

THE OUTLET

The Official Member Newsletter of CORE Electric Cooperative

February 2022

COUNT ON CORE

CORE Improves Reliability

CORE significantly improved reliability in 2021, with members experiencing **48% less outage time and 20% fewer service interruptions**, compared to 2020.

48%
LESS OUTAGE TIME

20%
FEWER OUTAGES

Our members experienced, on average, 46 minutes of outages over the course of 2021. That average was about 89 minutes in 2020. Our members also experienced, on average, just 0.536 outages in 2021, down from 0.676 in 2020.

CORE's reliability numbers are better than the previous year's figures for nearly all other Colorado electric utilities, including investor-owned utilities, public power and municipal utilities, and other cooperatives.

We have set a goal of improving our reliability even more in 2022



through continued vegetation management, additional line inspections and multiple system

improvements, which you can learn more about on the next page.

Crews, Members Power Through Windstorms



In mid- and late December, much of CORE's service area experienced some of the worst winds on record for the region. Outages hit thousands of our members; CORE crews worked tirelessly to restore

service as quickly as possible. Many affected members took to social media during and after the storms to share their gratitude for our crews' work. Thank you, CORE members, for your kind words and patience!

"You did a tremendous job today CORE. Well done and many thanks! Happy Holidays."
Claudia C.

"Thank you CORE for all of your hard work plus keeping us safe from fire when the lines came down!"
Debbie W.

"So grateful!! ... I was so impressed with your team!! Very thorough and safe!!"
Tammy M.

Member Services is Here For You

CORE's Member Services team is here to help you!

In 2021, our Member Services Representatives took **nearly 145,000 calls and answered them within 27 seconds**, on average. They also handled nearly 55,000 emails and other electronic inquiries.

"Our reps are happy to assist in any account-related matters," said

Member Services Director Julie Wilson. "Our goal is to answer calls as quickly and thoroughly as possible."

Our Call Center is available 7 a.m. to 7 p.m. Monday through Thursday, and 7 a.m. to 5:30 p.m. Friday. Self-service is available 24 hours a day, 7 days a week through the My Account feature at www.CORE.coop and via (800) 332-9540.



Do You Know a Budding Artist?

We invite artists in grades 1 through 5 to submit artwork as part of CORE's Electrical Safety Poster Contest. One winning poster from each grade will **earn its creator \$100, plus \$500 for books and supplies for their classroom**. Winning artwork will also be used to help CORE promote Electrical Safety Month in May. The requirements:

- Artwork must include a tip, slogan or message about electrical safety.
- Hand-drawn or digital artwork must not include copyrighted images or content.
- Deadline to submit artwork is **5 p.m. Thursday, March 31**.

Visit www.CORE.coop > My Community > Electrical Safety Poster Contest for additional info and entry form.

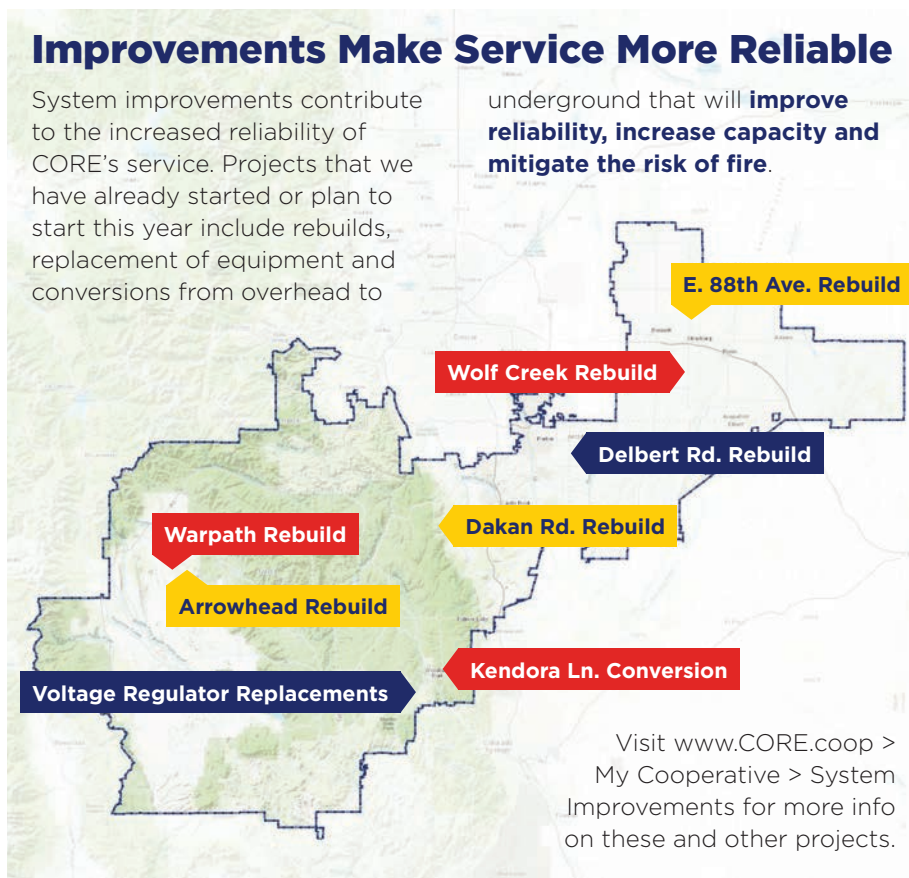
Annual Meeting is April 30

The annual meeting of the membership of CORE Electric Cooperative will be held at **10 a.m. Saturday, April 30, 2022**, at CORE headquarters, 5496 N. U.S. Highway 85, Sedalia, CO 80135. Registration is from 9 to 10 a.m. the day of the meeting. **A proxy form is available on our website, www.CORE.coop.**

Improvements Make Service More Reliable

System improvements contribute to the increased reliability of CORE's service. Projects that we have already started or plan to start this year include rebuilds, replacement of equipment and conversions from overhead to

underground that will **improve reliability, increase capacity and mitigate the risk of fire**.



Visit www.CORE.coop > My Cooperative > System Improvements for more info on these and other projects.

CORE Follows Through on Your App Requests

You asked and we listened. CORE will soon roll out upgrades that give you the choice, control and convenience you have requested in your member experience. These upgrades include a **CORE account management app for both iOS and Android devices**.

The app should be available in April and will allow you to pay your bill, contact us, view your billing history, set up personalized alerts and get the latest CORE updates. Look to *The Outlet* and visit CORE.coop for more on member experience upgrades.