



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

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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	

DECEMBER 2023

Energy Efficiency Tip of the Month

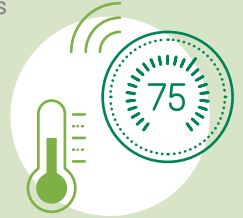


GET SMART WITH A BETTER WAY TO HEAT AND COOL YOUR HOME!

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

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

