



Dear Touchstone Energy® Cooperative Member:

We are delighted to share with you our 2023 Annual Report. We celebrated our 25th year, and the results outlined in the report should help shine a light on all the areas we supported our nearly 700 members to strengthen their relationships with their member-owners. We are proud to serve the Touchstone Energy Cooperative family. Thank you for your membership and support.

In addition to the Annual Report, we are pleased to share our first of three brochures highlighting the retooled, refined, and refocused benefits and services we offer our members under the Touchstone Energy Cooperatives brand that unites us all. Leading the way in our expanded portfolio is the next generation of our industry-leading website services program. More than a decade ago, Co-op Web Builder launched, helping hundreds of co-ops reach their member-owners online for the first time. A lot has changed in those 10-plus years, and we are thrilled to announce our new and expanded web services: SHINE.



It takes more than a website to Make Your Co-op Shine Online. SHINE offers the same top-notch service, security, and accessibility our members rely on. And we now offer expanded Custom Design & Build services, content maintenance support, and website satisfaction research. All SHINE users will work with our digital communications experts to keep your site up to date with the latest trends and content modules available. And every SHINE user receives a full site refresh every three years. SHINE is focused on fundamentally enhancing how you reach your member-owners online. And like we said throughout our 25th anniversary celebrations, we are just getting started!

We encourage you to share this news with your communications and member services teams and stay tuned for our next enhanced service reveal this summer!

All my best,

Jana Adams
Executive Director

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