



SBS REPORT PREPARED FOR
PEDERNALES ELECTRIC COOPERATIVE
22 JUNE 2019

2019 Director Election

Survey & Ballot Systems
7653 Anagram Drive
Eden Prairie, MN 55344-7311
800-974-8099
surveyandballotsystems.com

 **Survey & Ballot**
systems

June 24, 2019

Don Ballard
General Counsel
PO Box 1
Johnson City, TX 78636-0001

Dear Mr. Ballard:

As the election contractor, we are pleased to provide you with the official tabulation for the 2019 Director 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 14, 2019. These certified results account for 10,755 ballots cast from 73,268 eligible members, yielding a participation rate of 14.68%.

Also provided are supporting reports, including a Votes by District, a Voters by Email by Media, a Voters by Analytics, 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 A Fiala

Melissa Fiala
Quality Assurance Specialist

Enclosure(s)

**PEDERNALES ELECTRIC COOPERATIVE
2019 DIRECTOR ELECTION**

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**PEDERNALES ELECTRIC COOPERATIVE
2019 DIRECTOR ELECTION**

Eligible Voters:	73,268
Paper Ballots:	6,338
Web Ballots:	4,463
Duplicate - Paper Removed:	51
Duplicate - Web Removed:	19
Final Paper Ballots:	6,287
Final Web Ballots:	4,444
Onsite Ballots:	24
Total Returns:	10,755
Percent Returned:	14.68%

Certified by Survey & Ballot Systems

Melissa A Fiala

6/24/2019

Melissa Fiala

Date

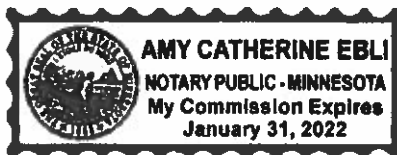
Quality Assurance Specialist

Amy C. Ebli

6/24/2019

Notary Public

Date



Sponsoring organization had knowledge of or access to participant login codes.

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PEDERNALES ELECTRIC COOPERATIVE 2019 DIRECTOR ELECTION

Director District 4

Vote for: 1	Votes	Percent	
Jim Powers	2,558	43.3%	DECISION
Kathi Thomas	2,066	35.0%	
Joe Pool	1,282	21.7%	
	Total Valid Ballots:	5,906	
	Total Unexercised:	11	
	Total Invalid:	1	
	Total Ballots Cast:	5,918	

Director District 5

Vote for: 1	Votes	Percent	
James Oakley	1,565	32.5%	DECISION
John A. Watson	1,510	31.3%	
Lisa Ivie Miller	1,456	30.2%	
Kenneth Reneau	286	5.9%	
	Total Valid Ballots:	4,817	
	Total Unexercised:	8	
	Total Invalid:	12	
	Total Ballots Cast:	4,837	



**PEDERNALES ELECTRIC COOPERATIVE
2019 DIRECTOR ELECTION**

	Total Members	Paper Ballots	Web Ballots	Total Ballots	% Received
Director District 4					
District					
VD4	37,995				
Kathi Thomas		1,013	1,053	2,066	5.4%
Jim Powers		1,400	1,158	2,558	6.7%
Joe Pool		730	552	1,282	3.4%
VD5	35,273				
Kathi Thomas		0	0	0	0.0%
Jim Powers		0	0	0	0.0%
Joe Pool		0	0	0	0.0%



**PEDERNALES ELECTRIC COOPERATIVE
2019 DIRECTOR ELECTION**

	Total Members	Paper Ballots	Web Ballots	Total Ballots	% Received
Director District 5					
District					
VD4	37,995				
John A. Watson		0	0	0	0.0%
Kenneth Reneau		0	0	0	0.0%
James Oakley		0	0	0	0.0%
Lisa Ivie Miller		0	0	0	0.0%
VD5	35,273				
John A. Watson		977	533	1,510	4.3%
Kenneth Reneau		176	110	286	0.8%
James Oakley		1,028	537	1,565	4.4%
Lisa Ivie Miller		959	497	1,456	4.1%



**PEDERNALES ELECTRIC COOPERATIVE
2019 DIRECTOR ELECTION**

Email	Total Members	Paper Ballots	Web Ballots	Onsite Ballots	Total Ballots	% Received
Email	47,461	3,359	4,054	14	7,427	15.6%
No Email	25,807	2,928	390	10	3,328	12.9%
Totals	73,268	6,287	4,444	24	10,755	14.7%



**PEDERNALES ELECTRIC COOPERATIVE
2019 DIRECTOR ELECTION**

Analytic	Total Eligible	Total Recipients	Web Ballots Submitted	Submitted	Percent of Submitted	Percent of Eligible
Login - Single Signon	73,268	73,268	4,463	831	18.62%	1.13%
Operating System - Window	73,268	73,268	4,463	2,476	55.48%	3.38%
Operating System - MAC	73,268	73,268	4,463	876	19.63%	1.20%
Operating System - Linux	73,268	73,268	4,463	14	0.31%	0.02%
Browser - Internet Explorer	73,268	73,268	4,463	595	13.33%	0.81%
Browser - Firefox	73,268	73,268	4,463	504	11.29%	0.69%
Browser - Safari	73,268	73,268	4,463	1,262	28.28%	1.72%
Browser - Chrome	73,268	73,268	4,463	2,033	45.55%	2.77%
Browser - Opera	73,268	73,268	4,463	13	0.29%	0.02%
Device - Desktop	73,268	73,268	4,463	3,403	76.25%	4.64%
Device - Mobile	73,268	73,268	4,463	1,068	23.93%	1.46%
Top IP Addresses	73,268	73,268	4,463	29	0.65%	0.04%
[REDACTED]						
Top IP Addresses	73,268	73,268	4,463	21	0.47%	0.03%
[REDACTED]						
Top IP Addresses	73,268	73,268	4,463	20	0.45%	0.03%
[REDACTED]						
Top IP Addresses	73,268	73,268	4,463	16	0.36%	0.02%
[REDACTED]						
Top IP Addresses	73,268	73,268	4,463	16	0.36%	0.02%
[REDACTED]						
Top IP Addresses	73,268	73,268	4,463	16	0.36%	0.02%
[REDACTED]						
Top IP Addresses	73,268	73,268	4,463	14	0.31%	0.02%
[REDACTED]						



**PEDERNALES ELECTRIC COOPERATIVE
2019 DIRECTOR ELECTION**

Analytic	Total Eligible	Total Recipients	Web Ballots Submitted	Submitted	Percent of Submitted	Percent of Eligible
Top IP Addresses [REDACTED]	73,268	73,268	4,463	13	0.29%	0.02%
Top IP Addresses [REDACTED]	73,268	73,268	4,463	10	0.22%	0.01%
Top IP Addresses [REDACTED]	73,268	73,268	4,463	9	0.20%	0.01%

Glossary of Terms Used

Login	Voter logged in and submitted their ballot via the stated method.
Operating System	Voter submitted their ballot using the stated operating system.
Browser	Voter submitted their ballot using the stated browser.
Device	Voter submitted their ballot using the stated device type.
Top IP Addresses	Voters submitted their ballot via the stated Internet Protocol (IP) Address.

Note: Analytics with an asterisk (*) measure Clicks ONLY.

