

## Q15 Any other concerns, suggestions or comments are appreciated:

Answered: 187 Skipped: 361

#	Responses	Date
1	I very much appreciate the reduction in our rates. I would like to see a little better reliability in the Luther area.	10/31/2016 11:47 AM
2	there must be more information for customers and more information researched and read by our representatives. There should be no quick and easy decision for expediency's sake. Everyone seems to agree about that except the board. We appreciate you doing the hard work on our behalf!	10/31/2016 10:03 AM
3	I do not understand a few questions, although answered -- Energy programs? (I know there are LISD/LIDD, perhaps you could include ORU, but not aware of anything else)? And, since rural Montana has no other option for electric utility in this area other than BEC - this is a non-qualifiable question, why asking?	10/19/2016 1:17 PM
4	I appreciate your efforts to lower our rates and increase transparency in decision making. I have no problem with a merger as long as clear long-term benefits are available and all customers are treated fairly in the future. Theoretically, a larger entity should be more efficient and be able to secure better contracts with better rates, etc. than a smaller local co-op. Remember, local control didn't work so well in getting BEC involved in the Southern Montana Co-op (SMC) debacle. It is working well now with smart and dedicated board members, but will we have the same class of board members in 5-10 years when there is no crises such as SMC? I fear future board members from BEC's small districts would be selected more on popularity, not qualifications. A merged coop should offer the benefit of drawing board members from a much larger population and geographical area, which should strengthen leadership. The larger population would naturally provide a larger pool of smart, dedicated and qualified leadership. BEC shouldn't be too concerned about the number of board seats in a merger other than to make sure our area is proportionately represented.	10/19/2016 12:11 PM
5	I like that the Board cares and works for the people, members, and that we all own BEC. Increase efforts to instill this facet into all members-apathy is the worst enemy	10/7/2016 4:10 PM
6	Why don't we support 4h FFA anymore. why didn't we try to save HHS so we could supply some or all of our own power. With coldstrip shut down it would have been a good option.	10/7/2016 4:09 PM
7	Satisfied so far but wish they would merge with Lower Valley and quit taking their time. Very good service inside and out. Need to work on Board!! Board needs to make a good decision and follow in LVE's footsteps	10/7/2016 4:08 PM
8	bring down rates the rates are ridiculos rates	10/7/2016 4:06 PM
9	Avoid any interaction with Tristate G&T; learn from Basin Electric; do not sell out to NWE; apply for BPA & WAPA Energy deliveries; Hydro-power is renewable; avoid wind energy suppliers & solar energy scams	10/7/2016 4:05 PM
10	Weeds along their access route to lines & stations weed control	10/7/2016 3:55 PM
11	When power outages occure would be nice to know the cause and how long it will take to get power restored.	10/7/2016 3:45 PM
12	Don't understand that with 20% rate decrease my monthly bills are consistently higher than ever? When we moved here in 2004 paid \$100 or less a month. Now that is consistently around \$200	10/7/2016 3:39 PM
13	No transparency from the board. They only tell you what they want. They won't answer questions they don't want to.	10/7/2016 3:33 PM
14	BTE was wrong to get involved with Great Falls but done got to get out and recover	10/7/2016 3:27 PM
15	I feel with the present board everything has improved a lot the board has acted with the members being informed.	10/7/2016 2:56 PM
16	we need to stay independent. Lower rates would be great. The labor crew is great.	10/7/2016 2:51 PM
17	hoping we are all out of the woods + on to the Road of finding a supportive system lower rates + continued Co-op member service board. We know you are all trying to do your best with what you have to work with.	10/7/2016 2:42 PM
18	current history is much better. Our heartfelt thanks to the trustees for haging in there.	10/7/2016 2:36 PM
19	eliminate unnecessary power outages if possible and keep those rates going down.	10/7/2016 2:27 PM
20	Rates high high high!	10/7/2016 2:20 PM
21	appreciate to current efforts of board in moving forward to a better organization. Still work to be done and believe BEC is in capable hands now.	10/7/2016 2:18 PM

22	with the wind in clark power outages are apt to happen but BEC does give us confidence that everything possible is being done to restore power as quickly as possible. Thank you all for that.	10/7/2016 2:14 PM
