



It is not the answer that enlightens, but the question.”

— Eugene Ionesco

SEEKING ENLIGHTENMENT

BY MARK JOHNSTON GENERAL MANAGER

never forget that we sell an invisible product. Because electricity isn't tangible, it generates more questions than commodities you can see or touch.

One of the most frequent questions (perhaps predictably) stems from higher-than-expected electric bills: Why is my bill so high? Often, the culprit is heat tape, hot tubs, space heaters or, occasionally, well pumps running continuously. The unspoken plea is equally important: Help me become more energy efficient. In reply, MPE often suggests alternate options; promotes appliance, lighting and heating system rebates; and discusses hourly operating costs.



Whatever the question, MPE listens and provides answers. We always welcome you to:

- Stop by our Granby and Walden lobbies, call 970-887-3378 or email CustomerService@mpei.com
- Connect with us online (mpei.com, Facebook, Twitter, Instagram, YouTube)
- Participate in our online survey (mpei.com/online-survey)
- Write us (PO Box 170, Granby, CO 80446)
- Attend one of our public events — the Middle Park and North Park Fairs or the National Night Out in Granby (on August 3, where we will be serving

hot dogs) or our pop-up EV test drive events (information coming soon)

Here's a sampling of other inquiries we receive (and our responses) from our quarterly online survey at mpei.com:

#1

“When there is an outage, I would like to know why and where.”

This is a growing request from our consumers. We hear you and are responding. We now provide outage information on our website via an outage map showing the areas affected, and on social media where we post a general location and power restoration updates. You can also sign up for outage notifications through SmartHub when the outage affects your home or business.

Not signed up yet? It is easy to download from the Apple App Store or Google Play. If you are interested, just visit www.mpei.com/smarthub-instructions to sign up today.

#2

Next we have two consumer questions that are related: “I need to know what the benefits are for me being a member of the co-op,” and “If I am part owner, why am I not getting to share in any profits.”

Probably the most important benefit of cooperative membership is that you have a voice in how we operate. We are governed by elected consumers who represent your interests.

A second benefit is that you share in our profits (margins) through “capital credits,”



MARK JOHNSTON

similar to a dividend you might receive from a credit union. MPE allocates capital credits each year based on how much electricity each of our consumers purchase. The board approves the return of prior years' capital credits — currently on a 20- to 25-year cycle — to consumers through a credit on their monthly bill or by check. Consumers receive this benefit even if they are no longer members and move out of the MPE service territory. Lastly, through our Electrify Everything program, consumers can apply for financial assistance to help invest in efficiency upgrades or replacement lighting and appliances.

#3

Last inquiry: “Access to my current electricity usage via website would be nice.”

This is another benefit offered by SmartHub. SmartHub allows you to manage your account using your smartphone, computer or tablet. Through SmartHub, you can:

- Make a payment
- Check your electric use
- Report an outage
- Set up paperless billing, email and/or text alerts

**What's your question?
Please reach out to us.
We want to hear from you.**

Why Did the Power Go Out at My House?

BY DON FINN

MPE MANAGER OF OPERATIONS

If it's not a blown fuse or tripped service panel breaker, you can likely attribute an outage at your home or business to one of these three causes:

1. Mother Nature

High winds, ice buildup, heavy snow, lightning, extreme heat and cold can all create short circuits and overloads. So can falling trees or vegetation growing into power lines. At times, critters also cause power interruptions. MPE's protective devices are set to detect these critters and open breakers (causing a power interruption). There are also times vehicle accidents or even metallic balloons get caught up in power lines, creating an outage.

There are many steps involved in delivering electricity to you. In essence, an interruption in the flow of power at any step along the way can cause an outage — from the power plants generating electricity, to the high-voltage transmission lines sending electricity over long distances, to the local electric grid.

2. Regional power supply shortages

These are the rarest of all outages. They happen when consumer electric demand



surpasses electric supply (produced at power generation facilities). Typically, these outages happen during extreme hot or extreme cold weather. Fortunately, MPE has not experienced one of these outages in an extremely long time.

3. Planned outages (or public safety outages)

Planned outages are intentional, but rare. This happens when the electrical grid needs to be shut down to perform safe maintenance.

What can you do during a power outage?