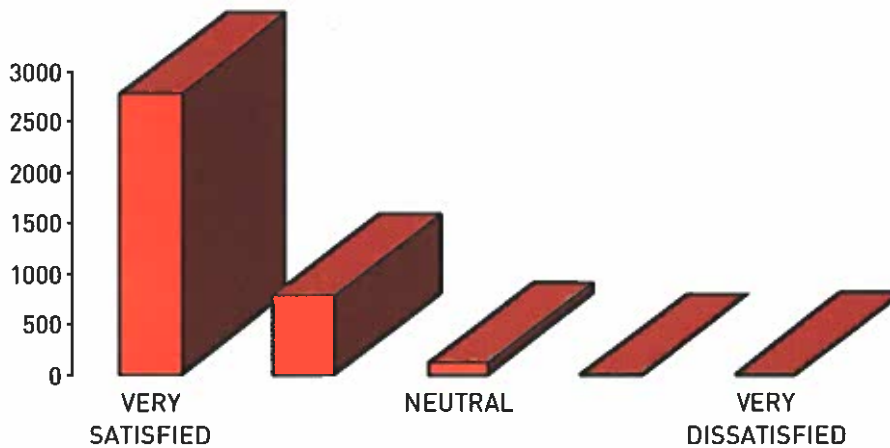
**PEDERNALES ELECTRIC COOPERATIVE
2019 DIRECTOR ELECTION**

Rating	Count	Percent	Count	Percent
VERY SATISFIED	2,794	62.5%	2,794	75.0%
SATISFIED	791	17.7%	791	21.2%
NEUTRAL	114	2.6%	114	3.1%
DISSATISFIED	11	0.2%	11	0.3%
VERY DISSATISFIED	17	0.4%	17	0.5%
NO COMMENT	741	16.6%		
TOTAL	4,468	100.0%	3,727	100.0%

Cumulative Breakdown:

(Less "No Comment")

	Count	Percent
Very Satisfied or Satisfied	3,585	96.2%
Dissatisfied or Very Dissatisfied	28	0.8%



PEDERNALES ELECTRIC COOPERATIVE 2019 DIRECTOR ELECTION

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

Rating:	Comments about this process:
VERY SATISFIED	GO POWERS!!!!
VERY SATISFIED	Easy!
VERY SATISFIED	Thank you for making voting available online. Much more convenient!
VERY SATISFIED	Excellent!
VERY SATISFIED	Easy and quick. Thanks.
VERY SATISFIED	Very easy. Thanks.
VERY SATISFIED	Online voting is very efficient and easy
VERY SATISFIED	Quite easy to do. Thanks!
VERY SATISFIED	Thanks for the opportunity to vote
VERY SATISFIED	Very fast and easy thank you so much.
VERY SATISFIED	Very straightforward and easy
VERY SATISFIED	This is a great way to vote! Leaves no excuse to not participate.
VERY SATISFIED	I love online programs to save gas, time and money
VERY SATISFIED	Like the bio information along with voting process. Well thought out, especially for co op owners that a limited time.
VERY SATISFIED	Very fast an convenient. It was nice to read the bios of each candidate as well.
VERY SATISFIED	Efficient and easy. Thanks
VERY SATISFIED	Very easy! Thanks!
VERY SATISFIED	Super easy and convenient!!
VERY SATISFIED	Thanks for providing on-line voting, quick and easy.
VERY SATISFIED	Excellent!

PEDERNALES ELECTRIC COOPERATIVE 2019 DIRECTOR ELECTION

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

Rating:	Comments about this process:
VERY SATISFIED	The convenience of e-voting and the strides taken to secure the medium is very much appreciated.
VERY SATISFIED	Nicely Done!
VERY SATISFIED	I loved that there was information online about each candidate and that I could vote online! Thank you!
VERY SATISFIED	thank you for making this easy and accessible to all.
VERY SATISFIED	Good addition
VERY SATISFIED	It's been extremely annoying to receive campaign emails through what I hate to assume is likely a result of the campaign having my email address via my PEC account ??
VERY SATISFIED	Very simple
VERY SATISFIED	I do NOT like the fact that candidates are texting me about the election.
VERY SATISFIED	The process was much easier than expected.
VERY SATISFIED	Web voting is quick and easy. I hope everyone does it. I also hope that it is secured and verifiable.
VERY SATISFIED	Very easy to complete. Wish all voting was this easy.
VERY SATISFIED	Made a trip to the post office not necessary, thank you.
VERY SATISFIED	very clear instructions and easy to understand and use. thank you for development of this voting process
VERY SATISFIED	Thank You Very Easy. Keep up the great Service.
VERY SATISFIED	Having the bio to read is a big help.
VERY SATISFIED	Very easy

PEDERNALES ELECTRIC COOPERATIVE 2019 DIRECTOR ELECTION

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

Rating:	Comments about this process:
VERY SATISFIED	I found this method of boating to be very easy and very informative. Thank you for taking the time to do this to make voting better for the people.
VERY SATISFIED	We should have this statewide!
VERY SATISFIED	Thanks for making it simple to vote.
VERY SATISFIED	Ethics seem to be an issue for PEC's board. Jim Powers profits off of board members across the state. Take a look at his employees/contractors, many are sitting school board members. As a former school board member, this is wrong and unethical.
VERY SATISFIED	simple, straightforward and has information to assist voting
VERY SATISFIED	Easy to access and it worked. What a nice surprise!
VERY SATISFIED	I appreciate all of the reminders by email. The process was very straight forward and easily executed. I am hopeful that this email service will increase participation and awareness. Being able to read the bio's and vision statement for each candidate is a great help. It is still incumbent for the voter to verify authenticity and veracity of the candidates. Thank you for the entire combined service.
VERY SATISFIED	Really appreciate not having to create an account, password, etc... to vote. Well done!
VERY SATISFIED	Jim Powers sent us emails claiming to be PEC official business when it was actually from his campaign. He should be impeached.
VERY SATISFIED	GO KATHI !!!!!
VERY SATISFIED	Very convenient! Thank you.
VERY SATISFIED	easy, informative and very useful!

PEDERNALES ELECTRIC COOPERATIVE 2019 DIRECTOR ELECTION

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

Rating:	Comments about this process:
VERY SATISFIED	Very easy to understand instructions and easy to cast my vote, first time doing online voting in any form.
VERY SATISFIED	Super easy.
VERY SATISFIED	Love the candidate bio section. Very helpful.
VERY SATISFIED	Easy and quick
VERY SATISFIED	Easy - thanks!
VERY SATISFIED	this is great. This should be continued in other areas!!!! Well done.
VERY SATISFIED	It was very handy and easy. I'm disabled and it's hard for me to get out of the house. So thank you for this I'm glad I could vote.
VERY SATISFIED	I like seeing the bios for the three candidates. It really helped and I am sure the candidates spent time writing their experiences and thoughts.
VERY SATISFIED	Good data on all candidates and easy ballot.
VERY SATISFIED	Easy and all needed information was there
VERY SATISFIED	Read through info on candidates and instructions. Easy to understand and took little time. I had no problem voting this way.
VERY SATISFIED	Thank you for having an on-line option for participating in the voting process.
VERY SATISFIED	Thank you. Very clear instructions and very easy to do.
VERY SATISFIED	thanks
VERY SATISFIED	Great! It was easy to find information about the candidates. Very easy to vote with the link that was emailed to me.
VERY SATISFIED	The process is simple and quick. Love it.