23	rates to high	10/7/2016 1:59 PM
24	I feel better about beartooth electric now then ever before. keep up the good work	10/7/2016 1:49 PM
25	Rates are at a very dis-satisfied amount. Customer service very satisfied Eric & crew	10/7/2016 1:49 PM
26	rates to high for cabin owners	10/7/2016 1:45 PM
27	Very satisfied other than the high rates	10/7/2016 1:35 PM
28	Beartooth should remain independent	10/7/2016 1:27 PM
29	Rates still need to go down & communication is very much needed with more clients	10/7/2016 1:25 PM
30	When we got involved with Southern. I feel our board now lets the co-op members make more of the decisions that impact us than the old board	10/7/2016 1:22 PM
31	68 years of no fawl play you are the best.	10/7/2016 1:19 PM
32	why in the world did we ever enter into an accord with southern? Bad Move! Parties in Interest?	10/7/2016 1:15 PM
33	Service is improving Need keep working on rates	10/7/2016 1:14 PM
34	Would like to know how the representation structure would be set up if we merged, would we still have our board of trustees would we have a say in the total structure of the business dealings.	10/7/2016 1:12 PM
35	WE are concerned about joining a much bigger coop and losing control. It seems like we are on the track to be financially stable	10/7/2016 1:10 PM
36	when asked to leave our phone# for call back whenever power is interrupted, no one calls back	10/7/2016 1:08 PM
37	Beartooth is good- especially since the gals got involved.	10/7/2016 1:03 PM
38	not enough data or insight to make a good decision - why it is important to elect good trustee's and have good financial+operation leadership	10/7/2016 12:57 PM
39	I've been a member of BT co-op for 31 years and only received two dividends. Co-op not working	10/7/2016 12:53 PM
40	Need to keep rates down for installing new lines as well as monthly	10/7/2016 12:43 PM
41	Increase use of "alternate" non-fossil fuel energy sources- ensure all sources are environmentally responsible and lawful	10/7/2016 12:39 PM
42	In light of where we have been in past and the stability of BEC at the present, we would encourage the board to continue in the direction of an independent co-op. Thank you for all your hard work	10/7/2016 12:35 PM
43	I am also a member of Yellowstone Valley Elec + cant help but compare the much-lower rate base. I really appreciate the positive strides BEC has been taking, though. Thank you for your hard work.	10/7/2016 12:16 PM
44	We don't use \$10 worth of power a year, yet it costs us over \$400. Can you do anything for us?	10/7/2016 12:10 PM
45	I think the original idea of BEC owned generation plant was good. Very unfortunate that Southern had personal gain in mind and not the long term of BEC	10/7/2016 11:55 AM
46	outstanding financial turnaround due to hard work+persistence	10/7/2016 11:50 AM
47	always satisfied except for the extreme high rates.	10/7/2016 11:45 AM
48	BEC amazed me after the Derby fire. They had power up and running at my place in only days, even with much of the infrastructure destroyed.	10/7/2016 11:32 AM
49	had some problems with foreman overseeing construction of 3-phase to tippet rise was offered the chance to enter into a condemnation suit-but declined maybe next time.	10/7/2016 11:22 AM
50	Devote Pt or BTE newsletter each mo to ideas customers can use to improve energy efficiency	10/7/2016 11:16 AM
51	we like the fact that our rates are going down. We appreciate the local staffing + the hard work of electrician who service our area. All of them show + demonstate a good TEAM effort!	10/7/2016 11:07 AM
52	There is always room for improvment	10/7/2016 11:03 AM
53	Been helpful whenever I needed them	10/7/2016 10:58 AM

54	meter price is high and having to pay meter price for months being disconnected is unreasonable. The idel equipment has been there for over 30 years	10/7/2016 10:58 AM
55	Rates are getting better. When I moved from NW energy location to BT Elec I was not happy because of the rates	10/7/2016 10:53 AM
56	please keep working those rates down + improving reliable service. Things are improving	10/7/2016 10:51 AM
57	I appreciate the lower rates. I support retained control of the co-op. Against the merger	10/7/2016 10:42 AM
58	Would like to see rates lower as I'm sure everyone else would too	10/7/2016 10:32 AM
59	I do not believe it is in our best interest to merge at this time. There are too many unanswered questions to go into an agreement that can't be reversed	10/7/2016 10:31 AM
60	I appreciate all the efforts of the current board to get us out of high contracts and the bankruptcy, to reduce our rates.	10/7/2016 10:29 AM
61	Transparency was very back in the past.	10/7/2016 10:27 AM
62	Beartooth office responds quickly to your request & answers questions or tells you who to ask	10/7/2016 10:23 AM
