

YAMPA VALLEY ELECTRIC ASSOCIATION

SEPTEMBER 2019



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Yampa Valley Electric Association is a cooperative that provides value to its consumer-members by delivering safe and reliable electric service in an environmentally and financially responsible manner.

YAMPA VALLEY ELECTRIC ASSOCIATION IS AN EQUAL OPPORTUNITY PROVIDER AND EMPLOYER.

SUMMERS AT YVEA ...

BY STEVE JOHNSON GENERAL MANAGER



STEVE JOHNSON

As summer comes to an end, I hope your memories, photo albums and Instagram accounts are filled with pictures of your summer adventures, vacations and time with your family and friends. YVEA's summer included sponsoring the Steamboat Springs Fourth of July Parade, the Hayden Daze Parade, a balloon fest and home and garden expo in Craig, professional rodeo in Steamboat Springs, and of course, our Member Appreciation Day/Annual Meeting.

Our summer also included a lot of hard work completing numerous projects to improve our infrastructure, including replacing direct buried cable with new conduit and cable that is equipped for the rollout of high-speed fiber that will serve as the backbone for our new broadband internet service offered by Luminata. Our Board of Directors also spent a considerable amount of time working with me and our management team on strategic initiatives that will better prepare us for the future in an everchanging industry.

Our evolving industry is also why I spend a considerable amount of time monitoring, discussing and collaborating with electric cooperatives, our state and federal legislators and regulatory agencies about current and proposed legislation and regulations. This work is vital to ensuring that the needs of our members and Yampa Valley Electric Association are met.

YVEA's mission is to provide value to its member-owners by delivering safe, reliable and affordable electric service in an environmentally and financially responsible manner. The daily work we do in the field, in our offices and at the state and federal level allows us to continue powering your life at home, work, on the streets and in our

schools. In order to continue delivering reliable electricity, the electric transmission and distribution system must be maintained and consistently upgraded and rebuilt. The work we have done this past summer and will do throughout the year allows us to fulfill that mission.

Lastly, I want to encourage you to keep our children safe as they return to school. Please use extra caution when driving near schools, around school buses, and at crosswalks and street corners. Our children are everything.



Your Opinion Matters

Yampa Valley Electric Association will conduct an online survey of its members in September. In the past, a random sampling of YVEA members was solicited by phone as part of a national survey. This year, the survey is open to all members.

"As a member-owned cooperative, member feedback is important to us. We encourage all members to complete this survey," said Steve Johnson, general manager of YVEA.

Because YVEA values member feedback, other short surveys will be sent via member email. To ensure that the YVEA member surveys can reach you, please make sure you have an up-to-date email on file with YVEA. To update your email address, please use the SmartHub app or contact a YVEA member service representative at 970-879-1160.

YVEA Sends Two Area Youth to Leadership Camp

Two students, Cameron Elgin and Brinley Elgin, were selected to attend the 43rd annual Cooperative Youth Leadership Camp in Steamboat Springs July 13-18. Joining their peers from across Colorado, Kansas, Oklahoma and Wyoming, approximately 86 youth learned about the cooperative principles at the weeklong educational retreat.

“Yampa Valley Electric Association is proud to be a participating sponsor of the Cooperative Youth Leadership Camp and send our local youth to develop essential leadership and teamwork skills,” said General Manager Steve Johnson. “Through this trip, we hope these local students will learn how electric cooperatives work and how co-ops and their employees support the communities they serve.”

Participating cooperatives throughout Colorado and Wyoming delivered their delegates to the Glen Eden Resort, nestled in the Rocky Mountains, where they were introduced to a busload of Kansas and Oklahoma campers. The group immediately began daily membership meetings where a general manager, board of directors and committees were selected to establish the “Camp Cooperative.” The

weeklong experience also gave participants an authentic camp feel with a hike to Fish Creek Falls, river rafting, a volleyball tournament, swimming, a dance and a talent show.

Several demonstrations and presentations enhanced students’ knowledge on the cooperative model and on operations at their electric cooperative. Campers competed to build a model transmission line out of craft supplies, toured Trapper Mine and Craig Power Plant, watched a high-voltage safety demonstration and learned about the Energy Trails mission to electrify rural towns in Guatemala.

The campers raised \$293.13 to donate to the Energy Trails team when they head to Guatemala in September. The money will be used to purchase water filters, backpacks and school supplies for students who attend school in Sillab, Guatemala.

At the end of the camp, participants elected ambassadors from their group of peers who will return to camp next year as junior counselors. Elected to serve in that capacity are Xavier Galyardt, United Power; Cameron Elgin, Yampa Valley Electric; and Juliet Babyak, Poudre Valley Rural Electric Association. As ambassadors, the students

will facilitate camp leadership activities and serve as role models for the students selected to attend camp next summer.

Overall, the campers said they left CYLC with a new sense of leadership and a basic understanding of how their local electric cooperatives operate and how they contribute to improve the communities they serve.



2019 CYLC campers.



Surge Protection Program

Protect your home electronics, appliances and other important property with YVEA’s whole home, meter-based surge protection, which is warranted to protect your household’s major appliances and electronic devices. This affordable protection is available for only \$5 a month and is added to your electric bill, a small price to pay to ensure you are protected.

For complete information on the Surge Protection program, visit our website at <https://www.yvea.com/surge-protection>, email surge@yvea.com or call 970-871-2267.

YVEA Member Services Shares Expertise with Mountain Parks Electric, Inc.