PEDERNALES ELECTRIC COOPERATIVE 2019 DIRECTOR ELECTION

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

Rating:	Comments about this process:
VERY SATISFIED	I never did this before. I was happy and relieved to see how easy and effortless it was. Thanks, and Good Luck.
VERY SATISFIED	I appreciated the easy to access candidate profiles with their contact information.
VERY SATISFIED	Incredibly simple.
VERY SATISFIED	Exceptionally easy to vote....wish more entities would handle voting in this same way.
VERY SATISFIED	Easy. Thanks for setting it up this way.
VERY SATISFIED	save postage next time by asking before election whether we want electronic ballot or paper ballot in the mail. This was super easy and the videos / bios truly helped in making my decision.
VERY SATISFIED	Thank You!
VERY SATISFIED	Good!
VERY SATISFIED	Easy
VERY SATISFIED	The voting process was very easy, although I would suggest that you make the "Vote Now" button more noticeable. Like make it flash or something.
VERY SATISFIED	The instructions on how to cast vote were clear. The ballot was user friendly and took very little time to complete. All in all a very good experience.
VERY SATISFIED	Very Easy, thank you
VERY SATISFIED	love this process of voting! the information provided on each candidate was helpful and handy. the voting process was seamless. thank you!
VERY SATISFIED	Thank you for the voting on web option!

PEDERNALES ELECTRIC COOPERATIVE 2019 DIRECTOR ELECTION

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

Rating:	Comments about this process:
VERY SATISFIED	Easy and convenient.
VERY SATISFIED	except i tried to login thru my PEC account and it said my record wasn't found
VERY SATISFIED	Easy to do! :)
VERY SATISFIED	Federal and State voting should be this easy!
VERY SATISFIED	It was easy and fast.
VERY SATISFIED	Makes voting very easy. Thank you for this tool.
VERY SATISFIED	Well done! Thank you.
VERY SATISFIED	I did not like that Jim Powers sent me a campaign email. It would seem that he got a list of PEC members' contact information and reached out to us to benefit himself.
VERY SATISFIED	Easy to vote. Very satisfied with the process.
VERY SATISFIED	I appreciate the candidate information being provided online. I think the video statement should be required from every candidate.
VERY SATISFIED	Well done
VERY SATISFIED	Easy and fast.
VERY SATISFIED	I AM so glad to have this electronic option because I sent in a mailed in ballot, but learned more about the candidates in the interim and changed my mind. I do hope that the electronic ballot takes precedence, because I regretted my earlier choice. Thank you!
VERY SATISFIED	This web site election process and procedure to vote the right candidate, knowing their background, is well presented.
VERY SATISFIED	Simple, as it should be. Thanks.

**PEDERNALES ELECTRIC COOPERATIVE
2019 DIRECTOR ELECTION**

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

Rating:	Comments about this process:
VERY SATISFIED	Thank you for making it so easy to vote!
VERY SATISFIED	Simple to understand and easy to complete the process
VERY SATISFIED	easy
VERY SATISFIED	Voting process was very easy to navigate. Information previously provided through mail was valued decision-making data.
VERY SATISFIED	Excellent communication throughout the on-line process with both email and regular mail reminders. Efficient candidate review with accessible bios and videos.
VERY SATISFIED	EASILY UNDERSTOOD DIRECTIONS AND ACCESS TO WEBSITE FOR VOTING WAS SIMPLE.
VERY SATISFIED	Good info about candidates. Thanks to all candidates who volunteer so much. Clear instructions on voting. Easy process to vote.
VERY SATISFIED	Simply a straight forward process; good information available and no complications.
VERY SATISFIED	Awesome.....
VERY SATISFIED	little hard to figure out for m
VERY SATISFIED	THIS IS A WONDERFUL ADDITION TO P.E.C'S CUSTOMER FRIENDLY SERVICE..THANK-YOU..
VERY SATISFIED	Very easy and satisfactory transaction.
VERY SATISFIED	Easy
VERY SATISFIED	Had trouble entering through SmartHub but accessed with Election ID and Password. Thank you.
VERY SATISFIED	Love it! Easy way for people to vote. No excuses!
VERY SATISFIED	Very easy to use

PEDERNALES ELECTRIC COOPERATIVE 2019 DIRECTOR ELECTION

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

Rating:	Comments about this process:
VERY SATISFIED	Good information was provided on candidates and the online process was easy.
VERY SATISFIED	great!
VERY SATISFIED	everything needed to make a decision and it was great
VERY SATISFIED	Easy entry to online voting system using ID and password from my mailed ballot, easy well-formatted to access information and bios, and easy/ straightforward to vote.
VERY SATISFIED	So very easy!
VERY SATISFIED	Very user friendly!
VERY SATISFIED	This process makes voting so very easy! I appreciated the videos and information printed about each candidate. Frances Koopmann
VERY SATISFIED	Thank you for allowing us to vote online.
VERY SATISFIED	Easy to use.
VERY SATISFIED	Easy, clear and quick!
VERY SATISFIED	Easy to do.
VERY SATISFIED	I selected Very Satisfied because you have an online vote options but the "Vote Now" button needs to be prominent on the main page and easier for members to find. I'm probably an average or above average web user and it was hard to locate.
VERY SATISFIED	Thank you for providing a resource for easily reviewing candidate info and being able to easily cast our vote.
VERY SATISFIED	I FOUND THE PROCESS VERY EASY TO FOLLOW. THANK YOU.
VERY SATISFIED	Very Satisfied assuming my vote is counted correctly.

PEDERNALES ELECTRIC COOPERATIVE 2019 DIRECTOR ELECTION

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

Rating:	Comments about this process:
VERY SATISFIED	This was great. I would never have voted for Pool or anyone else if not for all the emails reminding me to vote for Powers. I figured if they were so worked up about Pool he deserves at least one vote. Keep up the good work!
VERY SATISFIED	Wonderful!
VERY SATISFIED	the videos were helpful Thanks
VERY SATISFIED	I wish Hays County elections were so simple with the ability to audit if necessary.
VERY SATISFIED	Thank you for the easy online option!
VERY SATISFIED	With supplied candidates bios, this is a one minute operation, which is an outstanding way to vote.
VERY SATISFIED	Thanks for making the online voting process user-friendly
VERY SATISFIED	Efficient.
VERY SATISFIED	Easy
VERY SATISFIED	Easy enough! Thanks for keeping it simple!
VERY SATISFIED	works well
VERY SATISFIED	Very convenient
VERY SATISFIED	The "Return to Ballot" link on the bio pages was a little hard to find (smallish print rather than a more visible and larger button), but other than that it worked well.
VERY SATISFIED	All done.
VERY SATISFIED	This is a great way to be able to vote! Thank you for providing us this method.
VERY SATISFIED	Simple, fast and easy

