

CHELCO NEWS

POWERED *by* YOU

NOVEMBER 2023 | VOL. 28 NO. 11

CHELCO's Veteran workforce essential to the co-op



CHELCO's military veterans are an essential part of our cooperative family.

This November, join us in thanking military veterans around the United States who have fought and are actively fighting to keep us safe and free. More than 20 veterans are represented in CHELCO's workforce across various departments, including engineering, IT, human resources and more. Here are just a few of the best qualities they bring to our workforce:

Leadership Skills

Veterans have honed their leadership abilities in high-pressure situations. Their experience managing teams, making decisions and adapting to changing circumstances is invaluable in our dynamic work environment.

Work Ethic

Military service instills a strong work ethic, discipline and attention to detail. These qualities are essential for maintaining the standards we uphold in our day-to-day work.

Problem-Solving

Veterans are adept problem solvers, often facing complex challenges

during their service. Their ability to think critically and find solutions is an asset to our evolving industry.

Teamwork

Collaboration is a fundamental aspect of military service. Veterans excel in working as part of a team, fostering a cooperative and productive work environment.

SkillBridge Program

The Department of Defense's Skillbridge program allows departing military members to spend their last six months of service interning at approved companies to learn new skillsets that they can use in their civilian careers. CHELCO has been a proud program participant since 2019, hosting six interns.

Military veterans are an indispensable part of the CHELCO family, and we are proud to have them on our team.

To all who have served and those actively serving, thank you for your service. Happy Veterans Day.



A Touchstone Energy® Cooperative 

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Did You Know...

Our website, CHELCO.com, now has full translations for over 80 languages. If your preferred language is something other than English, scroll to the bottom of the home page and click on the dropdown box "Select Language." From there, you can choose the language you prefer, and all pages and forms on the website will instantly be translated.



CEO Insights: CHELCO earns top scores in member satisfaction

There's a common expression that has been around for quite some time, and it goes something like this: "If you've seen one, you've seen them all." This statement can be in reference to just about anything, from infomercials to Hallmark Christmas movies.

In the co-op world, we have our own modified version of this popular phrase: "If you've seen one co-op, you've seen **one** co-op."

There are more than 900 electric cooperatives in the United States, each with their own set of bylaws, employees, members and unique circumstances. As such, the co-op world is extremely diverse in many ways. However, one thing that all co-ops have in common is a desire to serve their members well. To measure their level of service, many cooperatives participate in yearly member satisfaction surveys to

gauge which areas are succeeding and which could be improved upon. It's especially important to see how we stack up against electric cooperatives throughout the United States, because to me, there is no better way to measure success than through peer comparisons.

Recently, CHELCO received a score of 88 in the annual American Customer Satisfaction Index (ACSI®) rating that was measured as part of our member satisfaction survey. This score places us in the upper quartile among the hundreds of electric cooperatives that participated in the National Survey on the Cooperative Difference.

CHELCO's score of 88 surpasses the national average of 74 for cooperative energy utilities. Additionally, CHELCO and electric co-ops nationwide scored higher than the industry average of 72 for investor-owned utilities. This

achievement reflects our ongoing commitment to providing safe, reliable, affordable energy, as well as our focus on increasing member engagement and identity.

As a member-owned cooperative, it is imperative that we listen to our members' input. I appreciate those who took the time to participate in these surveys, as well as those who conducted them.

I'm certainly pleased that you, our members, are among the most satisfied in the country. We'll continue to rely on feedback like this to guide our business decisions, goals and day-to-day work.

I appreciate you and your membership, and I hope you and your family have a good month.

Steve Rhodes,
Chief Executive Officer

CHELCO Youth Tour applications now being accepted



Are you a junior in high school? Are you the dependent of a CHELCO member? If so, you are eligible to apply for Youth Tour, a program sponsored by CHELCO that takes up to two students from each local high school to Tallahassee for a two-day, all-expenses-paid trip to learn about electric cooperatives and the government. To learn more, please visit **CHELCO.com/Youth-Tour**.

Important Dates

Nov. 1: Applications sent to guidance counselors

Dec. 15: Deadline for applications to guidance counselor

Feb. 7-8: Tallahassee Trip

June 16-21: Washington Trip



Board approves \$2.5 M Capital Credit retirement

You have a capital credit!



PAY TO THE ORDER OF Valued Member \$ Capital Credit

MEMO Capital Credits CHELCO

Your membership in 2003 has earned a credit!

Just over 20,000 past and current members will receive capital credit checks from 2003 totaling \$2.5 million.

Great news, CHELCO members! Our Board of Trustees recently approved a retirement of \$2.5 million in 2003 capital credits to active and inactive members of the cooperative. These capital credits will be distributed beginning on Dec. 1.

What are capital credits?

As a member-owned, not-for-profit electric cooperative, CHELCO does not exist to make a profit, but to provide safe, reliable and affordable service to our members.

