

THE OUTLET

The Official Member Newsletter of CORE Electric Cooperative

March 2023

MEMBERS ONLY

Perks of membership

As a member of CORE Electric Cooperative, you enjoy unique, exclusive advantages that people served by investor-owned and municipal utilities do not:



Ownership & A Vote

As owners of our not-for-profit cooperative, **you and other members have a say in how we operate**. Members within each district elect a fellow member to serve a four-year term on our Board of Directors and represent their interests in CORE business and policies. Information about this year's elections is at www.CORE.coop > My Cooperative > Leadership > Director Elections.

Capital Credits

Unlike investor-owned utilities that give their profits to shareholders, **we return our profits (or margins) to members** in the form of capital credits. In the last 10 years, we have returned **more than \$120 million** to members. How capital credits work:



- 1 Our annual net margin is **allocated** to members we served that year. Your allocations build over your time as a CORE member. If you end service with CORE, your allocation bucket no longer grows, but is not deleted.
- 2 CORE's Board of Directors evaluates the cooperative's financial obligations to determine if we can **retire** (or return) a *portion* of the funds allocated to members. The portion not retired is used for system improvements, maintenance and keeping the cooperative running.
- 3 Once retirement is approved, *portions* of both current and former members' shares are **refunded** to them. Most members receive their capital credits as a credit on their bill. Checks are sent to former members, and to current members who have opted out of bill credits.

Important: If you move out of CORE's service area, let us know. We will send any future capital credit retirements to your new mailing address. **Ownership of capital credits belonging to a member who has passed can be transferred** to a legally designated representative. Please contact us to start the transfer process.

Joint Membership

A married account holder has the option of establishing a joint membership with their spouse, in which **all capital credit allocations for the membership are owned jointly by both parties**.

Joint memberships **dissolve upon a change in marital status**, such as divorce or the passing of one party. Changes to joint memberships can be initiated by contacting CORE.

Additional information is available at www.CORE.coop > My Account > Capital Credits.



Options for more control, choice, convenience

In addition to the perks of membership, CORE members have access to free account services and programs that provide additional control, choice and convenience.



Advance Pay

Choose when, the amount, and how you pre-pay toward your credit balance. There are **no deposits, no monthly bills and no due dates**. Members who use Advance Pay receive alerts when their balance runs low. You can easily add to your balance 24/7 via SmartHub, by calling (844) 937-1643, or with cash at participating retailers nationwide. Visit www.CORE.coop > My Account > Advance Pay to enroll.



Paperless Billing

Save trees and time - and reduce cooperative costs - with CORE's free Paperless Billing option. You can switch to Paperless Billing one of two ways: Log into SmartHub at www.CORE.coop, select My Profile, then Update My Paperless Settings; or, in the SmartHub app, select More > Settings > Paperless Billing.



SmartHub

SmartHub is **the easy way to access your account!** The SmartHub app for iOS and Android devices allows you to pay your bill and view billing history, sign up for Auto Pay and Paperless Billing, view and manage energy usage, set custom account alerts, update contact information, get the latest CORE news, start and stop service, and report an outage or other issue.

CORE to award ed grants

CORE will award **\$2,000 grants to 35 graduating high school seniors** who plan to continue their education.

Five recipients from each of our seven director districts will be chosen at random via a lottery-type drawing at the May 2023 Board of Directors meeting.

Visit www.CORE.coop > My Community > CORE Commitments > Education Grants for more information and to apply. The deadline to apply is Friday, May 12.



Drones, aircraft critical to inspection, maintenance work

CORE contractors **regularly use aerial drones and other aircraft** to inspect overhead lines and equipment, and complete wildfire mitigation work and other important reliability efforts throughout our 5,000-square-mile service area.

We typically notify members in the immediate area of drone or aerial work ahead of time via automated phone calls and/or emails.

Contractor personnel performing drone work carry CORE credentials

and are in contractor vehicles with CORE branding.

We appreciate your understanding as we work to improve our system and protect members and employees.