



## INSIDE

**PAGE 2**  
**Member Appreciation Day at Davidson Middle School**

**PAGE 3**  
**CEO Column: Understanding energy demand and purchasing**

**PAGE 4**  
**Co-op Connections: Your discount program gets an upgrade**

## ONLINE NOW

Check out CHELCO's new and refreshed website, [CHELCO.com](http://CHELCO.com). The updated site includes changes to navigation and improved content, so you can find information easily. The new website is also mobile responsive.



A Touchstone Energy  
Cooperative



# Youth Tour students visit Washington, D.C.

CHELCO's five Youth Tour representatives visited Washington, D.C., in June for a week-long educational and fun experience. The 1,800 students on this year's National Rural Electric Cooperative Association (NRECA) Youth Tour visited monuments and memorials, met with members of Congress and heard inspiring messages.

The students came back with a better understanding of our nation's capital, electric cooperatives and memories they will never forget.

"Thank you so much for giving me the opportunity to see and learn more about our government, country and capitol, both in our state and of our nation. The entire experience...has been something I will never forget; the privilege of participating in it all has been the highlight of what I've done in high school so far," said Youth Tour representative Greg Garrett of South Walton High School. He also expressed appreciation for CHELCO's sponsorship and the personal growth the trip provided. "You have truly allowed me to actually see what the flag stands for and represents."

CHELCO has sponsored local high school juniors in the national Youth Tour program since 1983.



*Left to right, John Gillis, Greg Garrett, Camryn Brazile, Olivia Hurley and Zachary Wolf from at the Lincoln Memorial in Washington, D.C.*

## DON'T FORGET ABOUT CHELCO'S 24/7/365 PAYMENT KIOSKS

The kiosks are so convenient and easy to use! All you need is your account number or phone number, plus the last four digits of the account holder's Social Security number. Then you select your account and pay by cash, check or credit/debit card.

# Member Appreciation Day at Davidson Middle School

Member Appreciation Day will be Saturday, Aug. 25, from 9 a.m. to 11 a.m. at Davidson Middle School in Crestview. We will have food, exhibits from community and business partners, fun for the kids, gifts and an electrical safety demonstration every child should see.

This is the third annual Member Appreciation Day. CHELCO changes the location of this fun event year-to-year to better connect with member across our large service territory.

Davidson Middle School is located at 6261 Old Bethel Road, Crestview. All members and their children are welcome to attend.

## TIP OF THE MONTH

Look for LED products and fixtures for outdoor use, such as pathway, step and porch lights. Many include features like automatic daylight shut-off and motion sensors. You can also find solar-powered lighting for outdoor spaces.

Source: *energy.gov*

## IN BRIEF

### Beware of third-party bill payment sites

Third-party bill payment sites purposely appear to be affiliated with a variety of service providers like CHELCO and can delay payments as well as charge unnecessary fees. Websites like doxo.com use service provider logos and appear to be official. They allow consumers to pay a variety of bills, including their CHELCO electric bill, through their site and charge a fee for the service. While third-party bill payment websites are legal, they can be misleading and may cause your payment to be received by CHELCO late. These third-party bill payment companies are not affiliated with CHELCO. Late payments, regardless of third-party bill payment company involvement, may result in late payment fees or even disconnection due to non-payment.

To ensure payments are posted to CHELCO accounts and avoid unnecessary fees and frustration, members should use official CHELCO payment methods such as CHELCO.com, the CHELCO app, CHELCO kiosks, auto-pay or visit one of our offices to make payments. Though there is a service fee for credit card payments, there is no fee for e-check, auto-pay, cash or check payments.

### Sign up for bank draft for a chance to win a kayak

Sign up for CHELCO's bank draft payment plan for a chance to win a kayak, valued over \$300. All participants in the program as of Aug. 31 will be eligible to win. With bank draft, the payment is automatically deducted from your checking account. You save postage, and your bill gets paid on time. You receive your billing information, including the date of the deduction, either by mail or email. To sign up for the program, call (850) 892-2111. The form is also available at CHELCO.com by searching bank draft. If you have a CHELCO online account, log on and select Draft Payment Options for autopay.

