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ONLINE NOW

Check out our variety of payment options to fit your needs on CHELCO.com.

Cooperative Solar update

CHELCO celebrated the completion of our subscriber-supported Cooperative Solar array at our Operations Center in March of 2018. Since then, the project has been fully subscribed with a waiting list.



How are things going?

When the array was built, it was expected to have a monthly average electrical output in the range of 204-212 kilowatt hours per month, per solar block. **Fun fact:** the average CHELCO member uses 1,250 kilowatt hours per month. As a result of an extremely rainy and overcast fall and winter in 2018 and early 2019, the arrays production averaged around 181 KWh per block, per month. After consulting with Florida Solar Energy Center, our solar vendor and several other organizations about the decline in production, we found a common decline in production for all solar PV systems in the southeast due to the fall and winter weather.

An online display of the solar array's production is available at CHELCO.com. The website allows you to see the hourly, daily, weekly, monthly and annual solar energy production alongside the weather data.

CHELCO thanks all of our Cooperative Solar subscribers for demonstrating their cooperative spirit by participating in the program. Our array was the first cooperative solar power system in northwest Florida and south Alabama.



CHELCO's 504 solar panels located on the Operations Center roof.



A Touchstone Energy
Cooperative



New bill statement design

Beginning in November, CHELCO's bill statements will have a new and improved look. The new design features an easy to read format with detailed information about your energy usage.



Choctawhatchee Electric Cooperative, Inc.
PO Box 512
DeFuniak Springs, FL 32435
Phone: (850)892-2111
Toll Free: (800)342-0990

Regular Business Hours:
Monday-Friday
8:00 a.m. - 5:00 p.m.
www.chelco.com



Owned By Those We Serve

Account Name	John Q Sample	Billing Date	07/01/2019
Service Address	Main Street	Account Number	7897897897
Location	12323001	Meter Number	123456459

Previous Balance	Current Bill	Total Amount Due
Your previous balance due \$155.00	Your current charges for this billing period \$246.74	Your total amount due is \$246.74
Your total payments were \$155.00	Your current charges are due by 07-23-2019	
Thank you for your payment!		
For full detail breakdown of charges, see the reverse side →		

Message Center:

Detach the coupon below and return with your payment. Failure to provide the coupon may cause posting delays.
AUTHORIZATION TO CONVERT YOUR CHECK TO AN ELECTRONIC TRANSFER DEBIT: By sending your check to us, you authorize CHELCO to convert the check into an electronic transfer. Please be aware that your bank account may be debited on the same day we receive your payment. Call our Member Services at (850) 892-2111 if you have any questions or wish to "opt out" of electronic check.

Owned by those we serve!

Account Number	Statement Number	Due Date	Amount Due
7897897897	24324359	07/23/2019	\$246.74