A seven-member customer service team from Mountain Parks Electric, Inc. visited YVEA's member services team on July 10 and 16 to learn and observe YVEA's processes in using the customer information system (CIS) module from the National Information Solutions Cooperative. MPE is transitioning to the NISC CIS module from another system provider and wanted to learn from another electric cooperative that is currently using the system. MPE plans to go live with the CIS module in early August with plans to transition to other NISC systems over the next year. YVEA member services agreed to host the MPE customer service representatives, seeing it as an opportunity to share experience and knowledge with the team from MPE and show its support for a neighboring electric cooperative.

The team members from MPE were impressed with what they saw and learned during their two days at YVEA, including suggestions on how to go paperless. "I heard nothing but wonderful comments about the visits. You (YVEA Member Services) are all awesome," said Susan Hunter, MPE manager of Office Services.



▲ Kelli Richers, member services supervisor (left), and Kristi Bernitt, member services CIS lead (right), stand with some of the MPE customer service team.

Standby Generator Program at Full Capacity for 2019

Yampa Valley Electric Association is in the first year of a new standby generator program for residential members who require or simply desire to always have the comfort and conveniences that electricity provides. YVEA has reached the capacity of generators that can be installed this year. Once YVEA has completed these installments, it will review this new program and make any necessary adjustments to start offering generators again in the spring of 2020. **If you have any questions, please contact Mike Beyer at 970-871-2237 or email generators@yvea.com.**

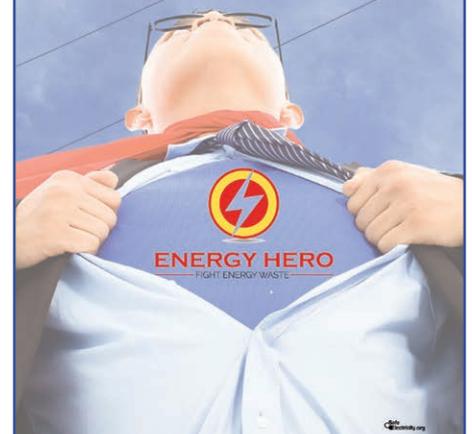
Energy Hero Tip of the Month:

Sustainability Council offers free energy assessments for small commercial buildings

A limited number of free energy assessments for small businesses or nonprofit facilities in Routt and Moffat counties are now available through grant funding awarded to the Yampa Valley Sustainability Council.

The free program targets businesses or agencies housed in buildings up to 10,000 square feet and that need financial assistance to lower energy bills and improve building comfort. A local certified energy assessor will audit the building and install a limited number of needed quick fix items, such as LED bulbs, door air sealing or a programmable thermostat.

This offering is made possible through a grant from the Sustainability Unit at the Colorado Department of Public Health and Environment. The energy assessment service is also available to other Yampa Valley small businesses, nonprofit organizations and small commercial buildings for a reasonable fee. For questions, contact YVSC at Suzie@yvsc.org or call 970-871-9299 ext. 104



Small Change, BIG Difference:

The Haven Assisted Living Facility – Hayden

Since 1996, The Haven, a division of Northwest Colorado Health, has provided for local seniors in a number of ways. The assisted living facility allows up to 20



people to remain in a safe environment and live in our community. Wellness and aging services help everyone age 50 and older to develop healthy lifestyle skills to increase health and decrease infirmity, and the Haven Community Center provides a community gathering place to benefit all individuals and groups in Hayden.

Operation RoundUp granted \$2,500 to The Haven for an updated medical alert system, a wearable technology to allow residents to alert caregivers when they need help, have fallen or feel sick. Residents push

a button and the staff is alerted by both strobe and an audible signal.

“The new med alert system means our residents have reliable technology that ensures their safety and independence. Also, the new system gives our staff and their families a sense of peace. Thank you, Operation RoundUp, for making our seniors and their safety a priority,” said Executive Director Karen Burley.

Thanks to participating YVEA members rounding up their bill, more than \$300,000 has been donated through Operation RoundUp to organizations making a difference throughout the YVEA service territory. Be a difference maker for your community. Join Operation RoundUp by visiting



A Northwest Colorado Health Community



▲ A resident at The Haven.

www.yvea.com/operation-roundup, email OperationRoundUp@yvea.com or call 970-879-1160.

YVEA 2019 Underground Construction Work

YVEA works year-round to keep your power flowing. YVEA’s 2019 underground construction work plan includes replacing direct buried cable with new conduit and cable that is equipped for YVEA’s fiber rollout.

Work locations for 2019 will include:

- Eagles Watch subdivision in Stagecoach (August and September 2019)
- Country Green subdivision south of Steamboat Springs (August and September 2019)
- Ski Ranches subdivision in Steamboat Springs (September and October 2019)

YVEA’s injection project also continues through the summer.

For the public’s safety and the safety of our crews, we ask that you use caution near our worksites and whenever you see a YVEA or contracting crew working near the road. We want you, our crews and contractors to get home safely.

For more information about the YVEA 2019 construction plan and when we will be in your area, please visit <https://www.yvea.com/current-construction> or follow us on Facebook, Twitter and Instagram.



Make Your Co-op Card Work for You

YVEA is proud to offer the Touchstone Energy co-op Connections Card program to members. Help YVEA make the program work for you. **Encourage your favorite businesses to participate in the program.** You can also submit business referrals using the free Co-op Connections app for your smartphone or tablet. It’s free advertising for them and provides savings to you. Learn more at <https://www.yvea.com/free-marketing-local-businesses>.