PEDERNALES ELECTRIC COOPERATIVE 2019 DIRECTOR ELECTION

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

Rating:	Comments about this process:
VERY SATISFIED	Utilizing this online voting platform made voting for PEC's 2019 board of directors very easy. There really isn't anything else to say as there is nothing in my opinion that needs to be improved with the online voting process.
VERY SATISFIED	Wonderful!!!1
VERY SATISFIED	Whose idea was this? Should have been done ages ago!!
VERY SATISFIED	Easy Peazy!
VERY SATISFIED	Thanks!
VERY SATISFIED	Very easy to understand and complete. Thanks!
VERY SATISFIED	I appreciated receiving the information via postal mail regarding each district director.
VERY SATISFIED	Happy to participate on line as a senior citizen!
VERY SATISFIED	Easy and Convenient at the voters time. thank you.
VERY SATISFIED	I found the voting process to be very easy and quick.
VERY SATISFIED	super easy
VERY SATISFIED	Simple and fast with all the information and help needed
VERY SATISFIED	your new voting by district scheme is great. i love being able to vote online too!
VERY SATISFIED	thank you, all voting should be online, verified.
VERY SATISFIED	Simple process, much better than paper ballot...
VERY SATISFIED	Super easy
VERY SATISFIED	Loved it, quick and easy. Particularly like that we can print out confirmation of our vote.
VERY SATISFIED	Very efficient!
VERY SATISFIED	Pretty easy

PEDERNALES ELECTRIC COOPERATIVE 2019 DIRECTOR ELECTION

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

Rating:	Comments about this process:
VERY SATISFIED	Thanks for making it easy!
VERY SATISFIED	Very Simple Process!
VERY SATISFIED	Thank you for including the bios and background info on each person; that makes it easier to understand the various perspectives they each would bring. All three candidates seem like devoted people.
VERY SATISFIED	SAVES TIME AND MONEY
VERY SATISFIED	next time, can you please provide areas where members can submit questions to the candidates? The candidates can email back to the member, then the member can decide to vote for the candidate or not. Candidate bio material is not enough. Thanks
VERY SATISFIED	Excellent!
VERY SATISFIED	Simple and straight-forward.
VERY SATISFIED	Wired on Mobile very well.
VERY SATISFIED	Works great.
VERY SATISFIED	very easy when all you have to do is click the link and your credentials are verified!
VERY SATISFIED	Couldn't be easier.
VERY SATISFIED	This makes it fast and easy to vote and a quick option when you forget until the last minute. Thank you!
VERY SATISFIED	Very impressed with this voting process. Will help A LOT more people vote on these important positions.
VERY SATISFIED	Very easy, Thank you.

**PEDERNALES ELECTRIC COOPERATIVE
2019 DIRECTOR ELECTION**

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

Rating:	Comments about this process:
VERY SATISFIED	thank you for making this online ballot easy...direct from my email, and no login required (I'm getting to be old enough that I just don't remember passwords!)
VERY SATISFIED	Quick and easy
VERY SATISFIED	Nice to have the personalized link.
VERY SATISFIED	I really like that you sent out a bio info with the ballot, for each of the candidates. And, that you also had the bio next to each of their names here. Good job!
VERY SATISFIED	I think online voting is a simple, easy way to cast my vote. The emailed notification was clear and logical. It took me directly to the website where I was able to cast my vote. And the website was well designed and offered me the opportunity to read each candidates bio before making my choice. An excellent process.
VERY SATISFIED	EASY...thanks
VERY SATISFIED	Easy.
VERY SATISFIED	The voting process was very easy to use. Thank you.
VERY SATISFIED	online voting is super easy. I wish I could hear more from each candidate. Maybe even a max 2 minute video would be nice.
VERY SATISFIED	Quick and easy ...but, what about security?
VERY SATISFIED	This is a wonderful way to cast a ballot! Kudos to whoever designed this.
VERY SATISFIED	Easy
VERY SATISFIED	Easy to use and informative bios and video.
VERY SATISFIED	Very easy to use. Thank you.

PEDERNALES ELECTRIC COOPERATIVE 2019 DIRECTOR ELECTION

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

Rating:	Comments about this process:
VERY SATISFIED	A little nervous that I got locked out of my pec online account even though I only failed trying to log in 2 times and I know my password was right because when I tried to change it, I got a message saying I couldn't use the same one. Then, I hunted down the paper ballot and was successful so no emergency.
VERY SATISFIED	Easy and quick. Thanks.
VERY SATISFIED	Very efficient way to vote!
VERY SATISFIED	Thanks for: i) reminding us of the election; ii) making it easy to view the candidates' bios; and iii) making it easy to cast a vote!
VERY SATISFIED	Mail-in Ballot was defective in design. It suggested by the instructions and wide placement of alternatives to vote for the Incumbent Powers. In the future vertical placement of candidates is better. Instructions should say vote for one candidate over a vertical list of choices instead of a centered vote here over Powers selection circle with other two choices on the edges.
VERY SATISFIED	simple & Perfect!
VERY SATISFIED	Pretty darn simple! thanks!
VERY SATISFIED	Easy
VERY SATISFIED	Excellant interface.
VERY SATISFIED	Thank you for the email ability to vote!
VERY SATISFIED	Very easy
VERY SATISFIED	Thank you for mailing the election ID and my password with the voting information.
VERY SATISFIED	Easy

PEDERNALES ELECTRIC COOPERATIVE 2019 DIRECTOR ELECTION

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

Rating:	Comments about this process:
VERY SATISFIED	Incredible level of Board of of Director for PEC. Very good candidate for our community. It would be our honor to have Jim Powers to elective into in our office.
VERY SATISFIED	easy-peasy
VERY SATISFIED	Very easy process! Thanks!
VERY SATISFIED	Easy!
VERY SATISFIED	I liked the personal link that avoided the need to set up an account/sign in/enter password, etc. This was quite easy and efficient.
VERY SATISFIED	Well-organized; excellent voting option.
VERY SATISFIED	This is soooo convenient. Love it!
VERY SATISFIED	Very simple and easy to follow.
VERY SATISFIED	thank you for making this so easy!!!
VERY SATISFIED	THANKS FOR EXCELLENT BIOS ON THE CANDIDATES
VERY SATISFIED	I do wish the candidates all had a similar format on their bios. I'm okay with what they did but I would like to see a standardized section at the top or bottom that states their specific, bulletized goals or outlook on some specific issues. If they don't have any, that's a red flag that they don't know about the job or haven't done any research. We are voting for tasks to be accomplished, not just add work history bullets on their resumes.
VERY SATISFIED	Excellent way to hear candidates ideas and qualifications.
VERY SATISFIED	Saves a trip to the post office!
VERY SATISFIED	that was very easy to vote.

PEDERNALES ELECTRIC COOPERATIVE 2019 DIRECTOR ELECTION

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

Rating:	Comments about this process:
VERY SATISFIED	No problems at all, worked very smoothly.
VERY SATISFIED	Great way to increase member participation in vote process.
VERY SATISFIED	This is great. Easy to submit. Almost did not submit because it was looking too difficult to do. Good job. And with Lisa Ivey Miller, things will definitely improve there.
VERY SATISFIED	Voting was very easy - good information through the mail and on the website. Great experience!
VERY SATISFIED	Easy and quick!
VERY SATISFIED	very simple and easy to use. thank you so much as some of us are disabled and unable to physically send mail.
VERY SATISFIED	I found the instructions for this voting process simple to understand and completed the process easily.
VERY SATISFIED	People sure can't complain about not having enough info on a candidate. Nice, having the Bio's handy.
VERY SATISFIED	Very good system if it is secure.
VERY SATISFIED	Quick, easy and saves postage.
VERY SATISFIED	Simple and easy!!
VERY SATISFIED	Definitely makes the voting process easy! Thank you!
VERY SATISFIED	Electronic voting made it very convenient for me to vote. I also appreciate the bio's in the voting instructions. I was able to make up my mind prior to logging in.
VERY SATISFIED	Quick.
VERY SATISFIED	Very easy; thanks.
VERY SATISFIED	Love this option. Keep it up and I'll vote every time!
VERY SATISFIED	Painless, thank you!

