

Board Strives to Preserve Co-op's Hometown Nature

BY CAROLYN SANDEEN-HALL BOARD PRESIDENT

Perhaps the greatest benefit of living in the Grand Valley Power cooperative territory is that we are served by a local organization made up of dedicated people who are not just employees — they are also our friends and neighbors.

Every time I walk into the building in advance of a meeting, I am greeted by the smiles of the same people I see at the grocery store, who I know share my concern for the people in our community. I also run into GVP members when I am around town, and I'm often surprised that they know I serve on our board of directors.

This hometown nature of our organization is one of its key, defining characteristics.

It is why we want to bring to your attention two actions taken at our February and March board meetings. At these meetings, directors unanimously approved changes to GVP's bylaws governing directors and a board policy concerning elections. The amendments were written to preserve the cooperative's hometown nature and maintain its autonomy and independence, one of the seven cooperative principles.

Policy Bulletin No. 50 – Voting and Elections

Board Policy Bulletin No. 50 addresses the processes for voting and elections. This policy complies with state election laws. It covers the supervision of the election process; the dates, notifications and processes associated with elections; candidate nominations and eligibility; the tabulation of the ballots; dispute resolution; and more. It ensures that candidates, in order to be eligible for election, must abide by the cooperative's Articles of Incorporation, bylaws, tariffs, rules, and board policies, including a new policy requiring disclosure of certain director election campaign contributions. The policy also adds the option for the Election

Supervisory Committee to rotate the position of the candidates on printed ballots if it is practicable. (The candidates would be in each position on the ballot on an approximately equal number of ballots). The option to rotate candidates on the ballot is meant to keep the balloting equitable.

Attachment A to Policy Bulletin No. 50

Attachment A to Policy Bulletin No. 50 outlines new Cooperative Election Disclosure Requirements. It requires candidates to disclose all received contributions of less than \$250 and to report and itemize all contributions of \$250 or more, including both one-time contributions and multiple contributions from a single donor that exceed this amount. For contributions in excess of \$250, the candidate must report the donor's name, address, occupation and employer. If the contribution comes from a company or organization, the organization's name and a statement of its objectives must be provided.

We made these changes because it has become more common for candidates running in any type of local election — from board directors to city councilors — to solicit or consider accepting campaign contributions. While it is legal to receive campaign contributions in Colorado, sometimes it's necessary to give attention to the intent behind the donation.

In other cooperatives across the country, situations have been brought to light in which special interests contribute large donations to get the director candidate that they support elected to the board. This threatens the local nature of director elections and another of the seven cooperative principles: democratic member control.

Article V – Directors

Article V of GVP's bylaws spells out director powers, elections, qualifications,



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nominations, terms and more. The changes approved at the March meeting continue the practice of requiring the board to appoint an independent Election Supervisory Committee to oversee the director nomination, election and voting process. The amended bylaws also require that directors and candidates must abide by the cooperative's Articles of Incorporation, bylaws, tariffs, rules, and board policies, including the new requirement requiring campaign contributions.

In making these changes to the Director bylaws and Elections policies, the board has taken a proactive step toward providing greater transparency of substantial contributions to cooperative director candidates.

The board recognizes that it is important for our cooperative to retain its autonomy and independence, and for directors to answer only to our member-owners. These are key principles of cooperative governance, and ones that the directors seek to preserve.

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. 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.

2023 SCHOLARSHIP AWARD WINNERS



RILEY APPLGATE
GRAND JUNCTION HIGH SCHOOL
Jack Broughton - Colorado Mesa University Scholarship



BOWEN CLEMENT
CENTRAL HIGH SCHOOL
Grand Valley Power Scholarship



MADDISYN MILLER
PLATEAU VALLEY HIGH SCHOOL
Grand Valley Power Scholarship



GENEVIEVE HILL
PLATEAU VALLEY HIGH SCHOOL
Grand Valley Power Scholarship



STERLING SCHRADER
WESTERN COLORADO UNIVERSITY
Grand Valley Power Scholarship



KRISTEN MCCARTY
COLORADO MESA UNIVERSITY
Grand Valley Power Scholarship



PHOEBE BURT
FRUITA MONUMENT HIGH SCHOOL
Grand Valley Power Scholarship



ASTREAE' FLINT
FRUITA MONUMENT HIGH SCHOOL
Western Colorado Community College Scholarship



MARISA MARTINEZ
CENTRAL HIGH SCHOOL
Washington D.C. Youth Tour



KATRINA JANKEVICIUTE
MESA VALLEY COMMUNITY SCHOOL
Washington D.C. Youth Tour



LIA BUNNELL
GRAND JUNCTION HIGH SCHOOL
Cooperative Youth Leadership Camp



Feedback Helps GVP Deliver Outstanding Service

BY RITA-LYN SANDERS DIRECTOR OF MARKETING AND COMMUNICATIONS

Before I joined the Grand Valley Power team, my relationship with the cooperative was as a member. My first interaction with our organization occurred last year when I called to start electric service to my house. I was grateful to learn that GVP is a cooperative. The very word implies that I am part of an organization that has my interests at heart rather than those of a faceless investor.

