



Exceeding Expectations: The Poudre Valley Difference

BY JEFF WADSWORTH PRESIDENT & CEO

ABOUT YOUR CO-OP

PVREA serves energy solutions to nearly 55,000 homes and businesses in Boulder, Larimer, and Weld counties. We are a member-owned co-op, led by those we serve.

OUR MISSION

We are committed to providing safe, reliable, efficient energy solutions with exceptional service to our members.



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“Exceeds expectations.” Several years ago, well maybe more like many years ago, my kids always combed their grade-school report cards for EEs, which signified they had attained the coveted “exceeds expectations” rating in aspects of school life that couldn’t be assigned a letter grade. As they grew older, those EEs turned into As and Bs. I hope none of my kids ever lose that desire to exceed expectations in all that they do.

At your local cooperative, we also strive for EEs, every single day. We don’t want to only do what you expect us to – provide you with affordable, safe, and reliable electric service. We want to go further and do far better by providing superior member service, offering programs that help you save time and money, and delivering more to the communities we serve.

Our linemen are often the public face of our mission to exceed your expectations. They routinely work in rough weather and put in long hours. But they do it gladly, because they deeply care and are committed to doing an exceptional job for you.



We also have many other people behind the scenes that make our co-op the best it can be. Our goal in serving you is to not only provide power to your light switch, but to also make sure our member service exceeds your expectations when compared to other services you use at home – such as your cell phone, cable TV, or internet.

Our member services representatives want to make sure you have a positive and satisfying experience when you contact your co-op. When you call, you can always talk to a live person, not just a voice recording. If you prefer to do business online or outside of traditional business hours, our website and mobile app provide convenient payment options and access to resources and information any time.

Our engineers continually explore new technologies and work through our Construction Work Plan to improve service reliability. For the last decade, we have spent millions of dollars per year on projects to improve our system performance and overall reliability. One of the areas of focus was a concentrated effort of improving performance by separating circuits into more and smaller sections, known as “sectionalizing” in our industry.

We continually work on keeping our operational costs in check and your electricity affordable. As a not-for-profit co-op, we’re not in the business of making money.

We’re in the business of delivering electricity to you in the most affordable way we can. We are proud that PVREA continues to have some of the lowest residential rates not only in Colorado, but in the nation. In the coming months, you will hear more from us on how we are working to incorporate an increase from our wholesale provider and continue to keep your electricity at a great value.

Whether it’s addressing a power outage, conducting an energy assessment, answering billing inquiries, or hosting community events, we are committed to earning those “exceeds expectations” ratings from you every day. This is the Poudre Valley difference – an unwavering dedication to exceeding your expectations and delivering exceptional service to you, our valued members.



Celebrate **National Co-op Month** in October

Now is the time to celebrate your cooperative spirit and recognize the important role cooperatives play in our lives.

7 Cooperative Principles

Cooperatives around the world operate according to the same set of core principles and values. These principles are a key reason why we operate differently from other business models. We believe in putting the needs of our members first.



1. VOLUNTARY & OPEN MEMBERSHIP

Membership in our cooperative is open to all people who can reasonably use our services and stand willing to accept the responsibilities of membership, regardless of race, religion, gender, or economic circumstances.



4. AUTONOMY & INDEPENDENCE

Cooperatives are autonomous, self-help organizations controlled by their members. If we enter into agreements with other organizations, including governments, or raise capital from external sources, we do so on terms that ensure democratic control as well as our own unique identity.

2. DEMOCRATIC MEMBER CONTROL

Cooperatives are democratic organizations controlled by their members, who actively participate in setting policies and making decisions. Representatives (directors) are elected among members and are accountable to them. In primary cooperatives, members have equal voting rights (one member = one vote).



5. EDUCATION, TRAINING & INFORMATION

Education and training for members, elected representatives (directors), CEOs and employees help them effectively contribute to the development of our cooperative. Communications about the nature and benefits of co-ops, particularly with the public and opinion leaders, help boost cooperative understanding.



3. MEMBERS' ECONOMIC PARTICIPATION

Members contribute equitably to, and democratically control, the capital of our cooperative. At least part of that capital remains the common property of our co-op. Members allocate surpluses for any or all of the following purposes: developing the co-op; setting up reserves; benefiting members in proportion to their transactions with the co-op; and supporting other activities approved by our membership.



6. COOPERATION AMONG COOPERATIVES

By working together through local, regional, national and international structures, cooperatives improve services, bolster local economies, and deal more effectively with the needs of our communities.

7. CONCERN FOR COMMUNITY

Our cooperative works for the sustainable development of our communities through policies supported by the membership.



Learn about the cooperative difference online at www.pvrea.coop/gocoop

FACES, PLACES & VOICES OF



ENERGY OUTREACH COLORADO CONTRIBUTORS *Helping Other Members Keep Their Lights On*

Cooperative principle number seven says: “At Poudre Valley REA, we exist to empower the communities we serve and enhance your way of life.” Every month, our members exemplify this principle by donating to Energy Outreach Colorado (EOC).

This program helps those in need pay their home electric bills. Our members can easily donate through their bill, with 100% of their donation going to the EOC.

We talked to some of our members and asked what motivates them to donate to this program.

“I am an OLD person (81 years and counting) and have lived my life with help from my friends, family, and others,” Tom H. Said. “Therefore, it’s time for me to “payback” the good fortune that has helped me get to this old age, and just thinking about my good fortunes because of other people makes me smile!!! The secondary reason is that my career was in (electrical) engineering, and I can’t imagine a thing that affects people more, such as electricity. It affects their home, work, leisure, etc., so helping other persons



ENERGY OUTREACH COLORADO
Together We Power Stability

with this part of their “needs” is just Global. Everything depends upon it!!!”

