

# THE OUTLET

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

November 2021

## Director Newsletter

Dear Parker-area CORE member:

Welcome to CORE Electric Cooperative! Many of you have noticed our new name, and I believe that it better signals and identifies the energy company that serves Parker. Parker is the CORE to our cooperative, and with our significant population, most of the directors have Parker addresses in their membership districts. The cooperative simply is not the same today as it was when founded in 1938 as a mountain-based rural electric cooperative. We outgrew the old name. CORE better reflects our current identity and its importance to our Parker lifestyle. We are CORE to your lives, and many of the things we most value begin with that same "CO": COoperative. COmmunity. COlorado. COmitment and COnnexion.

CORE is committed to giving all of us in the Parker area The Energy to Thrive, which includes reliable, affordable electric service.

Some notable CORE events that I would like to share with you:

### Reliable Electric Power

The two industry indices CORE uses to track reliability are SAIDI (system average interruption duration index), which describes the total duration (in minutes) of interruptions for the average customer, and SAIFI (system average interruption frequency index), which describes how often the average customer experiences an outage. For 2021, CORE set a year-end goal of 80 minutes for SAIDI and 0.74 instances



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for SAIFI. These goals were set based on the average of our prior five-year history and looking at the statistics of the other utilities in Colorado. Through the third quarter of 2021, CORE is on track to beat these goals. At the end of September, CORE's SAIDI index is at 32 minutes and SAIFI is at 0.43 instances. Contrast our SAIDI index of 32 minutes versus other Colorado co-ops at 116 minutes, investor-owned utilities at 74 minutes and public power at 42 minutes. Our SAIFI comparisons also show that CORE is significantly dominating the Colorado electric industry, as well. In Parker, our numbers would be much better since our overall experience is skewed by the mountain areas to the west that we serve. These great results are in part due to the amount of investment CORE has dedicated to system maintenance programs such as vegetation maintenance, line patrol programs and system improvement projects.

### Keep Fellow Coloradans Warm this Winter

Friendly reminder: CORE is collecting new and gently used winter coats for the annual Coats for Colorado drive at our district offices through Nov. 30. Donations can be left in a designated bin during regular business hours. In Parker, you can bring these coats to my office at 19751 E. Mainstreet #365, in the Parker Station Building. You can also make a one-time or recurring monetary donation to Energy Outreach Colorado (EOC), which helps struggling families pay for home energy costs. To donate, visit [www.EnergyOutreach.org](http://www.EnergyOutreach.org) or fill out the back of the remittance portion of your CORE monthly bill.

### CORE Hosts Town Hall and Chamber of Commerce Events

During September, CORE hosted a Parker Chamber of Commerce event and last month, CORE hosted town hall events in Castle Rock, Bennett, Woodland Park and Conifer. Members who attended had the opportunity to speak directly with the CORE directors and professionals about rates, billing and payment services, system improvements, vegetation management, wildfire mitigation and many other topics.

### My Power Portal and Rate Redesign Resources

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

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wholesale PCA. The rate redesign implemented a three-part residential rate that includes a service charge, energy charge and demand charge. Visit CORE's rate redesign webpage, [www.CORE.coop/rate-redesign](http://www.CORE.coop/rate-redesign), for answers to your questions. Those resources include short videos with CORE experts Rates Analyst David Stowe and Engineering Services Manager Michelle McAndrew, who directly answer questions about the new 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](http://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 member service employees, and those kudos were shared with them. Thank you to our members who took the time to let us know when an employee provided great service!

### **CORE Linemen Compete at International Rodeo**

Congratulations to the CORE 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 dedication all of CORE's line workers possess. These attributes are especially important as CORE



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.

linemen work to "keep the lights on" during the adverse weather we can expect through winter and spring. If you see any of our linemen or other personnel out in the field, please take a moment to thank them, or share your thanks on any of CORE's social media channels.

### **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. You can learn more about our comprehensive wildfire mitigation plan at [www.CORE.coop/wildfire-mitigation](http://www.CORE.coop/wildfire-mitigation).

### **Potential Franchise Agreement with Cañon City**

CORE recently submitted a proposal to Cañon City to explore the potential for a new franchise agreement. Last month, its City Council voted to move forward with that assessment proposal, which grants CORE 120 days to assess Cañon City's current electric infrastructure. We will update you



on this process via *The Outlet*, and online at [www.CORE.coop](http://www.CORE.coop).

### **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. Visit [www.CORE.coop/payment-options](http://www.CORE.coop/payment-options) or call (800) 332-9540 for more info or to enroll in either service.

Thank you for being a CORE member!