

YAMPA VALLEY ELECTRIC ASSOCIATION

OCTOBER 2019



MAILING ADDRESS

2211 Elk River Road
Steamboat Springs, CO 80487



STEAMBOAT SPRINGS SERVICE CENTER

2211 Elk River Road
Steamboat Springs, CO 80487



ph 970-879-1160
tf 888-873-9832
fax 970-879-7270
web www.yvea.com



CRAIG SERVICE CENTER

3715 East US Highway 40
Craig, CO 81625



ph 970-824-6593
tf 888-873-9832
fax 970-824-7134



facebook.com/
YampaValleyElectricAssociation



@YampaValleyElec



instagram.com/
yampavalleyelectriccoop

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.

CELEBRATE THE SUCCESS OF WORKING TOGETHER

October is National Co-op Month

BY STEVE JOHNSON GENERAL MANAGER & PRESIDENT

October brings thoughts of pumpkins, Halloween, cooling temperatures and the beautiful fall foliage that brings amazing colors to an already beautiful Colorado and southern Wyoming. For us who work at electric cooperatives, October is also National Co-op Month, the time when Yampa Valley Electric Association and the other electric cooperatives across our nation celebrate who we are, what we do and, most importantly, the members we serve.

YVEA is more than a power company; it is a success story of people banding together to bring electricity to the area in order to improve their lives. Although we've come a long way since our YVEA cooperative started in 1940, we still honor the same business model and principles today. Cooperatives are different than other types of businesses. As a member-owned, not-for-profit organization, when the market refuses to offer a product or service or does so at a high price, co-ops can intervene to fill the need. That is why YVEA through its sister company, Luminate Broadband, has stepped in to develop a high-speed fiber network in order to bring members reliable, fast internet service. It will allow us a new way to power economic development and prosperity for our members.

Whether it is electricity, standby generators or high-speed internet service, YVEA is well-suited to meet the needs of the community because we are member-owned and locally governed. Unlike for-profit power companies, YVEA's board of directors, leadership team and employees live

in the same communities we serve. We are your friends, neighbors and customers, so we know you, our members. That's why we will continue to seek your input on our programs, services and rates. Whether through member surveys, conversations at community events, social media channels or the YVEA annual meeting, we want to hear from you.

Another feature that sets YVEA apart from a traditional utility is our concern for our communities. We partner with local organizations like Lift Up, Steamboat and Craig chambers of commerce, local schools and other worthy organizations. Through Operation RoundUp, YVEA members have contributed more than \$300,000 to deserving local nonprofit organizations.

We also participate in the Washington D.C. Youth Tour, where we take our community's brightest young people to Washington, D.C., for a weeklong immersion to experience democracy in action, and we host the Youth Leadership Camp in nearby Clark. Ultimately, our communities benefit from these programs because of you and your neighbors. You empower the co-op through your membership and through your participation in and support of programs such as Operation RoundUp.

As we celebrate National Co-op Month, I hope you will think of Yampa Valley Electric Association as more than your power provider. We are working hard to be your trusted energy advisor and a local business that supports its communities and powers economic development and prosperity for you, our members.

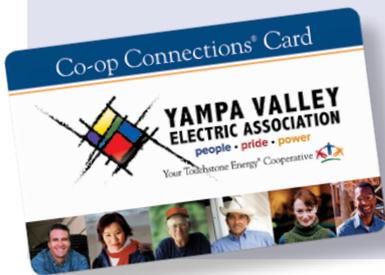
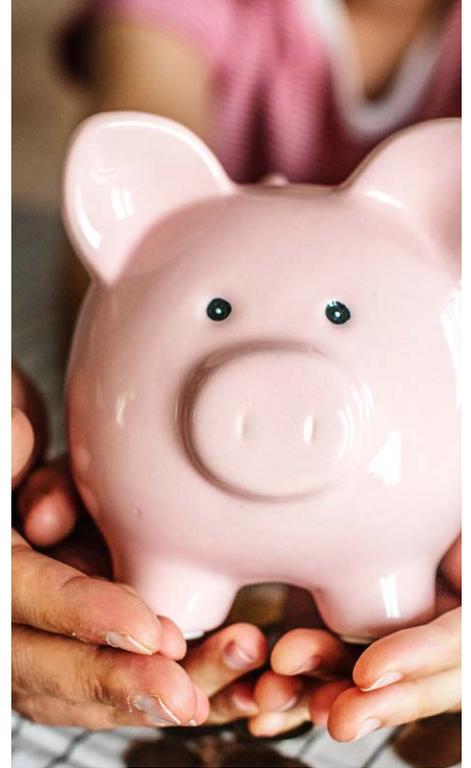
Unclaimed Capital Credits