These donations go a long way to ensuring that everyone has access to energy when they need it, and we appreciate all of our members who support this program!

You can set up a one-time or recurring monthly donation to Energy Outreach Colorado on their website. To do so, visit www.energyoutreach.org/donate/.

For members who receive a paper bill or mail in their payments, you can donate directly to Energy Outreach Colorado by filling out the corresponding section on the back of your bill. Any donations made through your paper bill will be a one-time donation.

APPLY FOR OUR

EMPOWER GRANT PROGRAM

Steam Grant Funding Application Deadline Is Approaching

Apply by 11/3

Submit your application for up to \$2,000 in funding for classroom projects focused on science, technology, engineering, arts, and math.

Our Empower Grants have helped support educational projects in classrooms across our service territory. STEAM education is important because it develops essential skills, fosters creativity and innovation while breaking down silos between disciplines.

Submit your Empower Grant application by searching ‘Empower Grant’ at www.pvrea.coop. Or scan this code.



SPOOKY Energy Savings

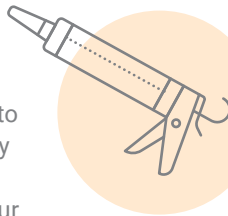
This spooky season, we're sharing a few energy-saving tricks so you can treat yourself to lower energy bills. Here are four simple ways to summon the spirit of energy efficiency.



Conjure instant savings with a smart thermostat. One of the easiest ways to save energy is through thermostat control since home heating and cooling account for a large portion

of monthly energy use. Smart thermostats can help you manage heating and cooling costs by learning your daily routine and adjusting the temperature settings accordingly. Sorcery! Check for rebates at www.pvrea.coop/rebates.

Get rid of goosebumps by eliminating ghostly drafts. The winter chill is just around the corner, so now is the time to seal air leaks around your home. Apply caulk and weatherstripping around drafty windows and doors to make your home more comfortable and lower energy use. Read how-to blogs at www.pvrea.coop/news.



Illuminate your lair with energy-efficient lighting. LED bulbs use 75% less energy and last 25 times longer than incandescent light bulbs. Make the switch to reduce the energy used for lighting. Check for rebates at www.pvrea.coop/rebates. For holiday decorating, LED light strings offer an average of 88% energy savings compared to traditional incandescent light strings.

Stir up savings with countertop cauldrons. Cooler weather summons our favorite soup recipes. Small countertop appliances like slow cookers use less energy than cooking meals on the stovetop.

Grab your book of spells (or recipes) and start stirring up savings in the kitchen.

When we look around our homes, there are many opportunities to save energy. So this spooky season, investigate your space and unlock a different kind of magic – the kind that brings real energy savings!



Learn more at pvrea.coop/for-members/residential-services/home-energy-management/

JOIN THE

Co-op Connections Partner Program

And promote your local business.

We are committed to building relationships in the communities we serve. We want to partner with you, our local business owners, through our Co-op Connections program to promote both your business and our cooperative spirit.

To learn more about the program and how to get involved, email communications@pvrea.coop or scan the code.





SAFETY CORNER

Cybersecurity with Your Co-op

BY KEN MCCOY, PVREA TECHNOLOGY DIRECTOR



Your rural electric cooperative takes safety very seriously. After all, working around electrified power lines can be dangerous.

But our safety culture extends beyond just electrical safety. We also focus on staying safe online because performing the wrong action in this digital age can lead to serious consequences.

We're here to say that using technology doesn't have to be scary. It simply requires a heightened amount of diligence and the knowledge of best practices.

Read below for a few tips to remain cyber safe while staying connected in this ever-present digital world.

- **STOP** – Resist immediate action when receiving an email or text. Most bad actors use language to create a sense of urgency. “Your account is past due.” “Change password now.” “Document review required.” These are phrases commonly used by hackers to encourage your quick action.
- **LOOK** – Check for anything unusual in the message. First, double-check the sender. Is the message actually coming from your bank? Did you actually order something from that online store? Next, check for spelling and grammatical errors. Most phishing emails come from foreign actors, and they rarely use proper English.

Are there links and/or attachments? These are all signs of a fake email trying to trick you into performing an action.

- **THINK** – If something seems “phishy”, it probably is. Ask yourself, “Was I expecting this email?” It is unlikely that a trusted entity will contact you out of the blue requesting information or action. If you are unsure, contact that business directly by accessing their contact information from the internet. Do not use the contact information provided; it is likely fake.

The cyber world can be a dangerous place, but following a few simple rules can help you protect yourself and your loved one.

Follow our social media accounts for more cybersecurity awareness info throughout the month of October.



facebook.com/PoudreValleyREA
twitter.com/PoudreValleyREA
instagram.com/poudre_valley_rea

OCTOBER IS
Cybersecurity Awareness Month

OUR OFFICE WILL BE CLOSED » Monday, Oct 9
FOR A TEAM TRAINING DAY.

OCTOBER 2023

Energy Efficiency Tip of the Month

USING YOUR DISHWASHER IS MORE ENERGY EFFICIENT THAN WASHING A LOAD OF DISHES BY HAND.

To maximize efficiency, wash full loads in the dishwasher and don't block the arms or other parts that move while the appliance is in use.



For additional savings, turn on the “air dry” setting instead of using the “heat dry” setting and use a rinse aid to help dishes dry faster without spotting and streaking.

Source: Dept. of Energy