As I expected, my call was answered promptly by a friendly person. The GVP representative whom I talked with on the phone proficiently handled my service request, cheerfully answered all my questions and offered a warm welcome to the Grand Valley. She helped me, a busy mom, set up an online account so I could automatically pay my bills through my bank without the cost of purchasing stamps and worrying about whether I would get the payment to the mailbox on time.

It was apparent that the representative took pride in her work and cared about her community. I was quite pleased with GVP's hometown service.

The same cannot be said for my interactions with the other utilities I called. Some required me to work through a maze of telephone prompts to finally reach a person, and it was apparent that some did their jobs from a completely different region than my snow-capped landscape. Still others took advantage of my phone call to offer me additional products and services I do

not need, under the guise that they would help make my move easier. I ended the calls with the perception that these companies were more concerned about what they could extract from me than how they could help me.

Excellent customer service should be mission critical for all companies that put their members first. Serving our members, after all, is the most important thing we do. We want to be certain that we are delivering safe, reliable and affordable electricity with exceptional service.

To ensure we are meeting our members' expectations of exceptional customer service, GVP regularly conducts member satisfaction surveys throughout the year. Surveys are sent to members after they interact with our departments. Results are tallied on a five-point scale, with five as the best service and one as poor service.

In 2022, GVP members awarded the co-op an average of 4.88 stars on a 5-point customer service scale. These high marks are important to us because they mean we are delivering on our mission. Additionally, this feedback from our members helps us determine where we can do even better.

Thank you to our members who receive a survey and take the time to respond, comment and return it. We want to continue to provide you with exceptional customer service and need your input to carry out this critical mission.



WHAT OUR MEMBERS SAY

It's simple, just keep doing what you do so well.

Exceptionally kind lady that remembered my previous business! A+

Keep it up!

No suggestions, since it's already so good!

Outstanding!

Remain the same, excellent service!! Thank you!!

Fast! The work was done the day I called!

Director Petitions Available

Director petitions are available for eligible Grand Valley Power members who want to run in the August election. Petitions can be picked up at GVP headquarters at 845 22 Road, Grand Junction. Three director positions are up for election every year. Directors whose terms expire in 2023 are Joe Burtard, Don McClaskey and Janie VanWinkle.

GVP's bylaws and election policies provide in-depth information on director eligibility, positions and election procedures. This information is available on the GVP website at gvp.org/director-elections. And upon request, these written documents can be picked up at GVP's headquarters or mailed to you.

Petitions must be signed and returned no later than 5 p.m. on June 2.

\$2k award
WESTERN COLORADO COMMUNITY COLLEGE
LINEWORKER SCHOLARSHIP
APPLY BY JUNE 1, 2023
gvp.org/scholarship-program
The WCCC Lineworker Scholarship is available to anyone who resides in Mesa County, Colorado (at the time of application).

EMPLOYEES *empowering*



Over the past several months, Grand Valley Power has welcomed many new faces and celebrated those progressing at the co-op. Please join us in welcoming and celebrating the following employees:



Mike Gardner
DISTRIBUTION DESIGN SUPERVISOR
Mike Gardner has worked at GVP for over 19 years. His silent leadership and immense industry knowledge are extraordinary and admired by all. Mike will thrive in his new role as Distribution Design Supervisor. Congratulations, Mike!



Lauren Phelps
GENERAL ACCOUNTANT
Lauren Phelps started her career at the co-op in 2021 as a Customer Service Representative. She was recently promoted to GVP's General Accountant. Congratulations, Lauren!



Cole Zurich
SERVICE PLANNER
Cole Zurich started at the co-op as a journeyman lineman. Since then, his passion for the trade has expanded into engineering, where he serves as a Service Planner. Congratulations, Cole!



Rita Sanders
DIRECTOR OF MARKETING & COMMS.
Rita Sanders and her family moved to Grand Junction from Washington. While she is new to the co-op world, her communications experience is extensive. Welcome aboard, Rita!



Josh Burbridge
LINEMAN
Josh Burbridge is new to the co-op but has called the Grand Valley his home for many years. His passion for the electric lineworker trade and dedication to service is unmatched. GVP is proud to have him on our crews. Welcome aboard, Josh!



Destry Smith
ENERGY SERVICES ADMINISTRATOR
Destry Smith started at the co-op as a journeyman lineman. Since then, his exceptional leadership and bright personality inspired a new role as Energy Services Administrator. Congratulations, Destry!



Josh Stevens
LINEMAN
Josh Stevens is new to the co-op world but previously served as a lineman for a contractor in town. Josh is excited to be a part of the co-op family and looks forward to the years to come! Welcome aboard, Josh!



Sarah Wheeler
CONTROLLER
Sarah Wheeler began her career at the co-op in 2008 as a part-time accounting assistant. After completing her degree, GVP offered her a full-time position. Since then, Sarah has been a tremendous asset to the co-op. Congratulations, Sarah!



Ethan Schaecher
GIS ADMINISTRATOR
Ethan Schaecher started at GVP in 2020 as a Geographic Information Systems (GIS) Analyst. Since his arrival, Ethan has completed several innovative mapping projects that have enhanced GVP's efficiency. Congratulations, Ethan!



Dana Pogar
COMMUNICATIONS SPECIALIST II
Dana Pogar began her career at the co-op as an intern in 2019. Since then, her creative abilities and innovative communication tactics have shaped GVP's award-winning Communications Department. Congratulations, Dana!