John Q Sample
123 Main Street USA
Any City, FL 32435-0123

CHELCO
Dept. 3049
PO Box 2252
Birmingham, AL 35246-0000

123123456789456456

New bill statement front

Billing Summary		Energy Usage History																								
SERVICE DETAILS RATE: R1 CYCLE 2		<table border="1"> <thead> <tr> <th>Usage Comparison</th> <th>Days of Service</th> <th>Total kWh</th> <th>AVG kWh/Day</th> <th>AVG Cost/Day</th> </tr> </thead> <tbody> <tr> <td>Current Billing Period</td> <td>45</td> <td>161</td> <td>4</td> <td>0.93</td> </tr> <tr> <td>Previous Billing Period</td> <td>30</td> <td>91</td> <td>3</td> <td>1.15</td> </tr> <tr> <td>Same Period Last Year</td> <td>31</td> <td>53</td> <td>2</td> <td>0.99</td> </tr> </tbody> </table>					Usage Comparison	Days of Service	Total kWh	AVG kWh/Day	AVG Cost/Day	Current Billing Period	45	161	4	0.93	Previous Billing Period	30	91	3	1.15	Same Period Last Year	31	53	2	0.99
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METER DETAILS METER LAST READ PRESENT DATE MULT KWH USAGE 12313411 100 2178 070919 1 2078																										
CHARGE DETAILS 12/18 PREVIOUS BALANCE \$155.00 12/28 PAYMENT - THANK YOU -\$155.00		PAYMENTS MADE EASY: NO lines NO waiting when paying by mail, auto draft, CHELCO APP, or web access at www.chelco.com. Phone payments (850) 892-2111 Walk-ins are welcome at any Member Service Center. Night depositories are provided at all locations with 24 Hour Kiosks available at some.																								
01/19 BASIC SERVICE \$26.00 2078 KWH @ .07046 \$146.42 2078 DCA @ .00275 \$5.71 2118 WPCA @ .023406 \$49.57 ENERGY \$227.70 SURGE PROTECTION \$ 6.95 1-100 WATT CLASS @ 6.13 \$ 6.13 GROSS RECEIPTS TAX \$ 5.89 STATE TAX \$.07 TOTAL AMOUNT DUE \$246.74		Other Services: Average Billing Outdoor Lighting No Peaking Flex Pay Switch to Save Time of Use Surge Protection Solar Community Net Billing																								
Just For You Help CHELCO control wholesale power costs and collect rewards as well by allowing CHELCO to install a switch on your electric water heater. CHELCO offers members a \$75 payment, plus bill credits worth \$18 per year, for participating in our Switch to Save program. Call (850) 307-1122 for more information or fill out the online sign-up form at CHELCO.com		Call (850)892-2111 or visit a Member Service Center near you: <table border="0"> <tr> <td>Auburn (In Auburn Water Office) 3097 Locke Lane; Crestview 8am-11:30am & 12 noon-4pm M-F Kiosk location</td> <td>Baker 1351 Georgia Ave.; Baker 8am-11am & 12 noon-5pm M-F Kiosk location</td> </tr> <tr> <td>Bluewater Bay/Seminole 1401 Cat Mar Rd. Bluewater Bay/Seminole 8am-12 noon & 1pm-5pm M-F Kiosk location</td> <td>DeFuniak Springs (Main Office) 1350 W. Baldwin Ave.; DeFuniak Springs 8am-5pm M-F Kiosk location</td> </tr> <tr> <td>Freeport (In City Hall) 112 US Hwy 20 W.; Freeport 8am-1pm & 2pm-5pm M-F Kiosk location</td> <td>Santa Rosa Beach 3906 Hwy 98 W. Unit #3; Santa Rosa Beach 8am-1pm & 2pm-5pm M-F Kiosk location</td> </tr> </table>					Auburn (In Auburn Water Office) 3097 Locke Lane; Crestview 8am-11:30am & 12 noon-4pm M-F Kiosk location	Baker 1351 Georgia Ave.; Baker 8am-11am & 12 noon-5pm M-F Kiosk location	Bluewater Bay/Seminole 1401 Cat Mar Rd. Bluewater Bay/Seminole 8am-12 noon & 1pm-5pm M-F Kiosk location	DeFuniak Springs (Main Office) 1350 W. Baldwin Ave.; DeFuniak Springs 8am-5pm M-F Kiosk location	Freeport (In City Hall) 112 US Hwy 20 W.; Freeport 8am-1pm & 2pm-5pm M-F Kiosk location	Santa Rosa Beach 3906 Hwy 98 W. Unit #3; Santa Rosa Beach 8am-1pm & 2pm-5pm M-F Kiosk location														
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Report a Power Outage: Call 1-800-342-0990, Text "OUT" to 1-800-342-0990, or Use your CHELCO App Pre-registration is required for Text "OUT" - standard messaging rates apply check with your carrier																										

New bill statement back

IN BRIEF

Together we can make an impact: advocate and take action for cooperative electricity

The Action Committee for Rural Electrification (ACRE®) is the grassroots political action committee of the National Rural Electric Cooperative Association. ACRE represents the interests of CHELCO and nearly 930 other not-for-profit electric cooperative systems nationally and our 42 million members. This PAC supports only federal candidates – those in Congress now or running for

Congress – who will speak for and protect the interests of electric co-ops and our members. ACRE is bipartisan and its contributions are based on a candidate's record of support for rural electrification, not on their political affiliation. To learn more, visit <https://action.coop/>.

