



Service Worth Smiling About

BY **JEFF WADSWORTH** PRESIDENT & CEO

As we close out 2023, Poudre Valley REA proudly earned one of the top five highest ACSI® scores among Touchstone Energy® Cooperatives.

There is a lot that impacts your satisfaction with our service, but this month I would like to address three important topics and some of the ways your cooperative strives to not just meet but also exceed the level of service you deserve and expect.

THE COST OF YOUR SERVICE

We recognize the financial cost of your electric service greatly impacts your satisfaction. We currently do and will continue to have the lowest residential electric rate of any cooperative in Colorado and among the lowest electric rates of any utility provider in the country.

Holding the line on affordable rates happens because of the sound direction from your Board of Directors, the hard work of your co-op's employee team, and our ability to do more with less as a lean, efficient, not-for-profit business.

Paying out member credits and providing rewards programs are other ways we can add value to your life. Learn about Co-op Connections, our free-to-use discounts program, on page 9 or at www.pvrea.coop/co-op-connections.

THE RELIABILITY OF YOUR SERVICE

Likewise as essential is having your power there when you need it, or quickly and safely restored after an outage. Our reliability metrics are nationally ranked when it comes to the average number of outages per member, duration of an outage, and amount of time to restore power.

Yet, reliability also means you depend on us to be your trusted energy expert by providing

you the resources needed to make wise energy decisions. And it means you depend on us to be there when you need us, whether that is in person, over the phone, online, or in your mobile app.

I encourage all members to use their PVREA account, either online or through the mobile app, to help track and manage your electrical consumption. Armed with this knowledge, you can better control your energy use. Learn more at www.pvrea.coop/app.

YOUR MEMBER EXPERIENCE

But to me, what elevates service from satisfactory to exceptional is a human touch. The fine men and women working at your local electric co-op are some of the most passionate, engaged, and knowledgeable people in our industry. And they routinely go above and beyond to make a big difference in the lives of our members.

If you haven't had the opportunity to meet one of these fantastic individuals, I hope you soon will. On page 8, read testimonials from two employees who are part of our new Co-op Cares program that helps individuals from across our organization meet more of our membership.

At Poudre Valley REA, we will not rest on our laurels. Instead, we will always seek ways to improve in all that we do so you continually receive the excellent service we strive to provide.

From all of us here at your co-op, we wish you a merry Christmas and a happy holiday season. May it be bright, cheery, safe for all, and filled with good tidings.



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.



