

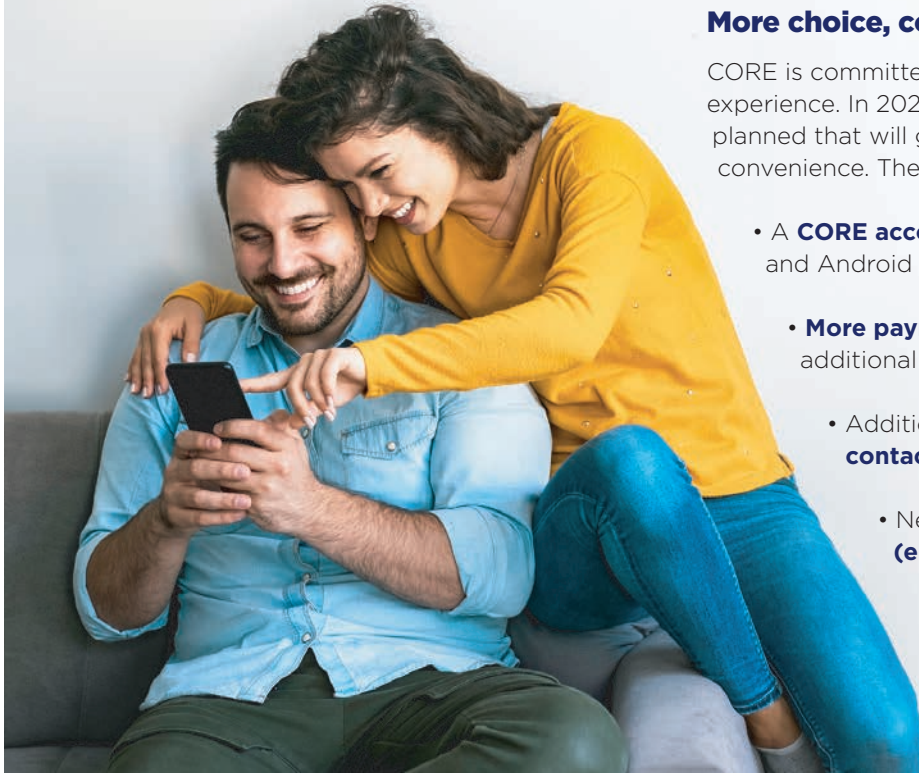
# THE OUTLET

The Official Member Newsletter of CORE Electric Cooperative

January 2022

ON THE HORIZON

## Upgrades Coming Soon



### More choice, control, convenience for members

CORE is committed to improving your member experience. In 2022, we have several exciting upgrades planned that will give you more choice, control and convenience. They include:

- A **CORE account management app** for both iOS and Android devices.
- **More payment channels and options**, including additional in-person payment locations.
- Additional options for how and when **CORE contacts you**.
- New platforms for both **electronic billing (eBill) and budget billing**.

### No action is required at this time.

Detailed info on these and other upgrades will appear in upcoming editions of *The Outlet* and online at [www.CORE.coop](http://www.CORE.coop).

## Sun Will Soon Rise on CORE's Next Solar Project

Hunter Solar, **CORE's latest utility-scale renewables project**, could deliver power to our grid as early as Quarter 3 of this year. CORE has a power purchase agreement (PPA) that will provide our cooperative 45 megawatts of the facility's 75-megawatt capacity. That means CORE will purchase enough clean energy to power about **11,000 average homes each year** at or below the cost we would pay for other energy sources. The investment in Hunter Solar will



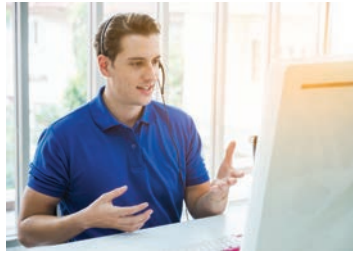
help CORE reach 165 megawatts of renewable energy capacity by 2025. CORE's renewables portfolio already includes 80 megawatts from Pioneer Solar, pictured above, and 13 megawatts from Victory Solar.

### CORE Looking at Battery Options to Maximize Solar

CORE is actively evaluating the potential uses and costs of **utility-scale battery storage** to maximize our solar generation. Batteries would allow us to store solar energy gathered during the day and distribute it during peak evening hours, when demand on our system is highest but solar facilities are not generating.

## Also On the Horizon ...

- Our **Call Center hours will change Feb. 4** to 7 a.m. to 5:30 p.m. on Fridays. Call Center hours Monday through Thursday will remain 7 a.m. to 7 p.m. Account management is also available 24/7 at (800) 332-9540, and through My Account at [www.CORE.coop](http://www.CORE.coop).



- We expect to again refund **capital credits** in 2022. Because of upgrades to our billing system this Spring, refunds will likely take place in Summer 2022.



- CORE is looking into programs that will support **electric vehicle infrastructure** within our 5,000-mile service area. Look to *The Outlet* for future announcements. In the meantime, visit [CORE.coop](http://CORE.coop) > News and Resources > Electric Vehicles for useful info on EV shopping, fuel economy, state tax credits, charging stations and more.



- **Education grants** of \$2,000 will be awarded to 35 graduating high school seniors – five in each of CORE's seven director districts – who plan to continue their education. Go to [CORE.coop](http://CORE.coop) > My Community > CORE Commitments > Education Grants for more information and to apply.



- We plan to host **town hall** and **free shred events** again this year. Stay tuned to *The Outlet* and [CORE.coop](http://CORE.coop) for details.



## Board Approves Changes to Rates and Regulations

CORE's Board of Directors has authorized **changes to the Rates and Regulations** that will go into effect March 7, 2022, and include:

- Updates to reflect our name change to CORE Electric Cooperative.
- Updates to the optional time-of-use (TOU) rider for several service types, to match changes in our base rates made in September 2021.
- Annual updates to coincident peak (CP) rates, based on estimated Xcel/PSCo production charges.
- Updates to several types of account and service fees and charges.
- Clarification of the non-standard meter reading rider that applies to residential services with no advanced metering infrastructure (AMI) meter.
- Elimination of construction allowance and rebates.

A full version of the amended Rates and Regulations, including redlines, is available at [CORE.coop/notices](http://CORE.coop/notices), and at any CORE office.

## More Sensitive Settings Help CORE Monitor Fire Risk Landscape



As part of our ongoing wildfire mitigation, CORE increases the sensitivity settings of our system's monitoring and protective devices during high fire risk periods. With just the push of a button, we can put our grid on high alert and **more quickly respond to trees on our lines and other**

**potential fire hazards.** These more sensitive settings might cause service interruptions for some members, but are important in protecting against wildfires. For more information about CORE's comprehensive wildfire mitigation plan, visit [CORE.coop](http://CORE.coop) > Outage Center > Wildfire Mitigation.