

BY THE COMMUNITY, FOR THE COMMUNITY

BY TOM WALCH CHIEF EXECUTIVE OFFICER

October is National Co-op Month, the time of year when cooperatives across the country celebrate the many ways co-ops and the members they serve are unique. As a member, you have a unique story to tell about yourself because you are part of an electric cooperative community. But if you're like a lot of electric co-op members, you might not feel you know enough to tell that story well. So, here's some help.

About one in 10 Americans receives power the way you do: from an electric co-op. Electric co-ops belong to the people they serve: you and your neighbors. Electric co-ops were first developed in the 1930s because city utilities, owned by investors wanting to make a profit, ignored rural America — they didn't think there was enough money to be earned there. So, people in rural communities met with each other and formed their own local electric co-ops.

Each year, we focus on our ties to the local community. Your co-op was built by the community, for the community, so let's take a look at what that means for you, the members of Grand Valley Power:

Your co-op is here to stay. Since Grand Valley Power belongs to the members it serves with safe, reliable, affordable energy, it's not going to move out of the country or even across the state. It's staying right where

it is. Equally important is our mission to empower the lives of the members we serve.

Your co-op knows you. No two co-ops are alike. Across the country, there are more than 900 electric co-ops. Each of these co-ops is a part of the community it serves. Each co-op belongs to the people who live in the community. These co-ops listen to their members and respond to their concerns. Whether it's working with the latest energy efficiency technologies or keeping the electric grid safe and secure, your electric co-op can offer solutions that make the most sense locally.

Your co-op cares about your community. The co-op's top priority is to power the community. It is not owned by faraway investors looking only for a good return on their money. Your co-op partners with local organizations on community events, fundraisers, youth programs and more. Your co-op is made up of your friends and neighbors. By investing in the local community, your electric co-op supports economic development and prosperity for all, right here at home. That's why we are continually seeking your input. Whether through community events, our social media channels or the annual meeting, we want to hear from you.

We hope you will think of Grand Valley Power as more than your energy provider, but instead as a local business that supports



TOM WALCH

this community and powers economic development and prosperity for the people.

We will continue to learn from our members about their priorities so that we can better serve you — because your electric co-op was built *by* the community, *for* the community.

COMMENTS TO THE CEO

You are a member of a cooperative and your opinion does count. If you have any questions, concerns or comments, please let me know by writing to Ask the CEO, P.O. Box 190, Grand Junction, CO 81502, or send an email to me at twalch@gvp.org. Check our website at gvp.org.

BOARD MEETING NOTICE

Grand Valley Power board meetings are open to the members, consumers and public. Regularly scheduled board meetings are held at 9 a.m. on the third Wednesday of each month at the headquarters building located at 845 22 Road, Grand Junction, Colorado.

The monthly agenda is posted in the lobby of the headquarters building 10 days before each meeting and posted on the GVP website. If anyone desires to address the board of directors, please let us know in advance and you will be placed on the agenda.

**SIGN UP
FOR
OUTAGE
ALERTS!**



**WE'LL KEEP YOU
INFORMED OF WHEN
YOUR POWER IS OUT
AND WHEN IT IS
RESTORED.**

VISIT GVP.ORG/OUTAGE-ALERTS



▲ Grand Valley Power's Purchasing, Materials and Compliance Manager SueEllen Manley gives the thumbs up to retirement after 32 years of working at Grand Valley Power.

Sit Down with SueEllen

BY CHRISTMAS WHARTON COMMUNICATIONS SPECIALIST

Perhaps it was SueEllen Manley's friendly demeanor. Or perhaps it was her humor. Likely, it's this and much more. But one thing we know for sure, is that SueEllen will be missed tremendously at Grand Valley Power — she has retired after 32 years.

"I first started at the front desk, taking payments and meeting our members. I wanted to be a part of a company that was a good place to work and took care of you — I had heard about the position from a customer of mine back when I was in banking," SueEllen said. "After a couple years up front, I moved to the engineering department as an assistant for about 10 years. There was an opportunity to move into the warehouse as the purchasing and materials manager, and the general manager at the time, Jack Broughton, took a chance on me. I loved it and have been in that position ever since."

Some of SueEllen's favorite times with GVP were with employees, who were more like family. "All of us had kids around the same age growing up, and so I enjoyed

doing things together, like building floats for parades. All of us clicked and had fun together," SueEllen said.

