

MORE THAN JUST A CUSTOMER

BY REG RUDOLPH GENERAL MANAGER

While our priority is always to provide reliable and safe energy, there is another equally important part of this equation — you. To us, you are not just a customer; you are a member of our co-op and without your membership, we would not exist. That is why we continue to make investments that will improve your life.

Paying your monthly electric bill does a lot more than just keep the lights on.

Your monthly investment ensures you have access to safe, reliable and affordable power when you need it. Electricity is what keeps us connected to the modern world. There are an abundance of necessities and conveniences we enjoy in part because of the power lines running to the electric meter outside our homes. For the last several years, we have been making investments to upgrade these lines. Thanks to these upgrade projects, members from Walsenburg to the New Mexico state line are experiencing fewer and shorter power outages. The upgrades not only provide you with reliable electricity, but they also reduced overhead costs, which is helping ensure future rate stability.

Your co-op membership makes it possible to help put our members' kids through college through our scholarship program. The scholarships are more than just a one-time investment in our community's youth. Scholarships improve the lives of parents by lessening the burden of tuition. They improve the lives of students by enabling them to get through college without working as much and by helping reduce the amount of debt students have after college. Scholarships also make it easier for kids to earn an education that can help them contribute to our communities and enter the workforce and society as adults.

Thanks to your membership and efficient operating practices, our board of directors can donate money to programs that improve our communities — programs like Valley Backpacks that make sure kids have school clothes and supplies, or donations to schools like the Aguilar school that bought new Chromebooks for their classrooms.

We also return as much money as is financially safe in cash directly back to you, our member-owners, in capital credit retirements. Capital credits, returning cash back to our members, are a large part of our mission to improve members' lives. Having more money helps you live a healthier, happier, more relaxed lifestyle. Through capital credits, member-owners like you get to pocket a share of any margins when revenues are more than expenses.



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These margins don't go to stockholders who live in some other state. They go back to the people living and working in our communities. In 2019, more than \$4.7 million cash went back to our member-owners through our capital credit retirement programs.

While it's still something we are proud of, our founding 81 years ago and its circumstances are long forgotten by most. Over time, folks in the community may have come to think of us as simply another energy provider. But we are not.

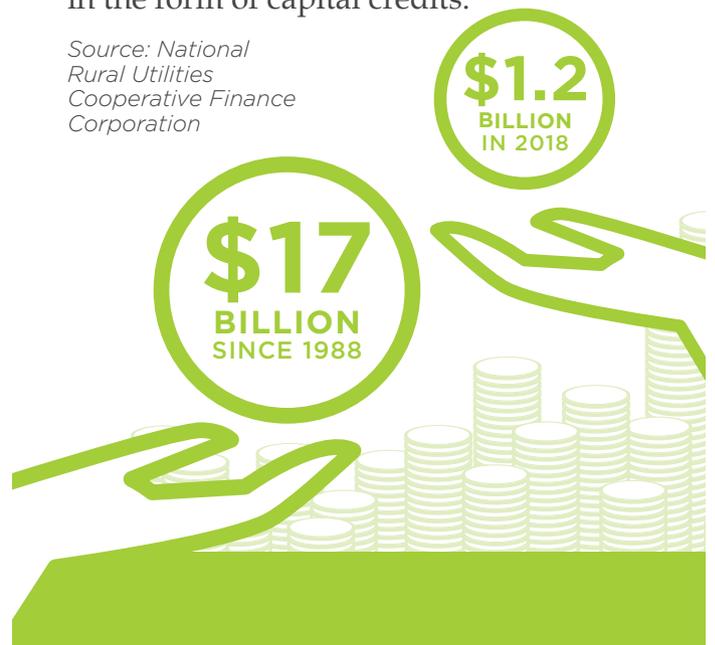
We are a co-op that is constantly evolving to meet your needs and your community's needs, and we are able to do this because of members like you.

Did You Know?

Electric cooperatives have retired \$17 billion to members since 1988 – \$1.2 billion in 2018 alone.

Because electric co-ops operate at cost, any excess revenues (called margins) are allocated and retired to members in the form of capital credits.

Source: National Rural Utilities Cooperative Finance Corporation



Community Donations Totaling More Than \$100,000 Returned to San Isabel Electric Members

The San Isabel Electric Board of Directors donated upward of \$70,000 to more than 50 organizations, from schools in the service territory to community safety efforts. Of those organizations, 38 received matching funds from power supplier Basin Electric Power Cooperative totaling \$39,000.

“Donations like this let the students know that there is a broader community than Aguilar that is interested in them and their success. It helps them realize the

importance of community life and models how they should be as adults,” said Dr. Stacy Houser, Aguilar school superintendent, regarding San Isabel Electric’s \$5,500 donation for a new hearing machine and Chromebooks for students.