CONTACT US

1-800-432-1012
pvrea@pvrea.coop
www.pvrea.coop



MAILING ADDRESS

Poudre Valley REA
 7649 REA Parkway
 Fort Collins, CO 80528

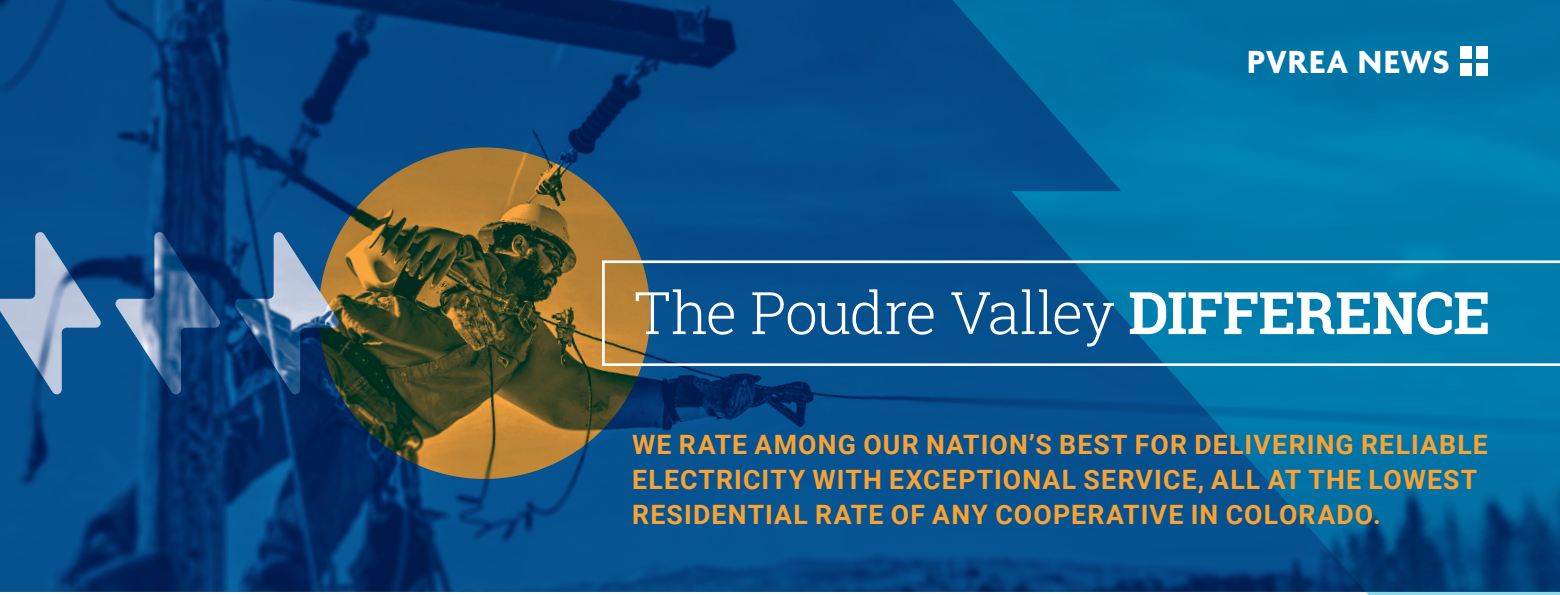


SOCIAL

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

BOARD OF DIRECTORS

Chair	Director
<i>Jack Schneider</i> Weld County	<i>Rick Johnson</i> Larimer County
Vice Chair	Director
<i>Peter Hyland</i> Weld County	<i>Thaine Michie</i> Larimer County
Secretary	Director
<i>Bryan Ehrlich</i> Larimer County	<i>Jan Peterson</i> Larimer County
Director	Director
<i>Steven Anderson</i> Larimer County	<i>Ron Sutherland</i> Boulder County
Director	
<i>Sheryl Dryer</i> Henderson Larimer County	



The Poudre Valley **DIFFERENCE**

WE RATE AMONG OUR NATION'S BEST FOR DELIVERING RELIABLE ELECTRICITY WITH EXCEPTIONAL SERVICE, ALL AT THE LOWEST RESIDENTIAL RATE OF ANY COOPERATIVE IN COLORADO.

Our commitment to you is to do everything possible to continually meet and exceed your expectations in these 3 important categories – that's the Poudre Valley difference.



PROUDLY RANKED #1
for Lowest Residential Rate of Cooperatives in Colorado!

We're helping you save \$29 each month compared to our state's average monthly electric bill. That's nearly \$350 extra per year you can put towards other necessities and expenses.

Analysis based on July 2023 Colorado electric utilities rate study and average residential consumer usage of 1000 kWh per month.



OUR RELIABILITY METRICS
Are Among the Best in the Country.

We're committed to providing you always-on power 24/7/365 while restoring outages quickly and safely. We keep you informed should you ever experience an interruption in service.

According to the Institute of Electrical and Electronics Engineers' 2023 benchmark year study results.



1 of the TOP 5

We earned one of the top five highest ACSI® scores among Touchstone Energy® Cooperatives. We're committed to living out our mission of providing you excellent service.

Scored higher than the aggregate cooperatives score reported in the American Customer Satisfaction Index Energy Utilities Study 2022-2023.

Learn more at www.pvrea.coop

Give the Gift of **\$avings** TAKE ADVANTAGE OF REBATES WHEN YOU GIVE A GIFT!



Energy-efficient electric appliances and outdoor power equipment are great holiday gift ideas.



GET YOUR MONEY BACK

- Snow Blowers up to \$250
- E-bikes up to \$150
- Chainsaws up to \$100
- Clothes Dryers up to \$90
- Induction Cooktop up to \$350
- Heat Pumps up to \$2,800

Conditions apply. See full details online.

Discover your rebates at www.pvrea.coop/rebates

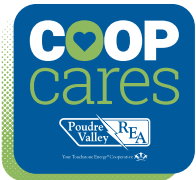


FACES, PLACES & VOICES OF



JARED H. & HOLLY W.

PVREA Employees, Co-op Cares Ambassadors



The newly developed Co-op Cares program establishes a framework for the participation of employees as brand ambassadors for Poudre Valley REA and the cooperative business model.

Co-op Cares is designed to harness the collective power and knowledge of our employees to share with our members, elevating your member experience.

You, as a member, benefit from meeting different people throughout the cooperative each who have different skillsets and expertise. The employees who participate in Co-op Cares benefit from additional facetime with the membership, learning your diverse and unique ways in which you use our products and services.

To date, Co-op Cares has contributed greatly to the PVREA membership!

- 400+ member interactions
- 166 hours worked
- 8 total events

Read what two employees had to say about why they joined Co-op Cares and what it means to them to engage with you, our members.