63	Don't like stock water meter rates	10/7/2016 10:20 AM
64	Recently you are 9. 8-10 years ago Co-op was run by unprofessional "good 06 boys" Things are better now.	10/7/2016 10:17 AM
65	I never hear anything about retiring any stock. A healthy co-op should be more up to date. If we combine with another co-op our stock retirement should be part of the deal	10/7/2016 10:06 AM
66	Rural electric Co-ops keep the big power companies in the check. Would hope to keep affordable rates for agricultural consumers fo whom Rural Electrics were formed	10/7/2016 10:05 AM
67	Please do not merge with any other company	10/7/2016 10:03 AM
68	All OK	10/7/2016 10:01 AM
69	Keep a stand alone unit No partnership with any one!	10/7/2016 10:00 AM
70	I am not in favor of any merger at this time - we are better alone as BEC. Rethink after LVE agreement is over.	10/7/2016 9:50 AM
71	Outages continue to be a problem if not noticed freezers are tripped and not reset causing problems	10/7/2016 9:16 AM
72	Rates appear much higher than Yellowstone County and monthly minimum fee is bothersome	10/7/2016 9:11 AM
73	The new board has done a great job at correcting past mistakes	10/7/2016 8:23 AM
74	Everything is OK by me	10/6/2016 4:55 PM
75	Thank you for dropping rates. Investigate solar, wind, and other sources to see if we can continue dropping rates	10/6/2016 4:50 PM
76	Nothing in life is perfect and we had good service with the service we had before the "new comers" taking all the responsibility of management.	10/6/2016 4:23 PM
77	I am most concerned about the future, rather than the present. I do not sense that BEC is thoroughly evaluating all reasonable alternatives for its future. I see 4 logical/possible alternatives. 1) stand alone 2) merge w/WY coop 3)merge partnership w/MT coop 4) create a shared situation for common services including adaptation to a potentially very different grill & power source.	10/6/2016 4:17 PM
78	Getting us out of our mess is in itself a major accomplishment. We need more incentive programs	10/6/2016 3:46 PM
79	Had Beartooth Electric on family place prior to taking over the place year 1/2 ago	10/6/2016 1:18 PM
80	I do not feel losing local control is worth any administrative savings. I fear becoming the junior partner when it comes to maintenance and customer service	10/6/2016 1:10 PM
81	Thanks to the Board!	10/6/2016 12:53 PM
82	East Rosebud Lake Infrastructure - trees-old poles- no advise on needed upgrades underground service	10/6/2016 12:51 PM
83	Power rates too high. Northwestern is a lot less and meter charge at Beartooth too high	10/6/2016 12:46 PM
84	Too high of base rate	10/6/2016 12:37 PM
85	Very satisfied with service info	10/6/2016 12:34 PM
86	We have improved but I am no sure about a merger and what type of control would be lost	10/6/2016 12:24 PM
87	Do another look at merger w/NWE. Would like to see real "due diligence" and analysis of rates, impact on employee count, number of miles of distribution that could be eliminated, followed by "transparency" regarding findings. Best wishes.	10/6/2016 12:15 PM

88	BEC needs to maintain close "state" association to follow the legislature & other gov. actions (as independent non-partisan)	10/6/2016 11:06 AM
89	As a customer I am impressed with how well the change of operations has improved the company in a short amount of time or the spiral downward was ongoing but has now gone in a positive direction :)	10/6/2016 10:52 AM
90	I really object that a Board member tries to use the Rural MT or bill inserts as a platform to try and get re-elected to the Board. This has to stop, as it is an unfair advantage against anyone who has an interest in running for the Board.	10/6/2016 10:35 AM
91	I think and want to thank Arleen Boyd for doing a great job!	10/6/2016 10:25 AM
92	No Merger!!!!	10/6/2016 10:19 AM
93	Very good communication	10/6/2016 10:16 AM
94	they have done a good job of restoring power when it does go out which is not very often. The office staff is very pleasant and do a good job.	10/6/2016 10:11 AM
95	Thank you for fighting for us. You were and still are there in the trenches A job well done. Thanks	10/6/2016 10:10 AM
96	Got the monthly base rate down to where its comparable with other electric suppliers. Lowering the electric rate does not matter much when the base rate is higher then the use.	10/6/2016 10:08 AM
97	development with southern was a huge mistake, otherwise now doing better.	10/6/2016 10:05 AM
98	cant comment on merger w/o knowing more about WY law if its impact is favorable/unfavorable+if merge would effect being able to have local contact for customer service+questions about operations	10/6/2016 9:42 AM
99	board has done a great job this year	10/6/2016 9:36 AM
