

# CHELCO NEWS

## POWERED *by* YOU

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A Touchstone Energy®  
Cooperative 

### What Veterans Day means to me: Glenn Garrett



CHELCO Senior Line Technician Glenn Garrett is in the U.S. Air Force Reserve and has been deployed three times since joining CHELCO.

Veterans Day means many things to all of us. Initially introduced in 1919 as Armistice Day, Nov. 11 commemorated the end of World War I. Veterans Day has since evolved into what we know it as today: a day to thank and honor all who have served in the military.

At CHELCO, we have 16 military veterans who have contributed to our nation's long history of service, and we are proud to have many veterans living on our lines.

Glenn Garrett is one of the 16 CHELCO employees who have served in the military. In fact, he still does. Glenn is not only a Senior Line Technician at CHELCO, but he is also

a husband, a father and a member of the U.S. Air Force Reserve.

Glenn is one of nearly 70,000 members of the Air Force Reserve and has been deployed three times since joining CHELCO in 2007. Glenn is an aircraft maintainer at Duke Field, where he performs maintenance on C-146 aircraft.

When Glenn is home, he works in CHELCO's Operations Department on overhead distribution lines. When he is on military duty, Glenn goes wherever he is called.

"It's very similar as far as responsibilities for the most part,

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### Did you know...

CHELCO recently earned a score of 89 on the American Customer Satisfaction Index (ACSI), which reflects overall member satisfaction in categories of reliability, customer service, cost control and more. CHELCO's score is significantly higher than national brands like Amazon (79), Target (78) and Apple (75).



## CEO Insights: Thankful for our employees... and OSU football

I am an Ohio native, so I think of fall as red, yellow and orange leaves, hot chocolate, flannel jackets and bonfires. November is a little different down here in Florida; we can still wear shorts and swim in the gulf if we have a nice day. Wherever you bring in the Thanksgiving season, I hope you take a moment to pause and reflect on the last year.

At the end of 2020, we thought the pandemic was almost in our rearview mirror; then the Delta variant set us back. As I have mentioned before, in the 33-plus years I have served electric cooperatives, the pandemic has been by far the most challenging and enduring hurdle. There was no rulebook. They did not teach 'How to keep a business running and employees safe during a pandemic' in college.

In November 2021, we are still taking it one day at a time and trying to make the safest choices for our members and employees. COVID-19 procedures, policies and updates have consumed much of the space in our leadership meetings, human resources, internal newsletters, CHELCO News and even casual work conversations for the last year-and-a-half.

This season I am especially thankful to work with such a dedicated team. We have spent countless hours analyzing and strategizing how to get the cooperative safely to the other side of this pandemic. I am so grateful that in the face of ever-changing procedures and regulations, the employees at CHELCO have maintained the excellent service our members have come to expect. I am also grateful for the patience and support of our members and community. There has

been no easy way around this trying experience, but I am very proud of the way we continue to push and pull our way through it. Our employees are the best.

Fall for those both in Florida and in Ohio means college football. My Ohio State Buckeyes are at 5-1 at the writing of this column, while the Florida teams have had their share of struggles. My wife is a native Floridian so we have a lot of fun teasing each other over college football (she usually wins). Even the Crimson Tide have shown that the mighty can sometimes fall. Many SEC fans claim that teams in the Big Ten are not as tough as those in the South, but a winning record is a winning record, and I am grateful for that, too. I hope you and your family have a safe and happy Thanksgiving.

**Steve Rhodes,**  
Chief Executive Officer



# COOK UP ENERGY SAVINGS THIS HOLIDAY SEASON.

- Clean oven burners regularly.
- Match the pan size to the burner you're using.
- Use small appliances like slow cookers and toaster ovens when possible.

## What Veterans Day means to me (from p. 1)



(L to R): Sr. Lineman Donald Day, retired Metering Specialist Rick Jones and Lineman Shane Boone each served in the military before joining CHELCO.

but the roles are different," Glenn said. "At CHELCO, especially during storm season, you have to make sacrifices for family, and the same thing goes for the military when you have to deploy."

As for those who serve alongside him and those who have served before him, Glenn said that he is thankful for all who have put on the uniform and made countless sacrifices to serve our country and protect our freedoms.

"Veterans Day is a time that you acknowledge military members and families, because those families are making sacrifices too," Glenn said. "If I see someone in uniform, I thank them for their service, and when I'm

in my military uniform, people tell me 'Thank you for your service.' My response - and I got this from a good friend of mine who is a Senior Master Sergeant - is to tell them, 'Thank you for your support.' It takes support from the community to help us do what we do."

At CHELCO, we are a proud mission partner and work closely with the military through the Eglin AFB Utility Privatization (UP) contract. Our relationship with the military has stood firm since we organized in 1940, and we will continue to support our servicemen and women. To everyone who has served, is currently serving, and their families, thank you. Happy Veterans Day.



## Harrison earns CCD certification



**Reese Harrison, District 3**

CHELCO District 3 Trustee Reese Harrison recently obtained his Credentialed Cooperative Director (CCD) certificate from the National Rural Electrification Association (NRECA). The CCD program helps trustees understand their duties and liabilities, the electric utility business model, board operations and process, strategic planning and financial decision making.

## Recipe of the Month



**Bean Pot Baked Beans**

Enjoy this recipe shared by CHELCO member Ruthanne Buchanan! Visit [CHELCO.com/recipes](http://CHELCO.com/recipes) to learn this simple and delicious recipe.

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.

## Electric vehicles vs. cold winter weather



Although winters here in the Sunshine State are mild compared to other parts of the country, we still see occasional moderately frigid temperatures. Did you know that cold weather can have significant impacts on an electric vehicle's driving range?

According to Drive Electric Vermont, the driving range of an electric vehicle could decrease as much as 20% at freezing temperatures (32°F). The decrease in range continues to drop to around 50% at negative temperatures. Fortunately for CHELCO service area residents, this is not typically an issue, but should be something to keep in mind on our colder than usual winter days and when traveling to more frigid climates.

The biggest reason for the decrease in range during cold weather is electric vehicles use battery storage to heat the vehicle for passengers.

This is different from internal combustion engines, which produce heat for warming passengers as a byproduct of operating. Most electric vehicles use a resistance type heat similar to an electric space heater. Some higher-end manufacturers equip their vehicles with heat pumps (a more efficient heating source). Other companies offer the heat pump system as an upgrade ("winter package") or on higher trim level vehicles. Most all manufacturers are equipping electric vehicles with seat heaters and some with steering wheel heaters. This allows the passengers to be more comfortable using less heat, prolonging the range on the battery.

For more information about electric vehicles, please reach out to our electric vehicle authority Tyler Jackson in our Energy Services Department at (850) 307-1123 or [tjackson@chelco.com](mailto:tjackson@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:

### Sweeney's Lock and Key

73 O'Daniel Way  
DeFuniak Springs  
(850) 865-1212  
10% off total bill

### Scooter's Lawn and Garden

1328 Hwy. 90 West  
DeFuniak Springs  
(850) 682-9172  
10% off blades, belts, & air filters

### Rent-A-Center

1030-H Freeport Hwy., DeFuniak Springs  
50% off - may not be used in conjunction with any other offer

For more information, visit [CHELCO.com](http://CHELCO.com), email [energyservices@chelco.com](mailto: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.

**Steele - 203002480**

To find unclaimed capital credits, visit [CHELCO.com/capital-credits](http://CHELCO.com/capital-credits).