

CHELCO NEWS

POWERED *by* YOU

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CHELCO Brings Mobile Substation to Support Auburn Upgrades

To support the growing Auburn community, CHELCO has added a mobile substation to increase capacity at the existing site. Because CHELCO is a winter-peaking system, electricity demand is highest during colder months when members rely most on heating. The mobile unit will ensure we can continue serving members reliably during these peak times.

This added capacity also provides peace of mind during unexpected events. Earlier this year, in January 2025, our area experienced a rare snowstorm that pushed the system to its limits. By adding extra capacity ahead of this winter, we're making sure Auburn has the flexibility to handle similar challenges and keep power flowing no matter the conditions.

While the mobile substation supports the existing site, CHELCO, in partnership with PowerSouth Energy Cooperative, is also

investing in a long-term solution—the construction of a brand-new substation in Auburn.

This project represents a major investment in reliability and will nearly double the capacity of the current substation. That means Auburn will be better prepared not only for today's peak demand but also for future growth as the community continues to expand.

"These kinds of proactive improvements are essential as our service area grows," said CHELCO CEO Steve Rhodes. "They help us serve our members today while building a stronger, more resilient system for tomorrow."

Preparations for the new substation are already underway and scheduled for completion in December 2026. Until then, the mobile substation will continue supporting the current site, ensuring Auburn members receive safe, reliable power.



A Touchstone Energy® Cooperative 

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New Office Hours Now in Effect

CHELCO has implemented new hours of operation as of Friday, August 29, 2025.

New Office Hours
Mon. - Thurs.: 7:30 AM - 4:30 PM
Friday: 7:30 AM - 4:00 PM
Closed every other Friday

This month, CHELCO is closed Friday, September 12 and Friday, September 26. To see a full calendar of the Fridays we are closed and the holidays we will observe, please visit www.chelco.com/chelco-offices-hours.



LEARN MORE ABOUT THIS CHANGE IN THIS MONTH'S CEO COLUMN ON PG. 2.



CEO Insights: New Hours, Same Commitment

As you may be aware, September brought about new office hours at CHELCO. After several years of discussion, research and an employee poll, I recommended and our Board of Trustees approved a “9/80” work schedule. This schedule, already in place at some other cooperatives and businesses, allows employees to work 80 hours over nine days in a two-week period, giving them every other Friday off.

This change brings several benefits. First, our office hours Monday through Thursday have been extended by 30 minutes, now closing at 4:30 p.m. instead of 4:00 p.m. That extra time in the afternoon offers added convenience for members who need to stop by after work. On the Fridays we are open, our hours remain 7:30 a.m. to 4:00 p.m., a schedule that will feel familiar to members.

In addition, employees will now enjoy an extra day off every other Friday. This benefit provides more time for family, rest, and recharging—helping employees bring fresh energy to serving you, our members, with excellence.

Here to Serve

While this is a positive change for our team, our members’ needs remain our top priority. Most importantly, this new schedule does not affect the services you depend on most. CHELCO will continue to provide 24/7 outage monitoring and response, with crews ready to restore power quickly and safely whenever the need arises.

We believe this new approach represents the best of both worlds: supporting our employees while keeping members’ needs at the center of everything we do.

A Trial Period

This schedule is being introduced as a trial period. We are optimistic it will be a positive step for both employees and members, but if it does not meet our cooperative’s needs, we will return to a traditional five-day, 40-hour work week. Our focus is, and always will be, on serving our members, and any future adjustments will reflect that commitment.

Other Ways to Pay

Even with our new schedule, there

are many convenient options to manage your account. The online member portal and MyCHELCO app offer many account management features at your fingertips, plus there are several other payment options available at **CHELCO.com/ways-pay**.