100	My opinion has improved over the past three years to very dissatisfied to a strong satisfied.	10/6/2016 9:33 AM
101	meter rate to high	10/6/2016 9:30 AM
102	we own 2 properties- one served by bec and one served by NWE. We appreciate the lower rates + combined gas and electric of NWE over BEC	10/6/2016 9:22 AM
103	high rates	10/6/2016 9:13 AM
104	Put a stamp on it next time	10/5/2016 4:37 PM
105	Too many and frequent outages. Outages, yet at times it gets back on in a timely manner	10/5/2016 4:35 PM
106	nice job on lowering rates	10/5/2016 4:15 PM
107	I am very happy with BEC and think everyone on the staff & Board does a great job.	10/5/2016 4:13 PM
108	I hope will make sure nto to merge on the basis of rates/costs alone.	10/5/2016 4:10 PM
109	The customer service is excellent with your company however, the service is awfull when service is lost it causes issues with electronics, which is tough as a business	10/5/2016 4:09 PM
110	We have a lot of outages of short duration but it makes all our clocks blinkand have to be reset. You are doing a good job keep up the good work	10/5/2016 4:06 PM
111	Add more green energy promotion and smart meters	10/5/2016 4:03 PM
112	keep up the good work Beartooth Electric	10/5/2016 4:03 PM
113	Our management team is back on the right track	10/5/2016 4:02 PM
114	Base rates are too high for seasonal residents. I currently am a customer of both NW Energy and Beartooth. I pay more with Beartooth because I pay very little to NW Energy when I'm not in residence	10/5/2016 3:59 PM
115	credit for alternative energy put back in the grid is very important	10/5/2016 3:56 PM
116	I think if it is feasible for Beartooth to operate on its own, we should. Don't be hostage to another's bad decisions. No merger	10/5/2016 3:55 PM
117	I cannot remember when I've been treated by the office management so disrespectfully as I was by BEC,they didn't consider my age, medical condition or length of time being a members family been a member since 1949 I'm still owing a friend on the bill that was inflated which unnecessary	10/5/2016 3:50 PM
118	keep working to lower the rates.	10/5/2016 3:48 PM
119	Thank you for your hard work: Trustees and Employee's	10/5/2016 3:32 PM

120	I think we should belong to Northwestern	10/5/2016 1:49 PM
121	from what I have been told by people who have attended board meeting, it appears Melton and Dutton have already made up their minds to recommend Merger.	10/5/2016 1:45 PM
122	I suspect another utility would be cheaper otherwise I am happy w/BEC	10/5/2016 1:40 PM
123	we have received BEC power for over 30 years, never missed a payment but if we are a little late, "Past due notice your service will be disconnected" seems a little harsh good paying customer.	10/5/2016 10:59 AM
124	High rates are a major concern for everyone	10/5/2016 10:58 AM
125	always responsive and lower rates	10/5/2016 10:56 AM
126	rates are very high-we appreciate new management	10/5/2016 10:55 AM
127	Rates too high. NW Energy comes to mind	10/5/2016 10:39 AM
128	Rates and poor decisions concerning coal fired generation plant at Great Falls	10/5/2016 10:20 AM
129	This deal fell short a few years ago. It fell in a hole. It will take a long time to get out. So in the meantime, it falls on my pocket book.	10/5/2016 9:59 AM
130	I would like to see Beartooth Electric stay independent and not merge	10/5/2016 9:49 AM
131	Thanks for the diligent work	10/5/2016 9:41 AM
132	I feel that a fine cross-section of very intelligent minds have brought BEC back from the brink of total collapse	10/5/2016 9:36 AM
133	Thank you for all the hard work over the past couple years it has not gone unnoticed	10/5/2016 9:22 AM
134	This is the first time we have been with a Cooperative. They seem to be more in tune with their members. The service has been very reliable.	10/5/2016 9:08 AM
135	I think they are doing a good job	10/5/2016 9:03 AM
136	Amazing progress in short time with difficult challenges and tough decisions. Thank you	10/5/2016 8:51 AM
137	Get a good GM and get rid of Arleen Boyd. Instead of fixing HGS she "threw the baby out with the bathwater"	10/5/2016 8:23 AM
138	If rates were competitive, I'd choose Beartooth Electric	10/4/2016 4:40 PM
139	We only have a summer cabin in Nye we have owned about 3 years, but we are satisfied with BEC service and are very please to see rates decrease	10/4/2016 4:20 PM
140	I am very uncomfortable joining another coop	10/4/2016 4:11 PM
141	Since we only use your service through the summer months a vacation rate would be appreciated.	10/4/2016 4:09 PM
142	Personnel are great Also very pleased with rate reductions	10/4/2016 4:03 PM
143	The future is uncertain but we have the best board in place to present options	10/4/2016 4:03 PM