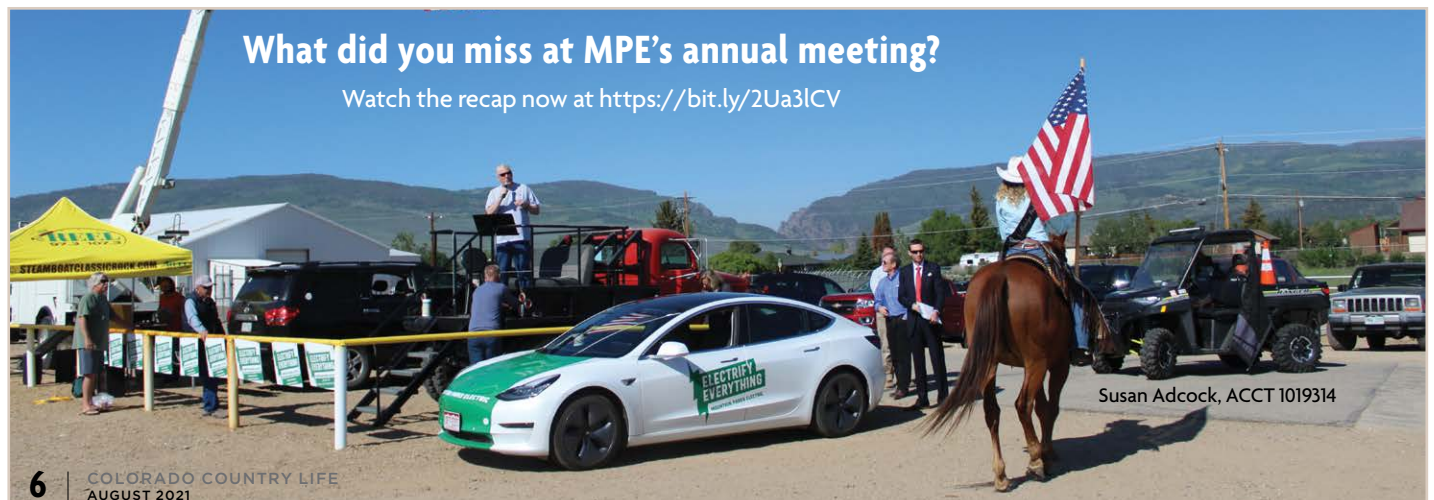
- **Prevent carbon monoxide poisoning.** Don't use a gas stove to heat your home, and do not use outdoor stoves indoors for heating or cooking. If using a generator, keep it outside in a well-ventilated area away from windows
- **Monitor alerts.** Check local weather reports and notifications via phone, television, internet or radio. If available,

sign up for local alerts and warning systems to notify you via phone call or text.

- **Stay safe!** Do not approach downed power lines. Please report them and leave it to the professionals.

As a result of the local Stage 1 fire ban and the increasing risk of fire, Mountain Parks Electric is adjusting reclosers on its electric distribution grid to a higher sensitivity setting. This will reduce the risk of starting a wildfire. However, as a result, you may incur more minor outages at your home or business.

MPE is aware of the potential impact this may have on electric service reliability, but also recognizes the importance of taking steps to lower the fire risk.



Susan Adcock, ACCT 1019314

John Roesink, ACCT 1031268


WAYS TO \$AVE

BY LINDSAY MCCANN
CUSTOMER SERVICE SUPERVISOR

HOT AUGUST DAYS

Stay cool and save

- Keep drinks and snacks in a cooler or ice chest (especially during family and friend get-togethers) instead of repeatedly opening the fridge
- Use your ceiling fan more. It's a bargain, typically costing less than 25 cents per day to operate a full 24 hours, and it makes your space feel cooler
- Use toaster and microwave ovens, slowcookers and your stovetop (instead of your oven, which generates more heat) when cooking indoors



Find Your Name Win \$5

If you find your name in this magazine, contact Mountain Parks Electric to receive a \$5 credit on your power bill. Winners must contact MPE within one month of the date of issue.

PET OF THE MONTH



HARLEY

Harley is a 2-year-old chewy-toting Havanese. She got her name from racing around the house like a motorcycle.
Owner: Karen Frank

Email your pet photos and pet bio to rtaylor@mpei.com



Utisa Sanderson
(Owner Sherry's stunt double)

Local Chef SPOTLIGHT

RESTAURANT: **SHOWBOAT'S DRIVE BY PIE**
54 1st Street, Granby, CO
showboatsdrivebypie.com
970-887-1111

HOURS: 10 a.m. – 7 p.m. daily, closed on Mondays

SPECIALTY: Homemade pies (available daily until sold out): Killer Apple, Green Chili Apple, Mixed Berry, Wild Maine Blueberry, Cherry, Chocolate Pecan and Pumpkin. (Chef and catering services also available.)

COOKING TIP FOR MPE READERS

For a flaky and tasty homemade pie crust, mix the ingredients cold. And never overmix the ingredients.

WINNER, WINNER!

Congratulations to Doug, Michelle and Gracie Hardie, Kremmling, (right) who are the electric lawn mower prize winners at MPE's annual meeting. And congrats to MPE member Kasy Allen (below), winner of an electric scooter.

There are still two more chances for you to win an electric mower and an electric snowblower. Enter our beneficial electrification drawing now on MPE's Facebook page.



Come test drive MPE's Tesla Model 3 for free at the Middle Park Fair and Rodeo August 6 -7, 10 a.m.-3 p.m.



MPE Linemen by the Numbers

- 21 MOUNTAIN PARKS LINEMEN
- ON-CALL & READY 24/7
- WEAR 45 lbs. OF GEAR
- WORK 80 ft. IN THE AIR
- MAINTAIN 1,836 MILES OF LINE
- KEEP THE LIGHTS ON FOR 21,258 CONSUMERS

MOUNTAIN PARKS ELECTRIC, INC.
A Touchstone Energy Cooperative

Jim Cowperthwaite, ACCT 1017857