One of the most surprising things about SueEllen's job is how generous GVP is to its employees. Managers care about their employees and make sure they are happy and taken care of. "I'm very grateful for having been employed by GVP," SueEllen said. "I'll miss seeing my friends and people I worked with forever. It's unfortunate that retiring means that you won't see them as often as you used to, so I'll miss the fun and banter that we had almost every day."

For now, SueEllen will be playing. Yes, playing in the sun of Arizona. SueEllen, her husband, Karl, and son, Bradley, moved there and she's looking to explore the area for a while. In a couple years, they'll start traveling. "For now, we're not rushing anything. We're just enjoying our new home and it's nice taking our time to do things," SueEllen said.

Although she moved from Colorado, she'll be back to visit, so we look forward to seeing her friendly smile in the future.



▲ SueEllen Manley was pleasantly surprised during her retirement lunch by her two sons, Maurice Manley (left) and Richmond Manley (middle). Other family members and friends, including her husband, Karl, were present for her celebration party on August 7, 2019.

Congratulations to SueEllen. GVP thanks you for your dedicated service to Grand Valley Power and to its members.

"The cooperative is so fun to know who you're doing business with and we're there to provide for our members — we always keep in mind what they need and who they are," SueEllen said.

“I'm very grateful for having been employed by GVP. I'll miss seeing my friends and people I worked with forever. It's unfortunate that retiring means that you won't see them as often as you used to, so I'll miss the fun and banter that we had almost every day,”

5 STEPS TO A SWEET, SPOOKY AND SAFE HALLOWEEN

BY DANA POGAR COMMUNICATIONS INTERN

For some of us, Halloween is our favorite holiday because it gives us a reason to binge eat candy, dress up and watch scary movies all night long. As a child, I remember having costume contests, trading candy with my fellow trick-or-treaters and dancing to the “Ghostbusters” theme song. Of course, Halloween is supposed to be a night of thrills, but it is also important to stay safe. Here are a few safety tips to discuss with your family before Halloween night:

Creepy costumes

Believe it or not, your child’s costume can make them invisible to potential hazards. When shopping for a costume this year, keep in mind that Halloween occurs at night, which makes it difficult for drivers to see pedestrians crossing the road. According to the National Safety Council, the odds of a child being injured or killed due to a motor vehicle accident doubles on Halloween. Consider purchasing reflective tape, a reflective vest or a flashlight for your child’s costume to ensure their safety on Halloween.

Ghouls stick together

On Halloween, kids are excited and eager to run door to door in hopes of collecting the most candy, but they should not be alone. A responsible parent or adult should accompany young children while trick-or-treating. If your young tween suggests going alone, be sure they travel with other ghouls and establish a set route and curfew.

**Glow
Halloween**

JOIN US FOR A SPOOKY CELEBRATION WITH COSTUMES, SWEET TREATS, AND FREE GLOW STICKS!

**October 30 & 31
9 a.m. to 5 p.m.**

GRAND VALLEY POWER
845 22 ROAD
GRAND JUNCTION, CO 81505

VISIT: CVP.ORG/HOMETOWN-PARTNERSHIPS

GVA
GRAND VALLEY POWER
Empowering Lives with Hometown Service

Sweet tricks or treats?

It may be tempting to devour the entire bowl of sweet treats when you return home from trick-or-treating. But before you and your children indulge, be sure to inspect, sort and dispose of any suspicious or unwrapped treats. It is rare for a child to encounter a piece of spoiled or tampered candy, but this small precaution could prevent a treat from turning into a trick.

Watch for goblins crossing

If you are traveling on Halloween night, be safe and alert for little goblins crossing the road. As a driver, it can be difficult to spot pedestrians crossing the street, especially when they are wearing dark-colored costumes. Double check your surroundings to be sure no goblins are behind you when exiting your driveway. Use proper hand gestures and eye contact when allowing pedestrians to cross the road. This simple

action provides both you and the pedestrian with a form of safe communication.

Doorbell dangers

Discuss the meaning of “stranger danger” and basic house rules of Halloween with your child. Explain the importance of not entering a stranger’s house and only approaching houses that have their lights on.