Since you, our members, own us, we do not have to maximize profit for shareholders. Instead, if excess margins remain after expenses are paid, and the CHELCO Board of Trustees deems the co-op financially secure, capital credits are returned to members.

CHELCO retires capital credits on a 20-year cycle, meaning that if you were a member in 2003, you will receive a capital credit check or bill credit based on how much business you did with CHELCO that year.

Since CHELCO's inception, members have received nearly \$50 million in total capital credit retirements.

All active members whose capital credit amount is less than \$30 will receive a bill credit, while all those with \$30 or more will receive a check.

Inactive members whose capital credit amount is \$5 or greater will receive a check. Amounts under \$5 will be placed in a hold to be added to a future retirement until the total is \$5 or greater.

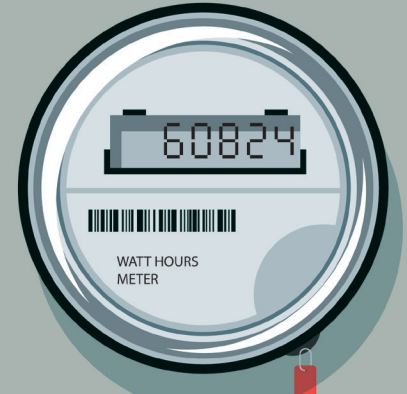
CEO Steve Rhodes commended the CHELCO team's commitment to efficiency and the Board's decision to retire capital credits.

"Our team continues to emphasize managing controllable costs and identifying ways to be more efficient," Rhodes said. "Our co-op is in a strong financial position, and I'm proud that we are able to give back to our members."

Safety Tip of the Month

DO NOT TAMPER WITH YOUR ELECTRIC METER

Meter tampering is illegal, can result in electric shock and significant financial charges, and it increases rates for other co-op members.



- ⊘ Never break a meter seal.
- ⊘ Never open a meter base.
- ⊘ Never remove a meter or alter an entrance cable in any manner.

If you know or suspect that someone has tampered with their meter, please contact us.

POWERED by SAFETY

Recipe of the Month



Breakfast Casserole

Wake up right with this delicious all-in-one breakfast! Learn this recipe and more at CHELCO.com/recipes.

CHELCO is governed by a nine-member board of trustees: Lee Perry, District 1; Terry Pilcher, District 2; Reese Harrison, District 3; Brady Bearden, Vice President, District 4; Ronald Jones, District 5; Gerald Edmondson, President, District 6; Bert Prutzman, Assistant Secretary/Treasurer, District 7; Gayle Hughes, Secretary/Treasurer, District 8; Dwayne Davis, District 9.

Energy Expert: Holiday Energy Savings



Whether you've already decked your halls or haven't started yet, there is still time to incorporate energy savings into your holiday decorations.

If you haven't already strung your lights, switch to Light Emitting Diode (LED) holiday lights. LEDs are energy efficient, brighter and cool to the touch. LEDs consume less energy than incandescent lights and last much longer. They also resist breaking because they are made with epoxy lenses instead of glass.

If your lights are already up, you can still save on lighting costs by installing a programmable light timer. Most models cost between \$10 and \$25 and can be purchased at most major retailers such as Amazon, Lowe's or Walmart. With the programmable timer, you can easily set when you want your holiday lights to operate, saving

time, money and energy. If you are using the lights outdoors, make sure to use weatherproof lights, which are intended for outdoor use.

To save even more, consider a more natural approach to decorating. Many Christmas tree farms or retail stores sell or even give away greenery clippings from recently trimmed trees. Adding a little twine, extra ornaments, and sparkly ribbon, you can create a beautiful wreath over your front door or windows. To add extra light at night, you can install solar-powered spotlights.

Regardless of how you decorate your home for the holidays, there are plenty of ways to save energy throughout the season.

For more energy-saving tips that you can implement this holiday season, visit our website at CHELCO.com/energy-efficiency.

CHELCO Holiday Schedule - Offices Closed

Thanksgiving: Thursday and Friday, Nov. 23 & 24

Christmas: Monday and Tuesday, Dec. 25 & 26

New Year: Monday, Jan. 1



ACRE supports co-ops nationwide

The Action Committee for Rural Electrification (ACRE) is a grassroots PAC that supports and advocates for co-ops nationwide.

Co-ops just like CHELCO have ACRE's support to help implement state and federal policies that benefit cooperatives and their members. ACRE's contributions to candidates are backed by thousands of cooperative members around the country.

For more information, and to learn how you can get involved to make sure CHELCO is fairly represented in office, visit electric.coop/pac or scan the QR code below.



IS \$25 YOURS?

If the account number below matches yours, call us at (850) 892-2111 or stop by any CHELCO office to claim a \$25 credit on your next bill! This month's winner is:

Belyea - 9000155867

For unclaimed capital credits, visit CHELCO.com/capital-credits.