

THE OUTLET

The Official Member Newsletter of CORE Electric Cooperative (Formerly IREA)

November 2021

Director Newsletter

Dear CORE member:

Welcome to CORE Electric Cooperative! We outgrew our old name. CORE better reflects our current identity. We are CORE to your lives, and many of the things we most value begin with that same "CO": COoperative. COMMunity. COLORado. COMmitment. CONnection.

CORE is committed to giving you The Energy to Thrive, which includes reliable, affordable electric service. If you have any questions or concerns about your service, please visit www.CORE.coop or call (800) 332-9540.

Some notable developments at CORE are:

Potential Franchise Agreement with Cañon City

We believe the cooperative model is the premier option for providing electric service, and that adding new members to CORE is the best way to stabilize rates. CORE submitted a proposal to Cañon City to explore the potential for a new franchise agreement. The City Council approved that proposal, which grants CORE 120 days to assess Cañon City's current electric infrastructure. The purpose of the 120-day due diligence period is to determine if such growth would be economical for both CORE and Cañon City. We will update you on this process via The Outlet,



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and online at www.CORE.coop.

CORE Hosts Town Hall Events

Last month, we hosted town hall events in Castle Rock, Bennett, Woodland Park and Conifer. Members who attended had the opportunity to speak directly with board members and CORE employees about rates, billing and payment services, system improvements, vegetation management, wildfire mitigation and many other topics. We welcome input on possible future events. Please visit www.CORE.coop/core-connections and tell us what topics are most important to you.

Rate Redesign Resources

In September, we introduced a rate redesign, eliminated the load factor adjustment (LFA) and replaced the temporary power cost adjustment (PCA) with a wholesale PCA. The

rate redesign implemented a three-part residential rate that includes a service charge, energy charge and demand charge. We understand you might still have questions about the rate redesign, so we added more resources to our rate redesign webpage, www.CORE.coop/rate-redesign. Those resources include short videos with two of CORE's experts – Rates Analyst David Stowe and Engineering Services Manager Michelle McAndrew – who directly answer questions about the need for a three-part rate, its benefits, and how you can reduce the demand charge portion of your monthly bill. As temperatures get colder, we encourage you to use the My Power portal to monitor your energy use and peak demand. You can access My Power through My Account at www.CORE.coop.

Customer Service Appreciation Week

Last month, CORE celebrated Customer Service Appreciation Week. Many of you have provided words of acknowledgment for our service employees, which were shared with them. Thanks to everyone who took the time to tell us when an employee provided great service!

CORE Linemen Compete at International Rodeo

Congratulations to the CORE

Continued on other side



CORE linemen (from left) Duncan Beth, Cody Griffin, Grant Kleweno, Heath McCoy, Levi Collison and Dustin Taylor all participated in the International Lineman's Rodeo.



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linemen who competed last month at the International Lineman's Rodeo. Apprentice Lineman Duncan Beth and our Journeyman-level team of Levi Collison, Grant Kleweno and Heath McCoy all competed. CORE Journeyman Lineman Foreman Dustin Taylor was their coach, and Journeyman Lineman Cody Griffin served as a rodeo judge. Their excellent showing is a great example of the skill and training CORE's line workers possess. If you see any of our linemen or other personnel out in the field, please take a moment to thank them for their hard work. You can also share your thanks on any of our social media channels.

Keep Fellow Coloradans Warm this Winter

Friendly reminder: We are collecting new and gently used winter coats for the annual Coats for Colorado drive at each of our offices through Nov. 30. Donations can be left in a designated bin during regular business hours, 8 a.m. to 5 p.m. Monday through Friday. (We are closed Nov.

25 and 26 for Thanksgiving.) You can also make a monetary donation to Energy Outreach Colorado (EOC), which helps struggling families pay for home energy costs. Your donations are matched by CORE dollar-for-dollar, up to \$75,000 each year. To donate, visit www.EnergyOutreach.org or complete the back of the remittance portion of your CORE monthly bill.

Drone Work Aids Wildfire Mitigation

We recently began inspections of our overhead lines and equipment using aerial drones. This work is part of CORE's wildfire mitigation and is necessary for overall system reliability. This maintenance is taking place primarily in the Conifer and Woodland Park areas and will continue into 2022. Residents within the area will be notified via automated phone calls. Personnel conducting the inspections carry CORE credentials and are in vehicles with the CORE logo. We appreciate your understanding as we work to protect our members, employees and distribution system. You

can learn more about our comprehensive wildfire mitigation plan at www.CORE.coop/wildfire-mitigation.

Enroll in Free AutoPay, eBilling

The U.S. Postal Service recently implemented service changes that have and will continue to affect delivery times. I encourage you to sign up for CORE's AutoPay and eBilling to help avoid these delays. You don't have to remember due dates or initiate payment when enrolled in AutoPay, which will automatically deduct the total due on your bill's due date. With eBilling, you will receive your electronic bill approximately one week sooner than a paper bill. Visit www.CORE.coop/payment-options or call (800) 332-9540 for more info or to enroll in either service.

Thank you for being a member of CORE Electric Cooperative!