. Very convenient.
VERY SATISFIED	Easy to use
VERY SATISFIED	quick and easy

## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
VERY SATISFIED	This is great process
VERY SATISFIED	I love this way of voting. So easy.
VERY SATISFIED	I love being able to vote on-line. We are always gone for the summer and this way we can vote wherever we are.
VERY SATISFIED	Very easy and clear on how to vote. Thank you for including the very complete bios also.
VERY SATISFIED	great format, good candidate info, easy to move throughout the balloting process Thank you for making it so easy!
VERY SATISFIED	Sufficient candidate information provided to make an educated decision. Ease of use voting process
VERY SATISFIED	Fast and easy
VERY SATISFIED	Straight forward and quick...good job.
VERY SATISFIED	Certainly easier than mailing in a ballot. Thank you.
VERY SATISFIED	Clear instructions. Easy to enter/manage vote.
VERY SATISFIED	This is a great, streamlined process.
VERY SATISFIED	Thank You, Thank You, Thank You for the electronic option!!!
VERY SATISFIED	Very easy and simple including the additional forms
VERY SATISFIED	I think this is great and the ensured I was able to cast my vote without having to remember to mail something or make arrangements to attend the annual meeting.
VERY SATISFIED	Those of us who like doing things electronically rather than "snail" mail might not vote if it were not for the effort PEC took to make the voting process so easy. Your forward thinking is to be commended.

## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
VERY SATISFIED	Very easy process
VERY SATISFIED	None
VERY SATISFIED	Good instructions. Easy to understand.
VERY SATISFIED	thank you for making this available, I am a senior citizen.....this has been very helpful
VERY SATISFIED	None
VERY SATISFIED	I was easy and straight to the point
VERY SATISFIED	Easy access to ballots via hand held device is awesome and reason for me voting. Had it been with paper or having to go to an office I would have not participated. Well done web team!
VERY SATISFIED	Very smooth. Liked being able to go from bio to bio.
VERY SATISFIED	Quick and easy!
VERY SATISFIED	Being unable to attend the meeting....I appreciate the opportunity to vote online, Thanks.
VERY SATISFIED	Easy site to use. Thanks.
VERY SATISFIED	None
VERY SATISFIED	Happy to see detailed bios and video. allowed me to make an informed decision.
VERY SATISFIED	What a great way to get direct and immediate results! Good bio information as well.
VERY SATISFIED	very easy with short password.
VERY SATISFIED	This is awesome. I too am retired and am a lifelong Texan and a former Asst Deputy Commissioner for TDMHMR. I have never had an opportunity to vote for public utilities like this. Wonderful.
VERY SATISFIED	Fast and Easy



## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
VERY SATISFIED	This is easier than remembering to mail in the ballot.
VERY SATISFIED	easy
VERY SATISFIED	Very convenient and easy process
VERY SATISFIED	I really appreciate the fact that you presented written bio information and especially liked the fact that videos were given. This is the best online voting format that I have seen.
VERY SATISFIED	Easy instructions to follow; very efficient process. Thanks!
VERY SATISFIED	easy and quick
VERY SATISFIED	Really easy since we went to the single-district voting!
VERY SATISFIED	Simple and to the point no long forms that no one wants to read.
VERY SATISFIED	Very convenient.
VERY SATISFIED	Easy and to the point; all links worked well
VERY SATISFIED	This is and was simple and to the point and information on both candidates made it easy.
VERY SATISFIED	Easy to vote on the web, no need to send in my Ballot.
VERY SATISFIED	A fast and easy process
VERY SATISFIED	You make it very easy to choose a qualified representative.
VERY SATISFIED	Easy as pie.
VERY SATISFIED	Thank you for including the bios for the candidates. In helps to make a more informed decision.
VERY SATISFIED	great way to vote
VERY SATISFIED	Very easy and user friendly. Wish all the websites I go to were this easy.
VERY SATISFIED	Very easy to navigate and vote online.

## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
VERY SATISFIED	A lot easier than paper ballots.
VERY SATISFIED	Very easy process.
VERY SATISFIED	Very easy to use. So convenient . Thanks
VERY SATISFIED	Quick and easy
VERY SATISFIED	Easy
VERY SATISFIED	This process is easy to follow.
VERY SATISFIED	Very easy and convenient!
VERY SATISFIED	Very easy to follow
VERY SATISFIED	Easy!!
VERY SATISFIED	Straightforward and easy. Add an option for "already enrolled in power of change".
VERY SATISFIED	Very informative and easy
VERY SATISFIED	This was a very simple process and worked well from my perspective.
VERY SATISFIED	I really enjoyed the easy to access, informative bios. Thank you!
VERY SATISFIED	Loved voting online at my house
VERY SATISFIED	Very easy to follow, instructions very clear.
VERY SATISFIED	easy and convenient
VERY SATISFIED	Very smooth process. Convenient, too.
VERY SATISFIED	Not a major problem, but I get an email notification of my bill and amount, and usually pay it through my bank bill pay--couldn't find the District number on that email.
VERY SATISFIED	more cost effective! thank you!

## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
VERY SATISFIED	Very easy to vote and find candidate information. Thank you for putting it all in one place.
VERY SATISFIED	Would appreciate that in the future you identify the areas covered by that district for the person seeking office.Thank You
VERY SATISFIED	Easier done online.
VERY SATISFIED	My compliments to the designers of this site.
VERY SATISFIED	Appreciate the bio information included
VERY SATISFIED	The bio's were most helpful. Thank you.
VERY SATISFIED	This is how we should vote in every election. If PEC can do it, surely the state and feds can! Process is easy and it feels secure.
VERY SATISFIED	Very easy to use. Thanks.
VERY SATISFIED	I love it! Very easy and fast.
VERY SATISFIED	Very easy to use. I appreciate the bios being available.
VERY SATISFIED	I am a senior citizen having many problems logging on to various sites - this was so easy and I wish all could take note that it can be an easy voting experience along with getting to the site.
VERY SATISFIED	This is a great ecological move by PEC, saves trees and creates less waste. Please allow customers to choose this form of vote over paper in the future.
VERY SATISFIED	Way to go pec, thank u for this on line ballot.
VERY SATISFIED	like the bio's were attached, would much rather vote online than have all the ballot paper mailed to me
VERY SATISFIED	Thanks for making this so easy!
VERY SATISFIED	Very nice. I'd like to see other elections use the same technology
VERY SATISFIED	Excellent

## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
VERY SATISFIED	no comments for now
VERY SATISFIED	The printed ballot summary should be formatted to fit one printed 8 1/2 x 11 page. Currently uses 2 pages, a waste of paper.
VERY SATISFIED	Very easy and great info on candidates
VERY SATISFIED	Easy to vote. Easy to educate yourself on each of the candidates through the bio pages.
VERY SATISFIED	Thanks
VERY SATISFIED	Very easy! Thank you for making this a simple process. The printed log in info was super easy ... thank you for not making me create my own log in!
VERY SATISFIED	Easy, quick process
VERY SATISFIED	Very Easy
VERY SATISFIED	This process has been very convenient.
VERY SATISFIED	Brochures very informative and helpful. Voting process great.
VERY SATISFIED	I really like it. It is much more convenient than snail mail.
VERY SATISFIED	Thank you for making it easier for us to participate. And thank you for adding the candidate bios so we could make an informed decision on who to vote for.
VERY SATISFIED	None
VERY SATISFIED	extraordinary easy to vote, and so many options! No offense, but rather shocking for a Utility company. Well played!
VERY SATISFIED	I like the fact I was able to see each candidate's Bio and get to know them better.
VERY SATISFIED	Easy to follow and easy to use the system.
VERY SATISFIED	Good way to run an election.

## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
VERY SATISFIED	The bio and videos were viewed and found to be very helpful.
VERY SATISFIED	Easy to do and very convenient.
VERY SATISFIED	Smooth. Informative.
VERY SATISFIED	Candidate bios are very helpful
VERY SATISFIED	Very easy. Even I could do it.
VERY SATISFIED	It was so easy to do on my phone...not all programs are so easy so you deserve praise for this.
VERY SATISFIED	It was simple and the directions were step-by-step. I did not have any issues!
VERY SATISFIED	This voting process was very easy and convenient to use.
VERY SATISFIED	Make this process available via Mobile App please. Some of us do not have Wi-Fi access due to the remote areas we live in/on. Thx., JDL I
VERY SATISFIED	Very easy!
VERY SATISFIED	Thank you
VERY SATISFIED	I appreciate also receiving the paper ballot through the mail so I had to opportunity to study the candidates and be able to decide who I thought was best for the job. Thanks!
VERY SATISFIED	Easy to use; and I was not aware of the "sharing" on the billing where the bill is rounded up. I think that is a great idea. I opted for it on my ballot.
VERY SATISFIED	Quick, easy, precise. Thanks!
VERY SATISFIED	User friendly and easy
VERY SATISFIED	I like this process because is quick and easy to do.

## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
VERY SATISFIED	Always love that PEC is on the cutting edge of technology and makes a concerted effort to make our lives easier and better. Thank you - we are proud members of PEC!!
VERY SATISFIED	Awesome! Short and sweet!
VERY SATISFIED	THIS WAS SO EASY, well put together information for my educated vote.
VERY SATISFIED	Excellent way to allow voters to participate and vote without having to submit a paper ballot.
VERY SATISFIED	Great alternative and worked like a charm!
VERY SATISFIED	Love that the candidates' bios are included directly on the ballot!
VERY SATISFIED	It was easy and fast. Thank you
VERY SATISFIED	Easy
VERY SATISFIED	thanks
VERY SATISFIED	Very easy...thanks.
VERY SATISFIED	Thanks for providing this option and opportunity to provide input/voice.
VERY SATISFIED	Simple, easy, and informative. Thank you
VERY SATISFIED	The state and national system should be so easy
VERY SATISFIED	This is one of the best processes.
VERY SATISFIED	100% better!
VERY SATISFIED	Excellent voting system, very clear, bios were well written and helpful.
VERY SATISFIED	Simple...very easy to read the info needed.
VERY SATISFIED	By sending out these ballot thru email and voting options PEC can save money by not sending by mail thus paying for stamps.

## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
VERY SATISFIED	Simplifying the process made it a breeze to vote. Having the bio's there and the videos were a plus
VERY SATISFIED	Quick and Easy
VERY SATISFIED	VERY EASY TO USE. COMPLETELY SATISFIED WITH THE PROCESS.
VERY SATISFIED	Excellent process!
VERY SATISFIED	simple and convenient. I threw my hard copy ballot in the trash before I realized the importance of this election. I was thankful for the electronic version.
VERY SATISFIED	Easy! Thank you for making this painless!
VERY SATISFIED	well written bios on candidates provided sufficient information to choose.
VERY SATISFIED	Very Easy and IDIOT Proof even for an old geezer like me.
VERY SATISFIED	NICE AND EASY. COULD NOT ASK FOR BETTER
VERY SATISFIED	Very easy way to vote. Thanks!
VERY SATISFIED	Easy
VERY SATISFIED	Excellent! Easy to do!
VERY SATISFIED	Thank you for sending all the info via the mail for login. This made it so easy.
VERY SATISFIED	Super easy! Thank you!
VERY SATISFIED	The voting process was very easy.
VERY SATISFIED	Easy to vote with password and id in mail
VERY SATISFIED	Quick and easy online ballot and voting process.
VERY SATISFIED	Very efficient voting procedure and access to candidate information

## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
VERY SATISFIED	Easy, intuitive, candidate videos are incredibly beneficial
VERY SATISFIED	I loved having the attached bios!
VERY SATISFIED	Great communication! Very easy to be involved in the process. Terrific procedure. Thank you.
VERY SATISFIED	Thanks! Very informative.
VERY SATISFIED	Very easy and fast. Keep it up
VERY SATISFIED	Ease of use was awesome!
VERY SATISFIED	Very easy to understand!! I hope this way to vote at PEC stays enforced for future elections!
VERY SATISFIED	Well done and informative, best process I have been engaged in for reviewing candidates.
VERY SATISFIED	Very straightforward and simple.
VERY SATISFIED	I loved being able to look at the bios, appreciated the easy way the website was set up to vote-obvious buttons to push-no confusion....thank you!
VERY SATISFIED	Nice and easy to do -- much more so than finding the paper ballot you mailed, mark it and then get it in the envelope and to the mailbox ;-)
VERY SATISFIED	Very easy process. I liked that I could link to the candidate bio.
VERY SATISFIED	Loved the personalized link for on-line voting.
VERY SATISFIED	Very helpful having candidate information available.
VERY SATISFIED	Simple and easy, I loved it!
VERY SATISFIED	Save time and money.
VERY SATISFIED	Very clear and easy. Keep up the good work.
VERY SATISFIED	quick and easy. thank you for supplying the candidates bios.



## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
VERY SATISFIED	Only took a minute.
VERY SATISFIED	Nice to have it online.
VERY SATISFIED	Very easy to vote online similar to the many proxy votes I do for stocks and mutual funds.
VERY SATISFIED	Very easy and convenient!
VERY SATISFIED	I thought the bios were thorough and helpful.
VERY SATISFIED	Very easy and convenient.
VERY SATISFIED	I was able to make a very good decision, with the information available online. I had another commitment on the voting day, so doing this online was very convenient.
VERY SATISFIED	simple and easy
VERY SATISFIED	Instructions were easy to follow. I am 74 years old and disabled and receive social security. My husband is 67, also disabled and receiving social security. I hope our small contribution is helpful for others with less than we have.
VERY SATISFIED	Very easy to use. Thank you for improving the process. Congrats!
VERY SATISFIED	While I would like to attend the meeting in person, it doesn't appear that my schedule will allow that. Thanks for making the voting process so easy.
VERY SATISFIED	simple and to the point
VERY SATISFIED	Couldn't have been easier!!
VERY SATISFIED	easy to use; easy to access bio's; good upgrade!
VERY SATISFIED	Super easy
VERY SATISFIED	very easy, very professionally done, provided background data to assist in voting

## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
VERY SATISFIED	Thank you for making this so quick and simple!
VERY SATISFIED	voted for new leadership cause I feel like the office in startzville is allowed to bully part-time and contract workers and not treat them with respect. Office managers allow this conduct. We all have bad days and make minor mistakes some a, verbal warning is adequate not firing. But you did fire someone for no real reason. Boo to your team.
VERY SATISFIED	This is a very good user friendly process. I really liked having the Bio listed beside each candidate.
VERY SATISFIED	Thank you for the online voting option. We are much more likely to participate in voting when there is online voting. This ballot was very straightforward and easy to complete.
VERY SATISFIED	easy and trouble free
VERY SATISFIED	THANKS FOR THE BIO WHICH GIVES A MORE EDUCATED VOTE
VERY SATISFIED	This process is very easy and the directions are very easy as well to understand.
	Respectfully,
	Jack Hardy
VERY SATISFIED	Great way to boost the voting by making it easier.
VERY SATISFIED	amazingly easy yet fully informative bios on the candidates. I found this process MADE ME TAKE THE TIME TO VOTE!! Thank you.

## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
VERY SATISFIED	To save time, paper and postage, is there a way to discontinue receiving the paper election materials by mail in favor of receiving all election materials online in addition to voting online?
VERY SATISFIED	Easy to use & fast
VERY SATISFIED	What an outstanding Electric Company we own. Keep up the good work. David
VERY SATISFIED	Very, very easy and quick to use.
VERY SATISFIED	Quick. Easy. Thank You
VERY SATISFIED	This is great. So quick and easy, and I like the videos and bio's.
VERY SATISFIED	Excellent. Hope everyone will take advantage of this very easy way to vote.
VERY SATISFIED	EZ-PZ Thanks!
VERY SATISFIED	Very easy to understand, provides all the information on Candidates to review and make the best choices.
VERY SATISFIED	Was very easy, instructions were clear & I appreciate the security checks in place to assure I was making the choice I intended to make. Thank you
VERY SATISFIED	You have done an excellent job with this process. I very much appreciate the ability to review the candidates bios and hear them speak on video.
VERY SATISFIED	This is the first time we've been members of a cooperative, so all of this is new to us, having just moved to Canyon Lake. Thank you for making it a smooth process.
VERY SATISFIED	this process was so easy and saves on postage and paper waste!



PEDERNALES ELECTRIC COOPERATIVE  
2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
VERY SATISFIED	Quick and easy, thank you! Best Regards, William Milo
VERY SATISFIED	Thanks for providing easily accessible information on the candidates and convenient voting process.
VERY SATISFIED	I valued the time saved by casting my ballot on-line. Please accept my praise, it is very unusual for me to take this kind of action so promptly, as I tend to procrastinate beyond belief. Enjoy your well deserved Holiday. I worked with the CoA Electric Utility for many years and know the value of a Holiday that we were actually able to take. We are glad you are there PEC, when the lights go out or the temps are above 100 degrees and the power is running. Way to Go. Claude Green
VERY SATISFIED	Helpful option to use directvote.net or to vote through the website. Nice to have a link to the candidates' bio info for a quick refresher before voting. Easy. Fast.
VERY SATISFIED	had an issue submitting the ballot in chrome.
VERY SATISFIED	It is always good to be able to do things online instead of sending actual paper ballots.

## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
VERY SATISFIED	I'm blind and was unable originally to check the box for the candidate of my choice using MS Edge browser, but then retried using the old browser Internet Explorer and it worked fine. I'm not sure who to blame, Microsoft, Jaws screen reading software, or the website developer, but just wanted you to be aware of the problem I had, in case you'd like to have your tech people verify their accessibility is working properly. I have a feeling it is, since it worked in Internet Explorer.
VERY SATISFIED	Thanks to modern technology!
VERY SATISFIED	Love being able to do this online. Easy and fast. Thanks
VERY SATISFIED	Easy
VERY SATISFIED	I like the ease of not having to sign in to cast my ballot.
VERY SATISFIED	This is a great way to vote
VERY SATISFIED	I thought the voting process was great. There was a variety of opportunity to vote that could reach almost every persons situation.
VERY SATISFIED	Great!
VERY SATISFIED	I really appreciated the easily available bio link for both candidates.
VERY SATISFIED	So easy!
VERY SATISFIED	I think it is a good and efficient process. Getting the biographies is very helpful so that an informed vote can be made.
VERY SATISFIED	Very easy and efficient way to vote.
VERY SATISFIED	Thank you for making it easy to vote online.
VERY SATISFIED	Awesome ! I had forgotten to mail my ballot

## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
VERY SATISFIED	LOVE to save paper, which not only cuts down on expenses but is also good for the environment! Everything should be electronic whenever possible. We received all of this info via a huge, wasteful mailing as well which went directly into the recycle bin - shame on you, PEC! It all could have been pushed out electronically to everyone who has opted for paperless communications. In the future, please consider sending all info electronically to customers who prefer e-info over paper.
VERY SATISFIED	Easy
VERY SATISFIED	very easy
VERY SATISFIED	Simple. And, thank you for the bio's and video. Keep-up the good work.
VERY SATISFIED	Thanks for making it easier for members to be part of this process!
VERY SATISFIED	Quick, easy, convenient...
VERY SATISFIED	You have made this very easy. I filled out the mail-in form, but I kept forgetting to put it in the mail box. Now I can throw it away. This is so much better.
VERY SATISFIED	Really enjoyed the videos.
VERY SATISFIED	We are new to the community but happy to be involved. Thank you
SATISFIED	Difficult to follow nerd instructions
SATISFIED	First time I have voted It was an easy process
SATISFIED	Too much trouble finding out about the candidates or even what district I am in until I got on the web site.

## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
SATISFIED	Simple, straightforward, easy
SATISFIED	very easy.
SATISFIED	Voting in SmartHUB was not as intuitive as I was expecting. Had to follow link and read something to know about the VOTE button at top of SmartHUB. I think it should have been easier to vote via SmartHub.
SATISFIED	Very easy to navigate however, I was timed out after reading 2 of the bios (5-7 minutes approx.) and had to re-enter my credentials twice to get back in.
SATISFIED	Thank you for not making me create a password. I'd never remember it as I don't visit the site often enough.
SATISFIED	Please add info that you will not be able to print your ballot if you "hit" the "submit" button first. Please ignore my comment if after I "hit" the "submit" button below, I am returned to the page in which I will be able to print my ballot.
SATISFIED	I like on line voting because it is handy.
SATISFIED	Thank you for making this voting process so easy and time-efficient! Sending the notification to vote on e-mail - with the personalized link to vote - really helped me to decide to vote online. If all online voting were this easy, I'd certainly use it more often!
SATISFIED	Some problems with momentary power outages on clear days. Keeps me busy resetting clocks.
SATISFIED	It was very helpful to be able to not only read what each candidate said, but also be able to hear them speak.
SATISFIED	Link to "directvote" was not working in the hub

## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
SATISFIED	User friendly. Thanks
SATISFIED	I like that it is straight to the point, no fluff...thanks.
SATISFIED	Easy.
SATISFIED	I didn't notice a submit on the first page so I needed to go to another page to place my ballot. It would have been easier to have a submit cue on the first page.
SATISFIED	would have liked to see an track record for both side by side, with the interview, and perhaps answer some questions about what they will be doing to improve the electric service and lower the cost to the consumer.
SATISFIED	Overall this was simple and functional, just as it should be. However, the ballot confirmation readout if you don't select the bill roundup option could use improvement. "Currently 0 Selected" and "Selected 0" is a bit lazy on the programmer's part. A readout of "Yes" or "No" to that option would be preferable. Thank you.
SATISFIED	Fast and easy to vote. I like the process.
SATISFIED	appreciated the bios you sent
SATISFIED	Thank you for a thorough description of each candidate. They both seem to be dedicated individuals but one stands out to act on the PEC service.
SATISFIED	Convenient and easy.
SATISFIED	No comment
SATISFIED	Worked as advertised.



## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
SATISFIED	we are still learning to use the web and on line technology. Thank you.
SATISFIED	It's 200 + round trip. A long way to drive for a general meeting, and would be nice if could be televised on youtube or through Smarthub for those unable to travel and attend to at least watch meeting. Great alternatives to vote on line, good information on how and candidates information. Sad prizes are only available to those able to travel, attend and afford the out of pocket expenses. Be nice to have at least bill credits prizes available to those who vote on line in some way.
SATISFIED	Was not able to use smart hub or website to vote. Links keep you going on circles. Only the direct vote thing let you get to vote. Then you had to go back and re read your letter to realize the logon/ election id and password was on the letter.
SATISFIED	not enough detail about candidates' positions on climate change and clean energy
SATISFIED	It took a moment to find the "Vote" button on SmartHub. I should have read the voting instructions that would have directed me to the directvote page.
SATISFIED	I do appreciate the opportunity to make an informed vote and the ease of this process.
SATISFIED	Very easy, just wish it was this easy to communicate with PEC personnel.

## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
SATISFIED	The only information that would have helped on this email was which district I'm in, and whether that is the district I am to vote for. I wasn't sure if I needed to read all the bios before going to the ballot.
SATISFIED	Had to look all over the page to find the necessary links.
SATISFIED	The advent of online voting does offer a convenience, yet I wonder how many members actually vote by either method?
SATISFIED	Didn't know bio information was available before bringing up ballot and spent a long time looking for info online. Really liked bio links on ballot.
SATISFIED	So much easier & simple
SATISFIED	Please continue using this voting process because it is much more simple to learn and hear about the candidates. I never voted previously, due to my lack of knowledge on the candidates.
SATISFIED	Straight forward enough.
SATISFIED	My internet reception is not the best but toggling between pages was smooth & I had no trouble.
SATISFIED	It is very easy to do it. Thankd
SATISFIED	I would prefer more information about candidates.
SATISFIED	I couldn't find the election via the Smart Hub, but it was easy enough via the direct vote website.
SATISFIED	Rec'd the paper form but went outside the lines so I didn't nail it back. Grateful for the second chance to vote correctly

## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
SATISFIED	I would like to see both bio's educational & work experience background.
SATISFIED	easy enough
SATISFIED	Quick and simple, very nice *thumb up*
SATISFIED	Easy to do
SATISFIED	I did not know my district or that I only voted for one director, and read all the bios first—I should have gone straight to the ballot.
SATISFIED	this process is convenient. however, in my first attempt tp cast my vote, i couldn't find the submit button. but today, i successfully submitted my vote.
SATISFIED	You folks are doing a super job! Keep up the great support for our power grid.
SATISFIED	I appreciated being able to watch the online videos from each candidate discussing their qualifications and the goals they would pursue as a board member.
SATISFIED	Very convenient way to allow people to vote!
SATISFIED	Thank you for posting this, and I look forward to seeing how Solar will play a part in PEC moving forward.
SATISFIED	It was clear and easy enough until getting to the last page. Having two notices about ballot confirmation is confusing.
SATISFIED	don't like the "pop-up" method ... for a bit I was confused as to why my "vote" button seemed to do nothing and then I noticed the "blocked pop-up" message in my browser bar ....I think there should be a better way .. but otherwise easy-peasy.

## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
SATISFIED	The information on candidates was vey good. The voting process was also very easy to follow.
SATISFIED	Nice option from mailed ballot. Thanks
SATISFIED	The ballot was a little confusing. A link to the candidate's qualifications would have been nice.
SATISFIED	very easy process :-)
SATISFIED	Why is the incumbent (female) listed second? A is before T, so it makes no alphabetical sense.
SATISFIED	Very easy and convenient. A little clunky on mobile, though.
SATISFIED	all voting nation wide should be this easy!
SATISFIED	None at this time.
SATISFIED	N/A
SATISFIED	A bit confusing on casting ballot
SATISFIED	The "Vote Now" link from the login page didn't work - but I was persistent in locating a working link elsewhere.
SATISFIED	VERY EASY
SATISFIED	My web browser blocked the popup the first time I tried to vote. I had to disable blocking popups to vote.
SATISFIED	easy and convenient!
SATISFIED	Timed out rather fast in my opinion. Would not have been able to read the bios of the three on the ballot. Glad I read them prior to login

## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
SATISFIED	It was easy to get to the voting site using the Election ID and password, but not when I tried to go through using my PEC ID and password. However, thank you for having the online voting option!
SATISFIED	Obviously placed the two most conservative and Republican oriented candidates first on the ballot.
SATISFIED	Instructions were simple and made the voting process easy.
SATISFIED	Having the bios available really helped the decision process.
SATISFIED	very easy instructions
SATISFIED	This was foreign and a little difficult for me. I think I got through it out of sheer determination.
SATISFIED	Nice to have the bio videos available.
SATISFIED	The confirmation page indicating a 0 vote on the option program was deceiving and may make some people to think they had to vote for the option.
SATISFIED	thank you for not having us go there
SATISFIED	While viewing BIO's I was timed out and had to log in again.
SATISFIED	very fine
SATISFIED	I am "assuming" that since I am already enrolled in the PEC Power of Change program I did not have to enroll again.
SATISFIED	Easy and less paper work

## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
SATISFIED	It seems that PEC does a good job in controlling cost while ensuring reliable energy deliver. I trust you will ensure that the most cost effective method of producing electricity is utilized to control costs.
SATISFIED	Makes voting so much easier for the elderly. Thank you!
SATISFIED	Thought the format for providing snapshots of the candidates and for voting was excellent.
SATISFIED	My only comment is too many pages and too many buttons. Why 2 "submit" buttons? But overall, not a bad process.
NEUTRAL	Somewhat complicated when compared to typical proxy votes for stocks.
NEUTRAL	Would be better if the ballot being on line would also show profile of candidates online besides just their name.
NEUTRAL	It was difficult to get to the ballot. The green box labeled "Vote now" had a pop up blocked message.
NEUTRAL	A little confusing, but I was able to muster through it
NEUTRAL	how secure and reliable is my account data with PEC when 3rd party survey have access to that database?
NEUTRAL	I don't exactly get why this is important. It would be nice to know that. Like what does this position even do?
NEUTRAL	I tried clicking on the Vote Now button on the SmartHub site, but it did not work. I had to go to the directvote.net site in order to vote. Overall, the process what cumbersome and possibly will impact the vote turn out. I just happened to be persistent. I voted on Memorial Day, just to let you know the timeframe of when the issue occurred.

## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
NEUTRAL	The SmartHub option reference in email and on the website we're either unavailable, not present, or very difficult to find.
NEUTRAL	Very simple
NEUTRAL	While convenient, I always wonder if the process cannot be manipulated; you should provide some background on steps taken to ensure reliability.
NEUTRAL	Got cut off from ballot while I was reading about candidates
NEUTRAL	Was not able to log in with Smart Hub credentials. Fortunately I found the paper mail-out with my election ID and password.
NEUTRAL	Trying to read and compare all the bios I timed out and had to start over. Need to extend timing out...
NEUTRAL	Easy and convenient but I'd like to see an option on yes or no questions instead of just leaving that selection blank. For me that's a more positive response toward completing the process. Computers like one's and zero's. People like to make a response.
NEUTRAL	my device detected the voting ballot as a popup and blocked it
NEUTRAL	Session timed out while reading a bio. Annoying
NEUTRAL	The ballot should show if a candidate is current on the board. VERY few members know who is on the board.
NEUTRAL	There is no ability to use one of the most common mobile browsers. The pane in which the vote now button is rendered is never shown to the end user on the portal. It should be repaired if it is stated that one may use the portal or app, as neither seemed to work for me.
NEUTRAL	was not aware we could not vote on iphone, almost gave up

## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
NEUTRAL	Link to vote was note easy to find.
NEUTRAL	How can We be sure that only members are voting?
NEUTRAL	System originally did not recognize my account. Signed in via SmartWeb and then was allowed to vote.
NEUTRAL	Not a straightforward process. No 'Vote Now' button available as claimed. Using SmartHub did not have adequate directions.
NEUTRAL	Why only one vote per household? Shouldn't my wife have a chance to vote also?
NEUTRAL	send email with a link. eliminate the us mail, waste of \$\$'s. thanks
NEUTRAL	Two items that need to be removed is the cost to the customer for having power poles installed when the customer does not own them, and the removal of the impact fee which is an unfair extra fee to the customer.
DISSATISFIED	Could not use the mobile app. Had to go home and access through laptop.
DISSATISFIED	It's probably just me but I had a hard time finding the vote button. I think it's because I didn't really know where on the page to look. When I tried the SBS link it said my information would be found under my usage and all it says on my bill it district seven. It was a bit confusing but like I said it could just be me.
DISSATISFIED	PEC electric rates are way too high, and we have no say about it. What kind of a coop is that?