Yampa Valley Electric Association has posted in local newspapers the names of members who have patronage capital refund checks from 2016 that were either returned by the postal service as undeliverable or have remained uncashed for more than three years. The listing was posted on September 20 in *Steamboat Today*, *Craig Daily Press* and *Snake River Press*, which reaches our Baggs, Wyoming, area members.

These refunds must be claimed within 30 days after the published notice. You may claim your refund by calling Yampa Valley

Electric Association at 970-871-2284 or toll free at 888-873-9832, extension 2284, or by emailing capitalcredits@yvea.com. You will be asked to identify yourself, provide your current mailing address and telephone number, and verify the years and/or location of your service with YVEA.

We strongly encourage you to contact us and update your information so future funds may be distributed without delay. You can also visit www.yvea.com/what-are-capital-credits for a complete listing of unclaimed capital credits.



Make Your Co-op Card Work for You

We are proud to offer the Touchstone Cooperative Connections Card program to our members. Help us 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>.**

Small Change, BIG Difference:

Colorado Mountain College Foundation

The Colorado Mountain College Foundation continues to develop learning experiences at CMC Steamboat Springs's Bear Park Permaculture Center. The college's Applied Learning Lab for Sustainability or ALL4SU, is a laboratory for food, agriculture, permaculture, sustainability studies and related learning experiences.

Operation RoundUp granted the CMC Foundation \$5,000 to develop the gardens designed by students in 2018. The grant also supports community permaculture workshops.

"The funds provided through Operation RoundUp made a real difference in our site and educational programming," said Dr. Tina Evans, sustainability studies professor



COLORADO MOUNTAIN COLLEGE

at CMC Steamboat Springs. "We were able to purchase compost, irrigation equipment and stone for creating raised garden beds. Many community members of all ages and CMC students have learned about growing food while creating healthy soil and beneficial connections with nature."

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 www.yvea.com/operation-roundup, email OperationRoundUp@yvea.com or call 970-879-1160. For more information about the Colorado Mountain College Foundation, visit www.coloradomtn.edu/foundation.



Celebrating Customer Service Week October 7–11

Customer Service Week is celebrated annually during the first full week in October when customer-oriented organizations like Yampa Valley Electric Association recognize the importance of customer service and the people who serve and support customers daily. Congress proclaimed Customer Service Week as a nationally recognized event in 1992.

Customer service is at the core of what we do at YVEA. Our member services representatives are often the first point of contact when members call or visit the YVEA offices. Always ready to assist with billing or service questions, the member services team can be reached at 970-879-1160 or by sending an email to billing@yvea.com.

To our member services team and all YVEA staff, we thank you for striving daily to offer great customer service.



YVEA Craig member services team



YVEA Steamboat Springs member services team

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. **Current work locations include:**

- Eagles Watch subdivision in Stagecoach
- Country Green subdivision south of Steamboat Springs
- Ski Ranches subdivision in Steamboat Springs

As part of the construction work plan, YVEA will also have a number of contractors working within the service territory. **The contractors and work locations include:**

- Titan Electric working on Howelsen Hill, Steamboat Springs and Dunckley Pass
- CPI working on Mount Werner in Steamboat Springs
- Cromer Construction working in the Steamboat 2 subdivision
- Global Mapping Solutions (GMS) working on Mount Werner in Steamboat Springs
- All Weather Services working on right-of-way needs from the Clark area to Steamboat Springs
- Universal working on fiber installation in Craig
- Maverick working on fiber installation in the Pine Grove Area
- Pole testers working in the Hayden area conducting utility pole inspections
- Ward working in the Craig area

For the public's safety and the safety of its crews, YVEA asks that you use caution near worksites and whenever you see a YVEA or contracting crew working near the road. YVEA wants you, its crews and contractors to get home safely.

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

Improving Lives and Communities Through Operation RoundUp

Since forming in 2015, Yampa Valley Electric Association and the nonprofit Operation RoundUp organization have been improving lives and communities thanks to YVEA members who round up their bill to the next dollar through Operation RoundUp. The pennies members donate each month average only \$6 a year per member but have contributed more than \$300,000 to nonprofit organizations in the YVEA service territory.

