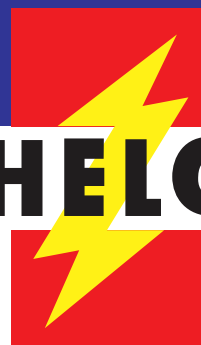


CHELCO NEWS

POWERED *by* YOU

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CHELCO



A Touchstone Energy[®]
Cooperative 

Board election packets mailed this month



The 2021 CHELCO Board of Trustees election ballots will be mailed this month. Please keep an eye out for yours.

Members will elect trustees for Districts 1, 7 and 9 through mail-in balloting. Elections are at-large, so please vote for one candidate from each district, regardless of your district. Members will also be voting to approve the minutes from the 2019 and 2020 annual meetings. Please be sure to accept the minutes as presented, or contact us with questions. The ballot packet will include a certification card and

a self-addressed, postage-paid envelope to make voting easy and convenient. The results will be announced during our virtual annual meeting. Members must return both registration card and ballot for the vote to be counted. Members who vote will be entered into a drawing with over \$4,000 in prizes! Visit CHELCO.com at 10 a.m. April 17 to view the meeting.

We hope to get back to our traditional annual meeting next year, where we will be able to host members in person once again!



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IMPORTANT

UPDATE CONTACT INFO

It's important to keep us informed of your phone number to ensure we can reach you for outages, storms, capital credits and other important notices. Call us at (850) 892-2111 or visit the CHELCO member portal to update your info today.



CEO Insights: Convenience for your daily life

Have you ever waited in a long line for something that you weren't excited to do? Maybe you've had an overly long wait to renew your license, or perhaps your dental appointment was an hour behind schedule. It's not quite the same as waiting for a rollercoaster or the newest action movie - at least there's something fun to look forward to at the end of those lines.

Perhaps one of the worst memories I have of waiting in line was for tickets to a Billy Joel concert back in the day when 'Uptown Girl' was a Top 40 hit. Readers over 40 probably remember the song and the video. I was in college in the Midwest at the time and it was a very cold January day. We got there early and stood in line for several hours only to be told at the ticket window that the concert had just sold out! Purchasing tickets online like most of us do these days is a far better system and one of the many ways technology has improved our lives.

While paying your CHELCO bill may not be the most exciting thing you do each month, we pride ourselves on convenience so that you can

spend more time on the enjoyable things in life and less time worrying about your energy bill.

With so many ways to pay, we have a method that will fit your schedule. From the brick and mortar to the mobile app, we've expanded significantly over the years, and so has our capability to serve our rapidly-growing membership.

If you still like to pay the traditional way, stop by any of our six offices, and our representatives will be happy to serve you. While the COVID-19 pandemic is still impacting our community, we ask that you wear a mask for our employees' and members' safety.

Sometimes, you have a lot going on in your life, and the last thing you want to think about is paying your bills. Bank draft payments may be your ticket to ultimate convenience; just set it and forget it. Having your energy bill automatically deducted from your bank account saves time and ensures that your payment is not late. Plus, you can also sign up to receive paperless statements.

Do you remember those commercials from a few years back? "There's an app for that." At CHELCO, there is, in fact, an app for that. The CHELCO Connect mobile app allows you to pay your bill, check energy usage, update contact information, monitor outages and more. Our app is available on the Apple App Store and Google Play.

There are several other ways to pay your bill on your own time and at your convenience. We offer the online payment portal, payment kiosks, drop boxes, mail-in payments and phone payments. Whatever works for you works for us.

I often highlight CHELCO's efficiency and why it's so vital to our operation, and it's probably just as important to you as it is to us. That's why we're committed to making your experience with us quick and convenient, so you can avoid those pesky long waits and spend more time on the meaningful things in your life.

Steve Rhodes,
Chief Executive Officer

Have you received Gulf Power communications by mail?

If you've received mail from Gulf Power recently, you're not alone. These mailings have caused some confusion among CHELCO members.

Even if you've gotten mail from Gulf Power, it does not mean you are a Gulf Power customer, and you will likely be unable to participate in the programs they are promoting.

We have requested they remove addresses not served by Gulf Power, but their mailed marketing pieces are sent by zip code, not street address, making it more challenging to limit these unnecessary mailings.

We continue to work with Gulf Power through civic involvement and in other areas, but in the meantime,

please know that if you have received mail from Gulf Power, it was in error, and you are still a CHELCO member.

Please contact us at (850) 892-2111 or toll-free at (800) 342-0990 if you have any further questions about these mailings.

Braidwood retiring after 23 years of service



Manager of Member Services Ken Braidwood enjoys playing golf and running. In retirement, he looks forward to a lot more of both.