Follow these simple tips to avoid any unexpected scares this Halloween and remember that safety comes before sweets. **Our members are important to us, and this year we’re giving away free glowsticks at our main office on October 30 and 31 from 9 a.m. to 5 p.m. each day.** Stop by for the Glow Halloween member appreciation event!

Happy Halloween from your Grand Valley Power family.

NEW LOOK. NEW EXPERIENCE. SAME SMARTHUB

Look for a refreshed mobile app and enhanced features this month

BY CHRISTMAS WHARTON COMMUNICATIONS SPECIALIST

Grand Valley Power's SmartHub online and mobile app provides a lot of features that help you manage your account, from billing and payment info to hourly usage analysis. It's a great tool to help you access your account information on the go or online.

This month, Grand Valley Power will be rolling out a new feature and refreshed look for SmartHub.

Refreshed Look. Better Experience.

The refreshed look for the SmartHub mobile application will help you get to the features you need quickly and efficiently. When you open the app, you'll be able to see your usage analysis right up front or can contact us with the click of a button right from the home screen.

Outage and billing alerts will also be displayed right on the home screen, making it easy for us to communicate important information with you. Billing, payment and

other features will be available with one click of a button in a new condensed menu.

Outage Alerts By Text and Email

Now, you can sign up for outage alerts to be better informed on when power outages occur and when they are restored. We can send outage messages to your email or by text message. You can also view the latest news on your mobile app feed and report outages via SmartHub.

To sign up for outage alerts, open your SmartHub app or login to your account at gvp.org.

In the App

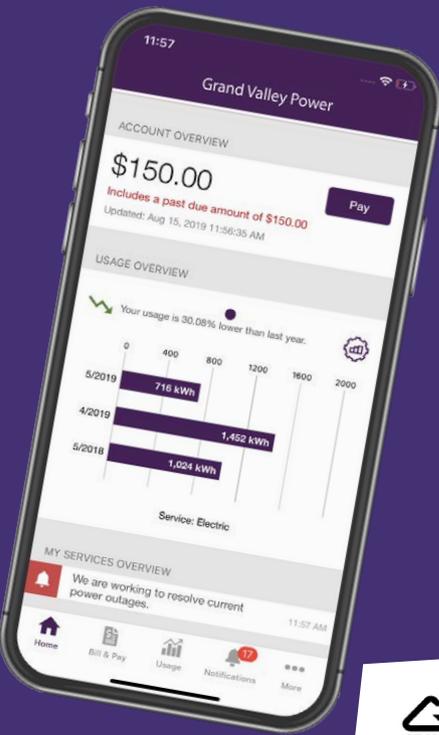
1. Click on the Settings icon.
2. Click on "Manage Notifications" under the Notifications section.
3. Click on the Service tab.
4. Choose which cell phone and/or email address you would like to receive the notifications for all of the alert types. If

you have no contacts listed, you can add contacts under "Manage Contacts."

On the Web

1. Sign in to your GVP SmartHub account by visiting gvp.org.
2. Click on Notifications in the menu.
3. Click on "Manage Notifications".
4. Click on the Service tab.
5. Choose which cell phone and/or email address you would like to receive the notifications for all of the alert types. If you have no contacts listed, you can add contacts under Manage Contacts.

We hope these app updates will help provide a more user-friendly and efficient experience. All of the features you love about SmartHub now will still be available, just with a refreshed look and an enhanced user experience. Visit gvp.org/outage-alerts for more information on how to get started.



The image shows a smartphone displaying the Grand Valley Power SmartHub app. The screen is divided into several sections: 'ACCOUNT OVERVIEW' showing a bill amount of \$150.00 with a 'Pay' button; 'USAGE OVERVIEW' featuring a bar chart comparing usage for 5/2019 (716 kWh), 4/2019 (1,452 kWh), and 5/2018 (1,024 kWh); and 'MY SERVICES OVERVIEW' with a notification about power outages. The bottom navigation bar includes icons for Home, Bill & Pay, Usage, Notifications, and More.

Introducing a new SmartHub experience

An enhanced app design is coming your way soon. Usage details are right up front, allowing you to monitor your account quickly and easily. The same SmartHub features - view and pay your bill, contact us quickly and easily - are available at the tap of a button with the new SmartHub!

Visit gvp.org/SmartHub to start your free account