Those Operation RoundUp donations have helped organizations such as Lift Up, Boys and Girls Club, Love, Inc., Yampatika, United Way, The Haven, Baggs Fire and Rescue and many more. However, for whatever reason, more than 9,000 YVEA accounts have opted not to participate in



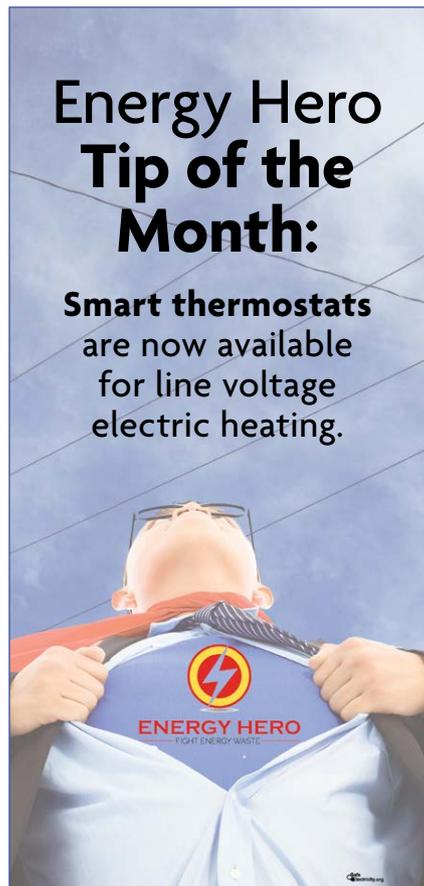
Operation RoundUp. Were those 9,000 accounts to participate at an average of \$6 per year, \$50,000 more could be contributed each year to worthy organizations.

“By combining their pennies, our YVEA members have been able to be true difference makers in their communities,” said Jim Jennings, YVEA supervisor of member outreach. “We encourage those members who are not participating in Operation RoundUp to consider joining the program and their friends and neighbors in making a difference.”

Signing up for Operation RoundUp is easy. Simply call 970-879-1160, email OperationRoundUp@yvea.com or visit www.yvea.com/operation-roundup.

Sponsorships & Events

- **Women’s Thrive Summit**
- **Economic Summit**
- **National LED Light Day October 7**
Stop at YVEA for your free LED while supplies last.
- **National Farmers Day October 12**
- **Careers in Energy October 14-20**
- **Halloween October 31**
Come See YVEA in downtown Steamboat and Craig.
- **Recycling Event for Fluorescent Tubes October 26**
Knolls Parking Lot, Steamboat Springs. Free to recycle residential tubes and \$25 for any number of tubes for businesses. For more information visit www.yvsc.org.



Check out the Mysa smart thermostat to see how much you can save.

A smart thermostat is a Wi-Fi enabled device that automatically adjusts heating and cooling temperature settings in your home for optimal performance and savings.

1. **Set your schedule:** Smart thermostats aim to learn your schedule, but you can help it out by setting your schedule via its interface or web app. Over the next week or so, you and your new thermostat will work together to create the right program for your home.
2. **Start saving:** The U.S. Department of Energy estimates savings of about 1% for each degree of thermostat adjustment per eight hours and recommends turning thermostats back seven to 10 degrees from their normal settings for eight hours per day to achieve annual savings of up to 10%.
3. **Go low:** Smart thermostats steer you toward energy-efficient temperatures, but you can save even more money by finding ways to keep yourself warm while the house stays cooler. Bundle up and enjoy the savings.
4. **Adjust your temperature:** When you’re not following your typical weekly schedule,



remember to adjust your temperature accordingly via the companion app.

5. **Use the companion app and web portal:** The app is an extension of your thermostat. Use it to lower the temp when you step out for a few hours of errands or come home later than your usual schedule.
6. **Set up vacations:** Use the vacation feature on smart thermostats to easily lower the heat while you’re away. (Be careful — if frozen pipes are a risk in your area, keep your “away” temperature around 55 degrees.)
7. **Analyze your energy use:** Look at the monthly reports to see how you did. Try to beat your previous month — and other users in your area.

Remember to visit the YVEA.com website for more energy-saving ideas.