PEDERNALES ELECTRIC COOPERATIVE 2019 DIRECTOR ELECTION

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

Rating:	Comments about this process:
VERY SATISFIED	Slow response of system is frustrating
VERY SATISFIED	Personalized link made this process painless. Wish all sites were is friendly!
VERY SATISFIED	Well thought and anticipating the users interaction
VERY SATISFIED	Great experience, very easy and self explanatory. Good Job!!
VERY SATISFIED	The Vote Now button could have a little more prominence! Unless the online voting is not preferred by PEC. Was easy and DONE but took some searching around the page initially!
VERY SATISFIED	Thank you for doing the voting on computer.
VERY SATISFIED	Easy and convenient. Will always vote online if available.
VERY SATISFIED	Convenient
VERY SATISFIED	As it should be.... Taking advantage of current technologies to try and get candidates message out to more voters...
VERY SATISFIED	Easy. Thanks for this option.
VERY SATISFIED	Easy to navigate.
VERY SATISFIED	Thank you for including the BIO's.
VERY SATISFIED	The navigation from page to page was well designed and intuitive. The information provided to the voter was presented very well.
VERY SATISFIED	Love the detailed Bios and videos!
VERY SATISFIED	Excellent way to put those running for the board in front of the voting members. I was a member of the Hamilton County Coop for many years and I would get a ballot with a list of people I didn't know.
VERY SATISFIED	Very user friendly,thank you
VERY SATISFIED	Website and process was easy to use and not confusing.

PEDERNALES ELECTRIC COOPERATIVE 2019 DIRECTOR ELECTION

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

Rating:	Comments about this process:
VERY SATISFIED	Easy to understand and fast.
VERY SATISFIED	What a relief to not have to deal with the paper ballot in my stack of to do's! Thank you for making this so easy.
VERY SATISFIED	The voting process was very user friendly and I especially like the fact that we can review each candidate's bio on the spot. Thank you!
VERY SATISFIED	Excellent layout. Very user friendly and containing all the needed information with a minimum of "clicks". Well done, PEC!
VERY SATISFIED	Easy Peasy!
VERY SATISFIED	Everything worked as said, Thanks!
VERY SATISFIED	Very easy and very well laid out. Well done
VERY SATISFIED	An easy way to vote, and to read about candidate's along with information received by mail. Thank You.
VERY SATISFIED	Process is very easy and user friendly. Thank You
VERY SATISFIED	That was easy.
VERY SATISFIED	good information; easy voting process
VERY SATISFIED	Very quick
VERY SATISFIED	Excellent! Very quick and the first time I have voted easily in the 40+ years I have been with Ped. Electric. Thanks, Lida Dahm
VERY SATISFIED	Clean and simple
VERY SATISFIED	Couldn't have been easier.
VERY SATISFIED	Great instructions and simple to follow.
VERY SATISFIED	easy process and would use it again
VERY SATISFIED	Easy, convenient. Thanks for allowing online voting!
VERY SATISFIED	Well done instructions were clear

PEDERNALES ELECTRIC COOPERATIVE 2019 DIRECTOR ELECTION

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

Rating:	Comments about this process:
VERY SATISFIED	I wish everything was as easy as this process!
VERY SATISFIED	excellent process, love the bios. very easy and very information process
VERY SATISFIED	Thank you for both conventional ballots and online voting. Getting out the vote for John Watson!
VERY SATISFIED	Love this way to vote! Very easy!
VERY SATISFIED	Excellent Process!!!! The Web process should be available for voting at the state & national level!!!
VERY SATISFIED	Thank you! I even called & spoke w/one of the candidates!
VERY SATISFIED	So easy it was almost scary for a senior citizen that is behind in today's technology.
VERY SATISFIED	easy
VERY SATISFIED	Very easy to do
VERY SATISFIED	very simple and easy. thank you.
VERY SATISFIED	I have NEVER voted on people during PEC's elections because it was a pain to do so, but this new way to do it online is much easier and I'm more likely to vote during these elections in the future. This made it very easy to do. I appreciate the update. Thank you.
VERY SATISFIED	great job!
VERY SATISFIED	Thank You for providing a very smooth and clear process. I am impressed!!
VERY SATISFIED	So easy & convenient!

PEDERNALES ELECTRIC COOPERATIVE 2019 DIRECTOR ELECTION

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

Rating:	Comments about this process:
VERY SATISFIED	Good format. Adequate info on candidates. Easy process. Thank you!
VERY SATISFIED	Simple and easy!
VERY SATISFIED	Easy!
VERY SATISFIED	Very informative and easy process. Thank you for making it convenient for me to review the candidates and to cast my vote!
VERY SATISFIED	Thank you for the bios giving the voter additional information about each candidate. Most of us want to be informed of whom we are selecting.
VERY SATISFIED	The voting process had good information and guidance. The entire process was simple and fast.
VERY SATISFIED	Easy peasy lemon squeezy!
VERY SATISFIED	Comprehensive and efficient.
VERY SATISFIED	I wish everything was this easy. Thanks
VERY SATISFIED	Can my husband vote through here too?
VERY SATISFIED	THANK YOU FOR MAKING IT SO EASY!! Wish you could also email this information in addition for "snail" mail.
VERY SATISFIED	Thank you so much for what you do.
	Beau Harvey
VERY SATISFIED	Very easy
VERY SATISFIED	Super quick and easy!
VERY SATISFIED	The information received by postal mail was thorough and it was possible to make a choice. Getting on the web and responding with the ID and password was easy, so vote selection went swiftly.

PEDERNALES ELECTRIC COOPERATIVE 2019 DIRECTOR ELECTION

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

Rating:	Comments about this process:
VERY SATISFIED	The web voting process was very easy and a time saver to use.
VERY SATISFIED	Vote button seems a bit hidden among the more normal buttons, but I found it. Might be helpful if it stood out more, but not necessary. Easy peezy!
VERY SATISFIED	I appreciate the bio information being provided for each candidate to help with this decision.
VERY SATISFIED	Very easy process
VERY SATISFIED	Now pick me for the prize money
VERY SATISFIED	Each Bio for each candidate help me to derive my final selection. The process was fair and was kept simple.
VERY SATISFIED	Very easy to vote.
VERY SATISFIED	The 'DirectVote.net' website was very clear and straightforward to use. I wish that more corporate online voting systems were this easy.
VERY SATISFIED	Easy!
VERY SATISFIED	Easy!
VERY SATISFIED	I liked it because it was quick and no hassle.
VERY SATISFIED	Very convenient to vote online.
VERY SATISFIED	I wish presidential elections were like this!
VERY SATISFIED	Easy! Next time consider reducing annual capital credits and pay every member \$10 that votes. Perhaps % of members voting would increase.
VERY SATISFIED	This is a very convenient option for casting my vote in this election. Keep up the great work.
VERY SATISFIED	Good information about candidates.