Thank You, Employees

I also want to recognize our employees for their dedication and hard work. CHELCO is one of the fastest-growing electric cooperatives in the country, and that growth brings added demands. Our employees consistently rise to meet those challenges, working harder to ensure our members continue receiving excellent service. We also appreciate the feedback employees provided as we considered the “9/80” work schedule. Their voices helped guide the decision.

Together—with engaged members, dedicated employees, and a clear focus on service—CHELCO is positioned for success today and well into the future.

Steve Rhodes,

Chief Executive Officer



Rhodes appointed PowerSouth Board Officer



Steve Rhodes

CHelco CEO

PowerSouth Secretary/Treasurer

CHelco CEO Steve Rhodes has been appointed Secretary/Treasurer of PowerSouth's Board of Trustees for a two-year term.

PowerSouth, CHelco's wholesale power provider, is a cooperative made up of 19 member systems. Each member cooperative is represented on PowerSouth's Board by its CEO and Board President. Rhodes was selected by his fellow trustees to serve in the officer role of Secretary/Treasurer. In 2024, PowerSouth had \$850M in revenue, with total assets of \$2.7B.

Safety Sparks: 4H Campers learn the power of electricity



CHelco Lighting Coordinator Betty Sims showcases some of the interesting features on the Tesla's large display screen.



CHelco Senior Energy Advisor Tyler Jackson shows off CHelco's Tesla Model Y during an EV 101 presentation at a 4H Summer Camp at Camp Timpochee.



Along with demonstrations by CHelco Energy Advisors, students also took part in the Live Line Demonstration, which creates real-life scenarios with live wires and electric arcs to show just how dangerous electricity can be—and how to stay safe around it.

Report Non-Working Street Lights

CHelco appreciates members' help in identifying non-working street lights.

There are several ways you can report a non-working street light:

- **Call:** (850) 307-1126
- **Email:** lighting@chelco.com
- **Online:** Member Portal
- **App:** MyCHelco

When reporting a street light outage, please include the street light number, which can be found on the pole, if possible.

For more information on outdoor and decorative lighting, visit CHelco.com or scan the QR code below.



Update Contact Info

It's important to keep your contact information up-to-date so CHelco can reach you for:

- Important Announcements
- Planned Outages
- Capital Credit Retirements
- Reminders and more!

Visit the online member portal, CHelco.com or the MyCHelco mobile app to update yours today.

The Power Behind Your Power

This image highlights CHELCO's dedicated employees alongside glowing reviews from members. With more than 180 team members across various departments, these photos showcase the people who work tirelessly behind the scenes—the "power behind your power." From field crews to office staff, each employee plays a vital role in delivering safe, reliable electricity while earning the trust and appreciation of the community they serve.



Angie Slay



Cameron Davis

"Angie and Cameron were so friendly and professional, and they addressed all my concerns."

-Mary W.



Beverly Robinson

"Beverly is a nice lady. She did phenomenal!"

-Lisa P.



Brian King & Andy Ingalls

"Brian and Andy were kind, professional, hardworking and did an outstanding job."

-Ingeborge A.



Andrea Baza & Rolan Hernandez

"Thank you to all CHELCO employees for the amazing Annual Meeting. It was an enjoyable experience and I am looking forward to next year!"

-Lori B.



"We had a rare power outage this morning. Thanks to your crew for getting right on the job and getting power restored."

-Bobby S.

America's Electric Cooperatives PAC

The America's Electric Cooperatives Political Action Committee (AEC PAC) is a grassroots PAC that supports and advocates for co-ops nationwide. AEC PAC helps co-ops, like CHELCO, implement policies at the state and federal levels that benefit cooperatives and their members.

AEC PAC is non-partisan and supports candidates who support cooperatives.

Nearly 40,000 eligible members across 47 states back AEC PAC contributions to candidates.

Visit electric.coop/PAC for more information and to learn how you can get involved to ensure that your co-op is fairly represented in office.



\$25 BILL CREDIT

If the account number below matches yours, call (850) 892-2111 to redeem a \$25 bill credit on your next power bill!

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