“We are community focused because we belong to and are built by the communities we serve. Giving back to the organizations that help keep our communities strong and growing is important to us,” said Reg Rudolph, general manager of San Isabel Electric.

Donations are funded from unclaimed capital credits. Every spring, San Isabel Electric publishes a list of members who have unclaimed capital credits from the previous year. Checks that go unclaimed are used to fund community donations and scholarships. More information on capital credits can be found at siea.com/capitalcredits.

Donation request forms and guidelines can be found on the co-op’s website at siea.com/donations.



▲ A \$500 donation from San Isabel Electric’s Board of Directors helps buy prizes for smiling faces like these at Pueblo West’s Tom Sawyer Fishing Derby.



▲ La Veta Trails volunteers’ flood mitigation equipment is partially funded by a \$1,500 donation from the San Isabel Electric Board of Directors. The volunteers worked to clear debris from the Cucharas River.

Prizes like these help Pueblo West High School prom goers make good decisions after prom. The San Isabel Electric Board of Directors donated hundreds of dollars to local after-prom events in 2019 to help keep kids safe. ▶



▲ Funds from a statewide fundraising effort go to the Upper Huerfano Fire Protection District (UHFPD) in Gardner. The UHFPD chairman says the money was likely going to be used to replace old equipment, such as the breathing apparatus pictured above.





TOP 10

Reasons Why You Should Apply for San Isabel Electric's Scholarship Program

- 1** Scholarships are investments in our future —YOU!
- 2** Scholarships help you avoid loans.
- 3** Scholarships are a great way to pay for school — it is funding that you don't have to pay back.
- 4** Gives you an opportunity to talk about your accomplishments.
- 5** Receiving a scholarship can reduce stress of having to work while in college.
- 6** Gives your community a chance to support you.
- 7** Asking for reference letters gives you an opportunity to reconnect with people.
- 8** Listing scholarships can help your resume.
- 9** Applying for smaller scholarships gives you an advantage.
- 10** Gives you an opportunity to enhance your research skills.

Apply today at siea.com/scholarships



Keep Food Safe

Before, During and After a Power Outage

Unfortunately, power outages do occur from time to time. It's important to know how to keep your food safe during an outage. Use these tips from USDA to help minimize food loss and reduce your risk of illness.

Before power outage



Keep refrigerator at **40° or below**. Freeze items like fresh meat and poultry that you won't use immediately. Keep freezer set to **0° or below**. Group frozen foods to help items stay colder longer.



If you anticipate an extended power outage, buy dry or block ice to keep the fridge and/or freezer cold.

During power outage

Keep the refrigerator and freezer doors closed!

If the doors stay closed during the length of the outage:



A full freezer will hold its temperature for **48 hours**.



A refrigerator will keep food safe for **four hours**.

After power outage

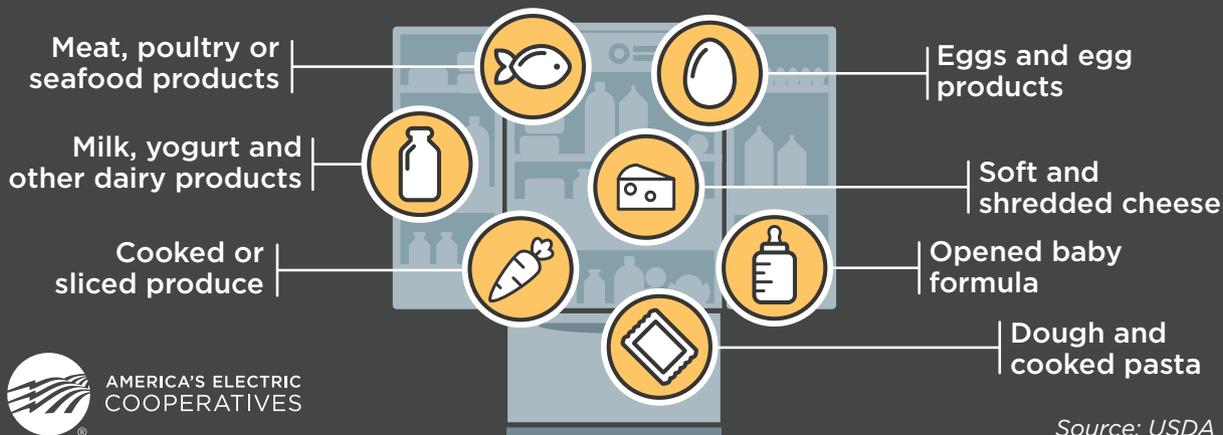


Check the temperature inside your refrigerator and/or freezer.



If the temperatures are safe, the food should be safe to eat.

Foods that should be thrown out after an extended power outage:



Source: USDA