PEDERNALES ELECTRIC COOPERATIVE 2019 DIRECTOR ELECTION

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

Rating:	Comments about this process:
VERY SATISFIED	I enjoyed the videos of the candidates.
VERY SATISFIED	EFFICIENT
VERY SATISFIED	This is a great way to obtain votes! Using the link from our email was so easy and fast! Thanks !
VERY SATISFIED	Easy!
VERY SATISFIED	Extremely easy voting process. It also saves on paper and stamp. A great plus!
VERY SATISFIED	Excellent process utilizing technology to get to know the candidates.
VERY SATISFIED	Quick and seamless. Thank you for the detailed communication regarding the voting procedure and information regarding the candidates in advance. It is truly a pleasure being a member of this cooperative! Best to the newly elected!
VERY SATISFIED	It was quick and easy.
VERY SATISFIED	Very simple. It would be good to list the name of the "Voter" for those of us that have multiple PEC accounts.
VERY SATISFIED	Excellent presentation of candidate qualifications.
VERY SATISFIED	Great, efficient electing process. All companies should employ this method vs. traditional mail-in ballots.
VERY SATISFIED	The Bio's were very useful in my decision making process.
VERY SATISFIED	Easy to navigate!
VERY SATISFIED	Easy straight forward.
VERY SATISFIED	Great to have the bios links, easily accessible.

PEDERNALES ELECTRIC COOPERATIVE 2019 DIRECTOR ELECTION

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

Rating:	Comments about this process:
VERY SATISFIED	The easy access to candidates' bios was helpful. Having the Election ID and Election Password already assigned made the process easier.
VERY SATISFIED	The online "voting process" beats the heck outta' PEC's online 'customer portal'!!! The Board of Directors should give serious consideration to 'de-cluttering' the primary PEC site. It's a disaster!!!
VERY SATISFIED	Quite easy and quick.
VERY SATISFIED	Very easy and convenient, my only suggestion is to increase the size of the "submit ballot" button, it is not immediately obvious.
VERY SATISFIED	Great. Easy, simple, safe.
VERY SATISFIED	very easy and informative
VERY SATISFIED	very convenient. Thx
VERY SATISFIED	thank you for making this process so easy!
VERY SATISFIED	Excellent way to get a much larger voting group. I would prefer this type of ballot for all future voting requests.
VERY SATISFIED	Love this convenient process! Thanks!
VERY SATISFIED	Nice and easy, thanks!.
VERY SATISFIED	It was easy and I liked the online bios.
VERY SATISFIED	It is very efficient and easy to understand. I would have liked to vote for more candidates, many qualified people.

PEDERNALES ELECTRIC COOPERATIVE 2019 DIRECTOR ELECTION

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

Rating:	Comments about this process:
VERY SATISFIED	Really liked the lengthy online video where the candidates in attendance, were allowed to give us a statement and then the Q/A. That was well done also.
VERY SATISFIED	Very easy process. I appreciate the online candidate bios even though they were sent in the mail.
VERY SATISFIED	thank you for having an online option
VERY SATISFIED	Very easy to do!
VERY SATISFIED	Each candidate rescribed their experience and capabilities quite thoroughly and professionally.
VERY SATISFIED	Like this way can learn a little about the candidates
VERY SATISFIED	Not sure if password was case sensitive.
VERY SATISFIED	good work all the way around on the web site.
VERY SATISFIED	Everything except making a comment was very easy. The keyboard covers the comment section so you can not see what you are typing.
VERY SATISFIED	I had to use the online help and she was very courteous, helpful and efficient.
VERY SATISFIED	Maybe the US could use such a way to vote, ya think.
VERY SATISFIED	Instructions are clear and well written. The balloting process is very intuitive and easy to cast my vote.
VERY SATISFIED	Impressive having the bio information and videos on each candidate on the SmartHub site. Easy to vote.
VERY SATISFIED	This is an amazing app and so easy to use plus save time to do online!
VERY SATISFIED	This is a great was to cast a ballot.

PEDERNALES ELECTRIC COOPERATIVE 2019 DIRECTOR ELECTION

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

Rating:	Comments about this process:
VERY SATISFIED	Fast and easy to submit ballot.
VERY SATISFIED	Keep up the good work!
VERY SATISFIED	very simple and easy to use.
VERY SATISFIED	Well designed site
VERY SATISFIED	Simple process. Nice that you sent the bios via mail and they are also online. I would suggest in the future that you place the candidates in alphabetical order based on their last name. It seemed to show favoritism towards Mr. Watson upon opening it.
SATISFIED	It would be nice to have a link in the email with information regarding any future meetings.
SATISFIED	Please make it easier to see the link for voting. It should be in large letters in a prominent place, not inconspicuous as it was this time.
SATISFIED	Some of the buttons do not stand out very clearly. Otherwise, easy process. Thanks!
SATISFIED	The voting itself was very easy. I never received an email with the voting passwords, however, until I researched it and requested one with an individual inquiry.
SATISFIED	Having the candidates information easily accessible was a positive.
SATISFIED	Vote button should be easier to find. Expected it to be dominate since you're looking for people to vote. Otherwise, direct people to top of web page.
SATISFIED	The "Vote Now" button should be more apparent - larger font, more central placement, different color. Once found, the rest of the process was easy!

PEDERNALES ELECTRIC COOPERATIVE 2019 DIRECTOR ELECTION

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

Rating:	Comments about this process:
SATISFIED	Web voting process was easy, but the messaging of Mr. Powers during the campaign--and the unauthorized use of my email address--greatly undermines my confidence that PEC governance has really been cleaned up. Looks like more cronyism and less transparency at PEC--still or again?
SATISFIED	Sure makes this easier. However, Members of the PEC Coop need to be made more aware how easy this is.
SATISFIED	Could be smoothed out aesthetically to help the user navigate at certain points, but didn't take much time and felt pretty official. I had to look up which district I'm in, but I appreciated that all the candidate information was in one place. Wish the government could manage that better.
SATISFIED	Wasn't clear on the PEC website how to do vote this way. The paperwork that arrived in the mail was straightforward however.
SATISFIED	Candidate Bio and conflict of interest and other affirmations very useful
SATISFIED	It was surprisingly more difficult to find the VOTE NOW button and navigate through the process than I would have expected. However, I was able to successfully navigate through the process.
SATISFIED	It took me a while to locate the vote here icon.
SATISFIED	would like to be able to vote on the mobile site.
SATISFIED	easy
SATISFIED	the buttons are a little tricky...
SATISFIED	Easy to use

PEDERNALES ELECTRIC COOPERATIVE 2019 DIRECTOR ELECTION

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

Rating:	Comments about this process:
SATISFIED	Candidate Jim Powers MUST be disqualified from a board position due to his unauthorized access and use of PEC member email addresses and phone numbers, which he has used to promote his personal campaign for the board
SATISFIED	Nicely done! Good job!
SATISFIED	The last page, where you submit your ballot, is confusing. The language could be made clearer and extraneous wording removed.
SATISFIED	Very informative.
SATISFIED	Easy-peasy.
SATISFIED	Attempted to vote via SmartHub. However, online voting instruction were not available.
SATISFIED	Very helpful for owners living a distance away
SATISFIED	SUBMIT BALLOT BUTTON IS NOT OBVIOUS!
SATISFIED	It would be nice to be able to read/watch the bios in advance and not just when casting a vote. The process was simple, thank you for that!
SATISFIED	PRO: The simplicity is exceptional. CON: If additional information about candidates is here, it was not obvious.
SATISFIED	Typing in the Election ID and Password was the only part that could be improved. Otherwise it was fine.
SATISFIED	Took me a minute to figure out how to get logged in and it not to go right to my account. But once I did, easy as can be!
SATISFIED	simple and easy