After a lifetime of service, Ken Braidwood, CHELCO's Manager of Member Services, is retiring after 23 years with the co-op.

Braidwood retired from the US Navy before joining CHELCO in 1997 as a member accounts representative, now known as member service representatives. He worked for several years before being promoted to supervisor and eventually manager.

"There have been so many members who have come in and said how much they appreciate us and how much we do for them," Braidwood said. "I'm going to miss the people; the people here and the members too. Helping the members just makes you feel really good."

Braidwood said that he is proud of his team of member service reps and how they show their passion and care each and every day.

"They're always thinking about the member and about each other," Braidwood said. "It's just the most amazing thing."

While Braidwood may be leaving CHELCO, he will not soon be forgotten, and his legacy of leading a team of outstanding member service reps and putting the members first will live on.

"I want people to know that we really are there for the members and that the whole co-op is member-focused," Braidwood said. "We really do everything we can to help the members."

Energy Efficiency Tip of the Month



Some manufacturers set water heater thermostats to 140 degrees, but most households usually only require them to be set at 120 degrees. Consider lowering your water heater's temperature to save energy and slow mineral buildup in the heater and pipes.

Annual Meeting is April 17

Tune into the 2021 CHELCO Virtual Annual Meeting at 10 a.m. April 17 on CHELCO.com. The meeting will feature CEO and Board President updates, results from our Board of Trustees election, scholarships and a drawing of over \$4,000 in prizes for those who voted in the board election. For more information, visit CHELCO.com or follow us on Facebook, @MyCHELCO.

Youth Tour canceled due to COVID-19

Each year, electric co-ops around the country participate in Youth Tour, a program designed to allow high school juniors to see government in action at the state and national levels. Due to COVID-19, both the statewide Tallahassee trip in February and the nationwide trip to Washington, D.C., in June have been canceled this year.

Next year, the 2022 Youth Tour may be available for juniors and seniors for those who missed the 2021 Youth Tour. Participants must be CHELCO member dependents. More information on the 2022 Youth Tour will be available in November on CHELCO.com.

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; Burt Cosson, District 9.

The three levels of electric vehicle chargers



Electric vehicles (EVs) have gained massive popularity in recent years, and many can be seen on the roads today. Maybe you've considered making the switch to an EV yourself.

There are three main types of chargers designed for batteries of EVs. Some are designed to be installed at the owner's residence, while others are better suited for placement along travel routes or other public places for rapid recharging. The different types of EV chargers are identified by levels one, two and three.

Level One Charging:

Level 1 charging capability is standard on all EVs and utilizes a standard household 120V alternating current (AC) outlet. With this charger level, recharging a vehicle depleted of energy takes 8-12 hours, making it unfeasible for use on long trips. Most level one charging will take place at the owner's residence.

Level Two Charging:

These chargers use 240-volt AC energy from a professionally installed device within the home or

business where people may spend extended time, such as shopping malls, public parking areas and workplaces. Most newer electric vehicles are compatible with this charger level, typically taking 4-6 hours to recharge a vehicle fully.

Level Three Charging:

Level three "superchargers" work much more quickly and use a 480V Direct Current (DC) plug, but not all electric vehicles are equipped with this capability. Most level three chargers can recharge a vehicle 80% within 30 minutes. Their rapid charge time makes them ideal for interstate or cross-country travel.

Level one charging and residential level two charging appear as additional energy usage on the homeowner's electric utility bill. Most public level two and level three chargers accept credit cards or smartphone app payments.

For more information about EVs, reach out to CHELCO's electric vehicle expert, Tyler Jackson, in our Energy Services Department at (850) 307-1123 or visit our in-depth EV page at CHELCO.com.

Connections Corner

The Co-op Connections discount program is another benefit of being a CHELCO member. Local businesses, participating pharmacies and thousands nationally offer discounts to co-op members. Don't forget to download the Co-op Connections app!

This month, we highlight and thank the following businesses:

Gulf Coast Insulation, LLC

(850) 685-9709

63 S Stagecoach Rd, DeFuniak Springs

\$100 off spray foam and \$50 off cellulose upgrade, \$75 off new

Genesis Automotive

(850) 892-9145

20 Shoemaker Drive, DeFuniak

Free detail with vehicle purchase

Joyce's Puppy Love

(850) 267-1643

4942 Hwy. 98, Santa Rosa Beach

10% off self-serve dog wash

For more information, visit CHELCO.com, email energyservices@chelco.com or call CHELCO's Energy Services department at (850) 307-1122.

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.

McFerrin - 9000100632