144	I appreciate the effort BEC goes to in order to keep members informed.	10/4/2016 4:03 PM
145	Have some meeting in local area- they have worked. why don't we have lunch with our friends anymore at the annual meeting? are we still broke?	10/4/2016 4:00 PM
146	If we incorporate renewable energy, I love the 'local' factor	10/4/2016 3:57 PM
147	We are truly grateful for Roxie Melton as trustee	10/4/2016 3:53 PM
148	I feel the board and management (That they select) have a narrow vision of the future without listening to the patrons.	10/4/2016 3:53 PM
149	Rates- especially that monthly fee of 33.50 even if you don't use electricity at all for a month or two- are my biggest concern. I do acknowledge and appreciate that they have gone down	10/4/2016 3:51 PM
150	Question #10 right now only service I know that BT Electric offers is electricity-is there more?	10/4/2016 3:46 PM
151	I appreciate Beartooth offering whole house surge protector installation. Marty was very helpful with a recent project on our property in Roberts	10/4/2016 3:39 PM
152	leaning to stand alone	10/4/2016 3:34 PM
153	But I wonder if a regulated utility would be safer, to avoid the lop off that happened under the old board.	10/4/2016 3:26 PM
154	more info needed if and when merge occurs	10/4/2016 2:39 PM

155	do not under any circumstances, give up independence as a coop- LVE is perfectly good but who know in the future. do not join with them	10/4/2016 2:28 PM
156	There is no valid reason to consider a merger with any other electric supplier	10/4/2016 2:13 PM
157	I would like the option of budget billing to pay the average every month	10/4/2016 2:04 PM
158	if considering merging with another coop-maybe choose one that is close in vicinity.	10/4/2016 2:03 PM
159	too many outages due to tree branches	10/4/2016 2:01 PM
160	very concerned bec board would be considering merger where bec totally gone + bec members have very little representation and control with LVE.	10/4/2016 1:59 PM
161	possible merger with WY coop	10/4/2016 1:57 PM
162	The present board was handed a colossal mess from the previous board. They have done a good job addressing that. At present, caution should be taken concerning any further consolidation.	10/4/2016 12:53 PM
163	We are so fortunate to have such a knowledgeable and capable board. My thank s to all!	10/4/2016 12:48 PM
164	Prior handling of tree problem, lying	10/4/2016 12:42 PM
165	Rates are a big problem	10/4/2016 12:34 PM
166	I'm concerned that if we merge with another co-op they might decide to do something stupid. Like what happened during the Prinki Fiasco.	10/4/2016 10:45 AM
167	lower valley has been great but things will change a lot if we become part of them and we will no longer be local	10/4/2016 10:32 AM
168	Trustees need to be accountable for promises not kept	10/4/2016 9:54 AM
169	I would love to have cable, internet all together. It would be great. If you try to make internet accessible for all your customers it would be profitable for you and good for the customers.	9/29/2016 12:11 PM
170	Better sound system at annual meeting!! The Gym has poor acoustics! Maybe a different venue!	9/26/2016 4:44 PM
171	Thank the Board for their hard work and effort	9/26/2016 4:41 PM
172	The coop has come a long way. Thanks to all.	9/26/2016 12:47 PM
173	Traditional energy supplies have to be substianally reduced in favor of renewable energy sources. BEC will be left behind if this switch is not made.	9/26/2016 12:26 PM
174	Is there any Montana Elec Coop suitable for BEC to merge with? Need more info concerning how the incorporation of renewable electric sources affect the BEC	9/26/2016 12:17 PM
175	This merger is just like setting up Southern	9/26/2016 12:04 PM
176	Reliability excellent. Had poor past management but good now- but short track record.	9/26/2016 11:59 AM
177	We skipped the question #2 because we are not dissatisfied	9/25/2016 7:41 AM
178	Rates still too high	9/23/2016 4:31 PM
179	keep up the good work	9/21/2016 3:39 PM
180	very satisfied	9/19/2016 1:27 PM
181	I am deeply concerned that the current board majority will vote to merge w/LVE w/o doing due diligence considering other MT coops & merging w/o consideration of meeting current bylaws and principles of electric coops	9/19/2016 1:17 PM
182	Stand alone with management contract as currently have. Rates too high	9/16/2016 12:29 PM
183	Overall-thank you very much!	9/16/2016 12:24 PM
184	Patronage seems to be non existent. We belonged to Grand Valley REA for less time and have received checks for years now.	9/15/2016 12:11 PM
185	Now what do I do with this questionnaire?	9/15/2016 12:00 PM
186	I really do NOT like the idea of a merger.	9/15/2016 11:57 AM
187	If you could try to lower our base rate costs.	9/15/2016 10:32 AM