PEDERNALES ELECTRIC COOPERATIVE 2019 DIRECTOR ELECTION

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

Rating:	Comments about this process:
SATISFIED	very easy to vote
SATISFIED	Very easy. Thanks
SATISFIED	The vote now wasn't available on the mobile app but that is the default when using your phone. Then on the mobile web site, the link was really buried at the bottom of the navigation. But once there, it was super easy! Thank you for making this available online.
SATISFIED	I found it a bit challenging. There were too many different instructions on the website. Finally voted after I got the main-in ballot.
SATISFIED	The first time I clicked on confirm ballot the system went to a screen that had me timed out and told me to log in again with my election ID and password. After some trial and error getting back to where I was and trying again I was able to vote. IF I had not had some experience with glitches, I would have given up.
SATISFIED	Would have preferred to be able to vote via the Smart Hub app
SATISFIED	very easy to use
SATISFIED	I have been having trouble with my HUB check in. I had to pay my bill by phone this month. Trying to vote, the login said my info was invalid. i finally got it go through using the email link. I just changed the password so it should work now. Thanks.
SATISFIED	I was logged out three times before it worked
SATISFIED	The bios were useful in knowing what the candidates stand for.

PEDERNALES ELECTRIC COOPERATIVE 2019 DIRECTOR ELECTION

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

Rating:	Comments about this process:
SATISFIED	With the amounts of money that these positions are paid, there needs to be stringent security regarding the accuracy of the votes. This should fall right in with the security that all the PEC IT structure should already have in place so should be easy to implement. Allowing the coop members to know the security measures should also be transparent so that people can have trust in the PEC as a whole.
SATISFIED	Make the Submit Button separate from the Change Button and maybe a different color so it is clear and visible.
SATISFIED	A little unintuitive regarding finding where on the website the ballot was.
SATISFIED	It would have been reassuring to print out the ballot marking after the ballot was submitted. As it is, the ballot marking only prints with a warning about how it hasn't been submitted yet, which does not show my actual cast ballot.
SATISFIED	I wasn't aware, until I received a notice from a candidate, that the ballot process had begun. I think there should be information about the election for 2 or 3 months on my bill so I will have time to consider my options.
SATISFIED	The electronic voting method is endorsed; provided that proper security is maintained at all times.
SATISFIED	Nice to be able to vote online and not be limited to a mail-in ballot only.
SATISFIED	It was easy, once I found the "Vote Now" in the drop down box. It was not where you said it would be located. It should be located on the first page on both the website and SmartHub app.

PEDERNALES ELECTRIC COOPERATIVE 2019 DIRECTOR ELECTION

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

Rating:	Comments about this process:
SATISFIED	This is a very convenient voting system. The candidate bios were very helpful. Thank you for having this web based voting procedure!
SATISFIED	Make the actual vote button much larger and in the center of the screen in red to clearly distinguish it from everything else (i.e. like a traditional voting booth).
SATISFIED	Can i get a confirmation? Thought there would be a button to select for email confirmation after ballot was cast.
SATISFIED	Easy
SATISFIED	Convenient.
SATISFIED	Quick easy and effecient.
SATISFIED	Should maybe give an option to not receive the voting material if going to vote online and all information is available online. It seems like a waste of paper.
SATISFIED	The voting process is fine, but the questionnaire per candidate should be more specific. Ask questions on topics of concern so that we can make an educated decision.Example: Is a candidate for or against the green energy providers.I don't care how many boards someone has been on. Another note: nowhere is it mentioned how much a board member is paid annually. I can't find it anywhere on your site.
SATISFIED	The questions that were ask did not provide complete and honest answers. They sounded like political answers.
SATISFIED	Kinda confusing, not well done.
SATISFIED	don't present vote box on more than one page.

**PEDERNALES ELECTRIC COOPERATIVE
2019 DIRECTOR ELECTION**

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

Rating:	Comments about this process:
SATISFIED	Very easy
SATISFIED	I hope there are safeguards in place to prevent duplicate voting because lots of online polls are easily skewed by capable hackers.
SATISFIED	The process worked great for me!
SATISFIED	took me awhile to find the vote now button. it should be in the box where you are providing all the voting information, not a button at the top
SATISFIED	It is good and convenient.
SATISFIED	Casting my voting ballot online seems efficient, and trouble free. Let's hope it's secure and safe. As I'm sure that you're aware several companies have been hacked in the last few years (Quest Diagnostic, Lab Corp. recently) and this breach in security is getting to be a bit much.
SATISFIED	Had a little trouble finding the Vote Now Button. Should have been bigger.
SATISFIED	Efficient voting procedure
SATISFIED	PROCESS WAS STRAIGHT FORWARD.
SATISFIED	MAGA!
NEUTRAL	More of the information on candidates' backgrounds needs to be vetted - such as which cities with electrical units Kenneth served with and for how long each.
NEUTRAL	I had to hunt around a bit for the "VOTE NOW" button. It should be big and obvious...and not the same size and color as the "PAY NOW" button for online bill pay that customers are used to seeing in the upper-right corner of the screen.

PEDERNALES ELECTRIC COOPERATIVE 2019 DIRECTOR ELECTION

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

Rating:	Comments about this process:
NEUTRAL	Confused as to why I was only able to vote in one district. Thought you changed you voting policy so that I could vote in all district's elections.
NEUTRAL	The voting process is easy. The ability of the candidates to inundate us with campaign emails PISSES me off. I am extremely dissatisfied with this one aspect. Makes we want to move back to Montana where I can get my electrical power from a real utility. At least my rates were cheaper there, all that hydro.
NEUTRAL	Satisfied with the process. However, it seems strange to me that only 1 candidate sent us a direct email. Were customer email addresses made available to all candidates before voting started? If not, I would question the validity of the election.
NEUTRAL	I think the vote now button should have been near the section on voting I didn't think to look on the header rail
NEUTRAL	I had a hard time finding the "Vote Now" button.
NEUTRAL	Continue to reduce electricity price to COOP members. Buy the lowest cost electricity, even if it is not wind or solar. Along RR 2322 PEC replaced a number of relatively new wood power poles. Why? Seemed like a waste of money.
NEUTRAL	You need to list whether a person is a Republican or a Democrat. While some would say that that has nothing to do with a COOP I would disagree since it permeates everything now. I had to look up each person's affiliation before I voted.
NEUTRAL	We mailed in the ballot as well but this did not show it counted so submitting again just in case. Hopefully you have a backend process that verifies first.

PEDERNALES ELECTRIC COOPERATIVE 2019 DIRECTOR ELECTION

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

Rating:	Comments about this process:
NEUTRAL	Took awhile to find the right thing to click on to just vote without clicking several times
NEUTRAL	Not given as an option on the app
NEUTRAL	Easy to do.
NEUTRAL	I want to see how well this system works before I grade it.
NEUTRAL	Recommend that candidates be listed in alphabetical order for future elections.
NEUTRAL	Really appreciate the direct link to cast my ballot, bypassing login etc.
NEUTRAL	Was a little difficult to figure it out, but appreciate the ability to vote online.
NEUTRAL	I found it confusing that the mailed circular and the app both said that voting was available but SmartHub did not have any option to vote. I finally logged on to the website to vote and saw a small font notification that online is only available on the website. What's up with all the hoopla about SmartHub if you can't vote there? Why even mention it as an option? Good grief!
NEUTRAL	Please no phone calls from candidates.
NEUTRAL	Maybe I'm just getting old, but it took me a surprisingly long time to figure out how to vote through SmartHub -- the green "Vote Now" button blended in with all the other links and it wasn't located anywhere near the other information about the election. The paper instructions said "Log in to SmartHub and follow the online voting instructions" but that didn't get me any closer. That said, it was convenient and quick once I found it.