CHELCO Connect App

Don't forget to download the CHELCO Connect app. To use the app features, you must have an

online account at CHELCO.com. Your username and password are the same as your online account.

CHELCO payment process center change reminder

The return mailing address on your bill will be changing to a new location in November. To increase efficiencies with our payment process, CHELCO will be using a lockbox payment service located in Birmingham, Ala.



CHELCO's ACSI score reflects our commitment to members

Sometimes it can feel like we get caught up in the day-to-day ebb and flow of good news/bad news. One day we get a note from a member thanking an employee for exceptional service, and then later we get a phone call from a member who is really upset about one of our policies.

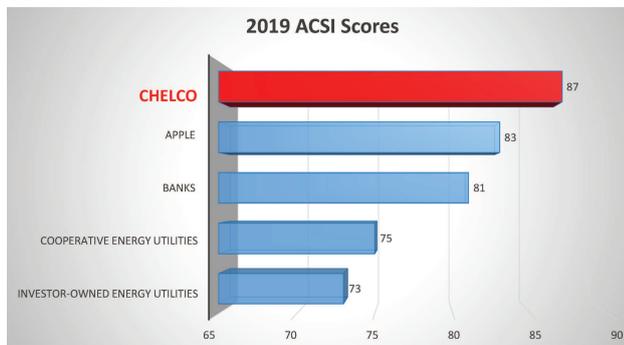
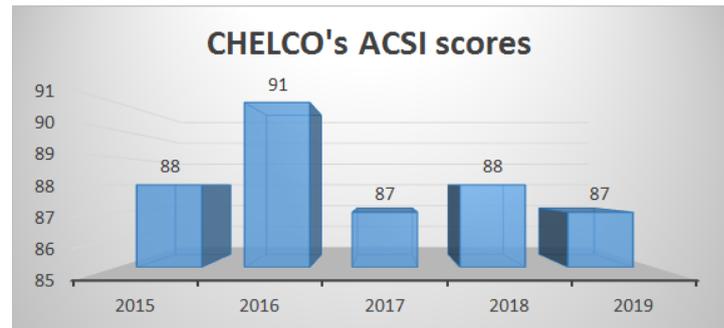
Then, along comes a piece of big picture news that puts our overall performance in perspective.

CHELCO scored an 87 on the 2019 American Customer Satisfaction Index (ACSI). That score will place us among the top electric co-ops, as well as all energy utilities, in the U.S. It is also higher than any investor-owned electric utility.

We consider the ACSI score our primary benchmark for member satisfaction. We are able to compare ourselves to other utilities, as well as many other well-known brands from athletic shoes and apparel to social media and mobile phone carriers. Our research shows that few brands achieve a score over 80. The score of 87 is a credit to our employees, management and board of trustees.

The score is derived from a random sample survey of our membership. The answers to four questions determine the score. The scores are analyzed by the ACSI, which is affiliated with the University of Michigan. The same questions are used for all ACSI scores, regardless of industry.

CHELCO's scores have been leaders among electric co-ops for several years. The most recent scores were:



In an era when consumers are setting higher expectations for customer service, I am so proud of CHELCO for maintaining a high level of satisfaction among our members.

We will get additional results from the survey soon, and we'll see if there are areas where we can make improvements. CHELCO strives for continual improvement, learning from the surveys and even those day-to-day ups and downs. It's all part of what we call the cooperative difference: a commitment to our members, not to profit.

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.

Fry - 34217703

Energy Efficiency Tip of the Month

Heating requires more energy than any other system in your home, typically making up about 42% of your energy bill. With proper equipment maintenance and upgrades like additional insulation and air sealing, you can save about 30% on your energy bill.