### Important: Florida Special Needs Registry

June 1 marked the beginning of hurricane season. If you have special health needs that may require special assistance during a storm, you can register with your county's Emergency Management department. The Florida Division of Emergency Management, in coordination with each local emergency management agency in the state, developed this voluntary registry for residents with special needs to better prepare for a disaster. To register for the Special Needs program, go to the Florida State Emergency Response Team website for Special Needs Registry at <https://snr.floridadisaster.org> or call your county emergency management office. County Emergency Management Departments: Walton, (850)892-8065; Okaloosa, (850)651-7150; Holmes, (850) 547-1112; Santa Rosa, (850)983-5360.

### No holes in poles



#### UTILITY POLES ARE NOT BULLETIN BOARDS

Think before you post that sign!

Staples, nails and tacks used to hang signs and fliers create dangerous obstacles for electric lineworkers.

*Their jobs are dangerous enough – help us keep them safe!*

If you see something that looks dangerous, please report it to CHELCO by calling 850-892-2111.





# Understanding energy demand and purchasing

Do you ever look at your energy bill and wonder what it all means? You know that your usage controls your monthly bill, but what else affects it? Bear with me for a short explanation of the electrical system to answer that.

Before CHELCO sends electricity to your home, it's produced by a Generation and Transmission (G&T) utility, in our case, PowerSouth Energy Cooperative. Once the electricity is made, it travels over transmission lines to CHELCO substations, where we then distribute the power to homes and businesses to meet their demand and consumption.

Demand is the rate at which energy is used and is measured in kilowatts (kW). For example, a 100-watt light bulb demands 100 watts (0.1kW) of electricity as soon as it is turned on. If you turned on 10 100-watt bulbs at the same time, the demand becomes 1,000 watts (1 kW) at that moment. That means the utility should have enough energy available to meet demand when you and all the others using electricity at the same time need it. The hours in the day when energy requirement is highest is called peak demand. In summer, peak demand is during evening hours when residents turn up air conditioning and use large appliances. In the winter, it's during morning hours when heaters are turned up and hot-water heaters are heavily used. Extremes in temperatures also affect peak demand.

Now let's turn to consumption which is measured as kilowatt-hours (kWh). If those 10 bulbs stayed on for 20 hours, you've consumed 20,000 watts-hours (20 kWh). Imagine community members' consumption added to that. This is the amount of energy that the G&T must produce and CHELCO must deliver during that time.

Our collective energy demand and the length of that consumption directly impacts costs. While the G&T produces a base level of electricity at all times, when peak demand exceeds that, they must ramp-up or buy additional power. CHELCO, in turn, purchases that wholesale power which costs more than the base-load. When CHELCO members collectively reduce their demand during peak, CHELCO saves money on our wholesale power bill. That savings – or increase if we must buy – is passed along to our members and is reflected as the

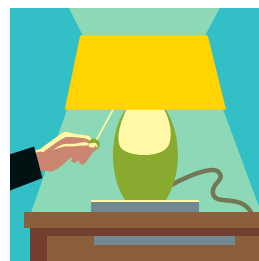
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## Change Habits to BEAT THE PEAK

You can beat the peak (and save money!) by decreasing your power use when energy demand and prices are at their highest. Here are a few tips to help you get started:

### Laundry for Less:

Full loads mean fewer cycles, and washers and dryers run in the late evenings add less heat and humidity to the home. Energy can cost less outside of peak hours.

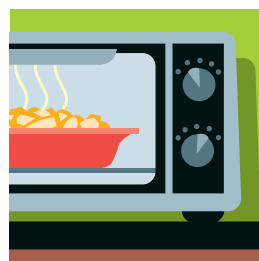


### Cool Off/Calm Down:

Turn off unnecessary lighting and electronics that generate heat, resist the urge to turn down the thermostat and remember, lower fan settings use less energy.