PEDERNALES ELECTRIC COOPERATIVE 2019 DIRECTOR ELECTION

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

Rating:	Comments about this process:
NEUTRAL	The site address should be on the front page of the PEC website
NEUTRAL	Submitting the ballot may be confusing for some people. A "Submit" button made larger than others on the one page may be helpful.
DISSATISFIED	Had difficulty getting the system to work. Had to logout and try again and it worked.
DISSATISFIED	The instructions did not say to click on the "print ballot summary" BEFORE you "Submit" the ballot, so I was missed the opportunity to print it!
DISSATISFIED	Voting confirmation page is poorly designed as once the confirm vote button is pressed the next page shows two separate places with with "cast ballot" and "change" boxes. Confusing and unnecessary. Why have two lines both repeating same boxes for "Cast Ballot" / "Change Vote", same two boxes above and below the candidate voted for. PEC office should have seen this and had it redesigned before voting started. Causes confusion about which "Cast Ballot" box I should hit, Top or Bottom?
DISSATISFIED	The vote button on smarthub is not prominently displayed. Should be multiple links throughout the website for ease. Also, displeased with the use of member emails by Chuck Sellers on behalf on Jim Powers which is against PEC policy.
DISSATISFIED	I liked the actual process except that not enough info was given in the bio of the candidates.
DISSATISFIED	You could make it much easier if you would make the voting option on the HUB stand out more!

PEDERNALES ELECTRIC COOPERATIVE 2019 DIRECTOR ELECTION

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

Rating:	Comments about this process:
DISSATISFIED	We have 2 separate PEC connections on our property. Why did we receive only one ballot??
DISSATISFIED	There was no vote now button in my smarthub phone app.
DISSATISFIED	Where is district 4? No opportunity to vote
DISSATISFIED	I received an email from Chuck Sellers on behalf of Jim Powers. This is an abuse of PEC databases.
DISSATISFIED	Hard to navigate to vote page from phone. Add qr code in future
VERY DISSATISFIED	Why isn't it asking for my account information or anything? How do you know that a bunch of people are just clicking on the link?
VERY DISSATISFIED	I had such a hard time accessing where to vote online-a link would have helped, it would be easier once in my account to vote w/o finding the paper info with ID and password.
VERY DISSATISFIED	I wasted a lot of time trying to find out what PEC District I'm in so I could decide which candidates were running in MY district. This information was nowhere to be found on the PEC website or in the email I received. Finally I tried just voting on line where it became evident I'm in District 4. You need an easy way for members to find their district when elections involve more than one district-- we're not born knowing this, after all. I suspect many didn't vote because of this.
VERY DISSATISFIED	Not easy or convenient. ???? Two thumbs down
VERY DISSATISFIED	On the pec web site is hard to find where to vote if you don't have a smarthub account.
VERY DISSATISFIED	The online voting process was easy and clear. Dissatisfied with receiving so many emails from Powers, seemingly coming from PEC with a subject line pertaining to my electric account.

**PEDERNALES ELECTRIC COOPERATIVE
2019 DIRECTOR ELECTION**

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

Rating:	Comments about this process:
VERY DISSATISFIED	Difficult to vote: Got in a loop and couldn't get out; difficult to find the vote now, submit ballot buttons, need more highlighting.
VERY DISSATISFIED	not clear where the vote button was. poor and misleading. Info loop there, ballot not.
NO COMMENT	Very easy, thanks
NO COMMENT	There should literally be a vote now button instead of having to go to the menu to find it
NO COMMENT	Well done.
NO COMMENT	It was really easy to vote online but then I had already set up a Smart Hub account, so that helped. Thank you!
NO COMMENT	There should be a process in place to ask questions of the candidates.
	Only one candidate, Mr. Pool, provided a phone number for contacting the candidate.
NO COMMENT	Great and super easy. Thank you
NO COMMENT	Very informative and easy.
NO COMMENT	Great voting tool. I wish the federal and state governments would adopt something similar. Looks pretty secure as it tied to our PEC account. Thanks
NO COMMENT	How will I receive a confirmation in paper format for verify the candidate that I voted for?
NO COMMENT	too many options made process of voting more difficult than it should have been

**PEDERNALES ELECTRIC COOPERATIVE
2019 DIRECTOR ELECTION**

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

Rating:	Comments about this process:
NO COMMENT	One of the candidates (Powers) has been contacting me directly by text to my mobile phone from various phone numbers. This seems like an abuse of my customer information and privacy since that has been based to outside agencies to make this push.
NO COMMENT	Great
NO COMMENT	Very easy process, hopefully very secure.
NO COMMENT	Very easy!
NO COMMENT	Thank you for the new voting practice, PEC continues to exceed my expectations...Tim
NO COMMENT	The online voting process is convenient. What I DID NOT appreciate were the multiple texts and phone messages from the candidates Joe Pool AND Jim Powers. I am also wondering how they obtained my phone number, hopefully not from PEC.
NO COMMENT	the only person who showed anything recent
NO COMMENT	Seems odd that ballot is buried under the heading Other Ways to Vote. Why not have a click button for the Ballot easier to find?
NO COMMENT	Ease of use.
NO COMMENT	The electronic voting process was very easy. Thanks

PRE-TABULATION QUALITY CONTROL



**PEDERNALES ELECTRIC COOPERATIVE, INC.
BOARD OF DIRECTOR ELECTION**

	Date	Initials
Assemble Scanner: <i>Plug in power/connect ethernet cable to laptop (only for portable scanner) or connect the cord from larger scanner to laptop, assuring computer reads scanner.</i>	June 21	[Signature]
Scan/Verify 5-10 Paper Ballots into Test Data File	6/21	[Signature]
Import Paper Votes	6/21	[Signature]
Import Web Votes	6/21	[Signature]
Remove Duplicate Votes	6/21	[Signature]
Remove Non-Eligible Members	6/21	[Signature]
Update Data Receipt/Ballot Distribution	6/21	[Signature]
Confirm Eligible Members	6/21	[Signature]
Confirm Eligible Votes	6/21	[Signature]
Produce Report(s): <i>assure printer works and all reports are accounted.</i>	6/21	[Signature]

Certification of Completion


SBS Representative

6/21/19
Date


PEC Representative

06/21/2019
Date

POST-TABULATION QUALITY CONTROL



**PEDERNALES ELECTRIC COOPERATIVE, INC.
BOARD OF DIRECTOR ELECTION**

	Date	Initials
Scan Paper Ballots	6/22	DM
Import Paper Votes	6/22	DM
Import Web Votes	6/22	DM
Remove Duplicate Votes	6/22	DM
Remove Non-Eligible Members	6/22	DM
Update Data Receipt/Ballot Distribution	6/22	DM
Confirm Eligible Members	6/22	DM
Confirm Eligible Votes	6/22	DM
Produce Report(s): <i>assure all reports are accounted and that a minimum of two (2) are produced; a signed certified and counter-signed hard copy must return w/ SBS.</i>	6/22	DM

Certification of Completion


SBS Representative

6-22-19

Date


PEC Representative

06/22/2019

Date