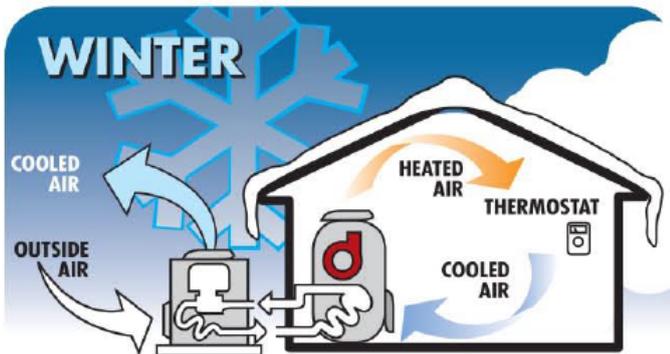
CHELCO is governed by a nine-member board of trustees: Lee Perry, District 1; Terry Pilcher, District 2; Jim Bishop, Vice President, District 3; Brady Bearden, Assistant Secretary/Treasurer, District 4; Ronald Jones, District 5; Gerald Edmondson, President, District 6; Bert Prutzman, District 7; Gayle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

Types of heat pumps

Winter is right around the corner. Heating your home with a heat pump can reduce heating costs by 25-50 percent compared to an electric furnace. There are three main types of heat pumps:

- **Air-Source Heat Pump**
 - The most commonly used type in our area.
 - Works by moving heat from outside air into your home in winter and reverse in summer (as shown below).
 - Very efficient for use in our local climate due to our mild winters.
 - Have an auxiliary or emergency heat source comprised of either electric heating coil strips or a gas combustion furnace for use in colder temperatures.
- **Mini-Split Heat Pump**
 - Typically have no duct system.
 - Great for heating and cooling small spaces and areas where space for ducting is limited.
 - Easy installation and quiet operation.

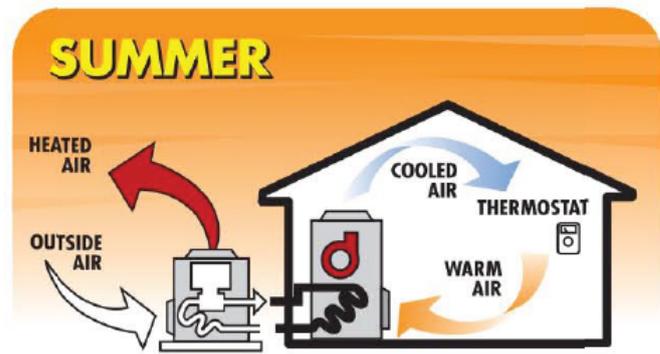
CHELCO offers a \$300 to \$350 per ton rebate for dual fuel air-to-air and mini-split heat pumps.



- **Geothermal Heat Pumps**

- Move heat through water which is circulated through a loop of pipes buried in the earth.
- Provide excellent energy savings, but are typically more expensive to install.
- Piping loop is designed to last at least 50 years and can be reused when replacing the system, significantly reducing replacement costs.
- Generally do not require supplemental heat in our local climate.
- Generally do not have outside condensing units, making them ideal for use in coastal climates.

When installing a heat pump be sure to use a licensed and insured professional contractor. For more information about rebates or questions about heat pumps, please contact CHELCO's marketing department by emailing marketingservices@chelco.com or calling (850)307-1122.



CHELCO's online account portal has many features

CHELCO's online account portal is a convenient way to manage your CHELCO account. Inside the portal, you can pay your bill, sign-up for paperless billing and bank draft, monitor energy usage, set-up notifications and more. To access the portal or get signed-up, visit CHELCO.com and click the "Online Account" button.

Bank Draft and Paperless Billing

Members can sign-up for or remove bank draft under the "Draft Payment Options" tab in the portal. All you need is your bank's name, your account number and your routing number. To sign-up for or remove paperless billing, go under the "Account Management" tab and select "Paperless Options" from the tabs across the top.

Usage monitoring

Under the "MyCHELCO Usage" tab, members can see the energy impact of having house guests or changing weather on your electric bill. Members with traditional

accounts can view daily usage reports and temperature statistics to see how extreme temperatures result in high energy usage. By monitoring usage, members become more aware of their electric use and find ways to save money.

Notifications

Get notified about your account in the ways you like best. Under the "Notifications" tab, there are alerts for bill due date, daily usage and excessive usage. Members can receive alerts by text or email. To sign-up for notifications, go to the "Notifications" tab and register your account. Follow the instructions, and then select the notifications you wish to receive and your preferred communication method.

There are all sorts of other features available in your CHELCO account portal. Use it, and you may save electricity, money and time!