NAME: JARED H.

Position: Facility Coordinator

1. I have heard, "If you want to find happiness, make someone else happy." I really enjoy interacting with members at events. I try to put a smile on all our members face who visit our booth.
2. In my role as Facility Coordinator, I do not have an opportunity to interact with many members often. I have had a chance to engage with members when I volunteer for events, and I have really enjoyed myself. It was upbuilding to hear feedback that our mission statement was not just a message on our wall but is what our members are experiencing through their service.

3. I would say the Rist Canyon Mountain Festival has been the highlight of my experience so far! It was so awesome to hear members share their gratitude about how PVREA takes care of our members. About 60% of our booth visitors came up just to tell us how happy they are to be members.

NAME: HOLLY W.

Position: Member Service Representative



1. The program reminds me why I work here – to be able to work more in our community. I get to see and meet more members in person and educate our members and others about PVREA and what resources we can provide.
2. Participating in the Energy Wise Family Fun Fest was fantastic. I believe it made that community feel like we are more than just their electric provider. That we appreciate them as members and want to assist them in being more energy efficient.
3. Co-op Cares Brand Ambassadors is a fantastic program that makes me feel like I am part of something bigger. It allows me to feel like I am making a difference in our members' lives. I enjoy educating our community, whether they are a member or not, about PVREA and what our co-op is all about!





SAFETY CORNER

Think Before You Climb



Keep yourself and others safe this holiday season! Focus on safety when tackling tasks that require a ladder and take precautions before you climb.

GENERAL LADDER SAFETY

- Use a ladder on a stable, level surface.
- Maintain three-point contact on the ladder when climbing.
- Keep your body near the middle of the step and face the ladder when climbing.
- Do not use the top step/rung of a ladder unless designed for that purpose.
- For a stepladder, make sure the base is fully open and the spreaders are locked.

ELECTRICAL SAFETY

- Look up and around for power line locations before using a ladder.
- Always keep a minimum 10-foot distance from a power line or other electrical equipment.
- The minimum distance rule includes you, any part of your body, or any object you are holding.



Source: OSHA, American Ladder Institute, SafeElectricity

Come See Our **Light Display**

It gets better every year! Come to our office to walk or drive through our Christmas lights.

VISIT OUR HEADQUARTERS AT:
7649 REA Parkway, Fort Collins, CO 80528

SHARE YOUR HOLIDAY LIGHT DISPLAY WITH US:
Tag us in a photo on Facebook or Instagram. We'd love to see how you decorate for the holidays.



CO-OP CONNECTIONS CORNER

Bingle!
PREMIER LIGHTING



DEAL: 10% OFF ALL SERVICES



Year-round luxury lighting and maintenance from landscape & patio to holiday or even commercial lighting solutions.

Learn more at www.pvrea.coop/co-op-connections



DECEMBER 2023

Energy Efficiency Tip of the Month

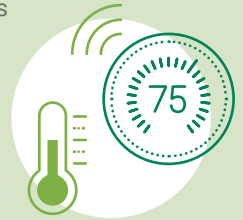


GET SMART WITH A BETTER WAY TO HEAT AND COOL YOUR HOME!

Smart thermostats are Wi-Fi enabled and automatically adjust heating and cooling temperature settings in your home for optimal performance. Smart thermostats learn your temperature preferences and establish a schedule that adjusts to energy-saving settings when you're asleep or away.

For maximum energy savings, look for smart thermostat models with the ENERGY STAR® label.

Source: Dept. of Energy



Save the Date

**COME TO THE 2024
ANNUAL MEETING**

**Saturday morning
April 6, 2024**

**Embassy Suites
in Loveland, CO**

Official invitations will be sent to all active members.

More details will be posted online at www.pvrea.coop/annualmeeting

2024 Board of Directors Election Timeline



There are three Board seats available per our election cycle: two seats in Larimer County and one seat in Weld County.

Any member of good standing is eligible to submit a nominating petition to become a candidate for the Board of Directors. Nominating petitions must be signed by at least 15 qualified PVREA members and submitted to the Board by the due date.

Nominating petitions are available at the PVREA HQ during business hours at 7649 REA Parkway, Fort Collins, CO 80528.

- 12/06/23 Nomination Packets Available
- 02/06/24 Signed Nominating Petitions Due
- 03/06/24 Voting Ballots Mailed to Membership
- 04/05/24 Mail-in Voting Closes
- 04/06/24 In-person Voting at the Annual Meeting



Our office will be closed » Friday 12/22 & Monday 12/25

MERRY CHRISTMAS & HAPPY HOLIDAYS