### Intramural Competition:

Online gaming with each active player using their own computer, display, gaming console and internet connection gets pricey. Play each other at home on one screen and save.



### Countertop Convenience:

Range or oven cooking can really warm up a kitchen. Microwaves, convection ovens, induction cooktops, Crock-Pot® and toaster ovens put more cooking heat where you need it.

# CO-OP CONNECTIONS:

## YOUR DISCOUNT PROGRAM GETS AN UPGRADE

Co-op Connections is a member benefit program that allows CHELCO members access to thousands of deals. We are proud to give you the opportunity to save through your cooperative membership. We're taking the next step and going beyond the card with a new and improved program.

Have you ever forgotten your Co-op Connections card and remembered you could have received a discount if you would have presented it to a local vendor? Now savings are always within reach through the new mobile app, which is available in the Google Play and Apple app stores. You will never miss out on savings again. Simply download the Co-op Connections app to your phone and create an account to have access to thousands of deals, both locally and nationally, instantly. You can use the GPS deal finder, track savings, and save on your favorite products and services every day.

Visit [www.connections.coop/CHELCO](http://www.connections.coop/CHELCO) to browse offers, Healthy Savings discounts and exclusive pricing for movie

tickets, sporting events, concerts, shows and even earn cash back while shopping online.

You can now keep track of the money you are saving through your account on the website or through the app. Go to "My Account" and click on "Savings" to see how much money Co-op Connections has put back into your pocket.

Remember to use Co-op Connections while traveling. Receive hotel discounts and change your zip code in the app while on the road to see what local deals are at your destination. Traveling is expensive, and this program allows you to save on the go.

For more information regarding the program or to become a participating business, visit [CHELCO.com](http://CHELCO.com) or contact CHELCO's marketing department at (850) 307-1122. Visit [www.connections.coop/CHELCO](http://www.connections.coop/CHELCO) for an up to date listing of local and national deals.

## Understanding energy demand and purchasing *from page 3*

wholesale power cost adjustment on your statement.

CHELCO offers programs like Beat the Peak and Switch to Save to help reduce peak demand. Beat the Peak is a program that informs members when extreme peak demands are forecast so that they may adjust consumption during those periods. Switch to Save offers the installation of a switch on electric water heaters allowing CHELCO to reduce demand during peaks. This program offers

bill credits to participants. For more information, call our marketing department at (850) 307-1122 or visit [CHELCO.com](http://CHELCO.com).

Generating and distributing power can be a tricky and complicated business, but rest assured CHELCO will always meet the necessary demand to provide safe, reliable and affordable electricity to your family.



**IS \$25 YOURS?**

If the account number below matches yours, sign this page and mail it with your bill to CHELCO or drop it off at any office. You'll win a \$25 credit on your next bill.

**Larson - 9000055925**

### Going the Extra Mile

Did you know electric co-ops serve fewer consumers and acquire less revenue per mile of line than other types of electric utilities?

Despite that, co-ops always go the extra mile, maintaining a tried-and-true record of delivering safe, reliable electric service to the members they serve.

Source: Energy Information Administration, 2016 data.  
\*Data at right includes revenue and consumer averages per mile of line.

#### Electric Cooperatives

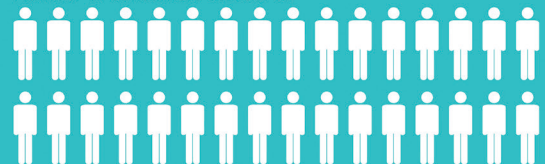
Number of consumers served: 8



Revenue:  
**\$19,000**

#### Other Electric Utilities

Number of consumers served: 32



Revenue:  
**\$79,000**

Don't forget to download the CHELCO Connect app.  
To use the app features, you must set up an online account at [CHELCO.com](http://CHELCO.com).  
Your username and password are the same as your online account.