PEDERNALES ELECTRIC COOPERATIVE  
2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
DISSATISFIED	The site required duplication before allowing casting a vote. If it is not right how does one know that the vote has been received and counted. Great try but need some supervision before being reliable for elections. Thank you Frank Posey
DISSATISFIED	Piggy backing a charity program on the back of an election ballot is inappropriate at best.
DISSATISFIED	Once I set up SmartHub and got on my account page, it was not obvious how to vote. I finally saw the VOTE NOW green box and clicked on it, but nothing happened. It took a number of tries to get to the right page, but ultimately I was successful.
DISSATISFIED	not having a distributable list of local charities that you would be funding probably has doomed this tactic to failure. Popping this resolution in front of voters without the ability for us to do due diligence is ridiculous. If it works, good for you. You could be funding hate groups as local charities and I wouldn't know. So I'm a solid no.
DISSATISFIED	Allowing popups is like pressing "1" for English. And I'm bilingual...
DISSATISFIED	To avoid tampering with ballots, if you have a yes block (that could be filled in after the ballot was cast), you need to have a no thanks block so there is no doubt about the voter's intent.

## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
DISSATISFIED	<p>I was unable to vote after logging into SmartHub. I'd click the "Vote Now" and wouldn't get the ballot. I had to use the alternate method of logging on via <a href="http://directvote.net/pec">directvote.net/pec</a></p> <p>Please make the Smarthub method much easier. Once logged in, there should be a bold link that says, "vote here" that actually takes you directly to the ballot.</p>
DISSATISFIED	Would have like to vote the old fashion way.
DISSATISFIED	It appears the ballot is favoring or pushing or is biased towards the candidacy of Donna Willcox / first listing based on what? / longer listing(2 pages) / youngest first? / alpha- no/ I don't know any of these individuals and have nothing against Ms Wilcox, she may indeed be the best qualified, I don't know. Just saying.
DISSATISFIED	UPPER OR lower cast letters are not specified for election password.
VERY DISSATISFIED	<p>I received an eight page paper document from Direct Vote today via USPS.</p> <p>I was NOT sent via email nor USPS my election ID nor my password.</p> <p>I wasted over an hour of my time today speaking to Pamela, Caroline\, and Robert from PEC to no avail.</p> <p>I then spoke to Paula with Direct Vote who finally provided me with my credentials.</p> <p>I have NEVER encountered such incompetence and lack of training.</p>

## PEDERNALES ELECTRIC COOPERATIVE 2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
VERY DISSATISFIED	had trouble getting the vote now to load and then the ballot to load.
VERY DISSATISFIED	When attempting to read description of candidates, my session IMMEDIATELY TIMED OUT. Why include this option if it doesn't work. Lucky that I had done homework and already decided where I would cast my ballot.
VERY DISSATISFIED	PEC Sucks
NO COMMENT	PEC missed a golden opportunity to ask each voter to opt-in to paperless autopay of their bill to reduce their electric bill. Instead, at the top of the ballot, PEC asked members to increase their electric bill by rounding it up. Is anybody thinking ?
NO COMMENT	Attempted to vote via SmartHub option When I pressed the green Vote Now button, nothing pulled up to access the ballot. I voted online, have this confirmation, and hope all is in order. In this online process, I'm not sure how you have confirmation that I am a member.
NO COMMENT	I like it
NO COMMENT	I like having the option to mail in my ballot using the postage-paid envelope or to use the online ballot. THANKS for giving me choices.
NO COMMENT	very easy
NO COMMENT	Complicated
NO COMMENT	Make it more user-friendly and short.
NO COMMENT	ALL GOOD. NO PROBLEMS.
NO COMMENT	Easy process. Information on candidates very good. Easy decision.



PEDERNALES ELECTRIC COOPERATIVE  
2018 BOARD OF DIRECTORS ELECTION

"Your level of satisfaction with the web voting process:"

Rating:	Comments about this process:
NO COMMENT	he seems likes he has worked hard to get further in life
NO COMMENT	Easy to vote!
NO COMMENT	Very easy to use and although I plan to attend the meeting...love it is in the Canyon Lake area as I have not attended for a long, long time! Go Graf!!
NO COMMENT	I can't remember if I voted, so if I did, please discard this one. Thanks.
NO COMMENT	very easy
NO COMMENT	Followed instructions - have no idea if I actually voted!
NO COMMENT	very easy
NO COMMENT	we would like to see you offer solar options at low or no cost in our area
NO COMMENT	Very easy to use.
NO COMMENT	Smart hub did not have a vote now button.
NO COMMENT	The lady that set up my account over the phone rocks and had so much grace on me!