

# THE OUTLET

The Official Member Newsletter of CORE Electric Cooperative

December 2023

## Rate changes take effect March 2024

As a member-owned, not-for-profit cooperative, CORE raises rates only when absolutely necessary. Continued increases in the costs to deliver safe, reliable power have prompted CORE's elected board of directors to approve **changes to the cooperative's rates and regulations that will take effect starting with March 2024 bills.**

The changes include:

- An average 3% increase to base rates
- Decreases to the per-kilowatt-hour (kWh) charges for most residential services
- Updates to several existing fees to better reflect CORE's actual costs
- Discontinuance of advanced metering infrastructure (AMI) opt-outs
- The addition of a plant investment fee (PIF) that will primarily affect large-scale development projects
- Minor updates to other parts of the cooperative's rates and regulations

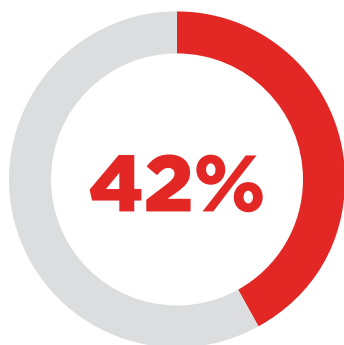
As part of the changes, residential members will see

an average rate increase of approximately 3.3%. The monthly basic service charge will increase to \$17.25, and the "on-peak" demand charge will increase to \$3.

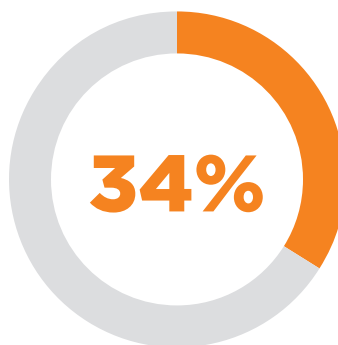
In the last decade, CORE's rates have gone up about 11%, even as inflation has grown 34% and our operational costs have increased 42%. Even with the March 2024 changes, **average bills for CORE residential members will remain lower than those of most other Colorado electric utilities**, many of which plan to increase rates by 8% to 10%. CORE's basic service charge will also be lower than all but one other Colorado electric cooperative.

For additional information about CORE's rates, including a more detailed breakdown of changes to each rate class and a redlined version of all changes to the rates and regulations, visit [www.CORE.coop](http://www.CORE.coop) > My Cooperative > Rates and Regulations.

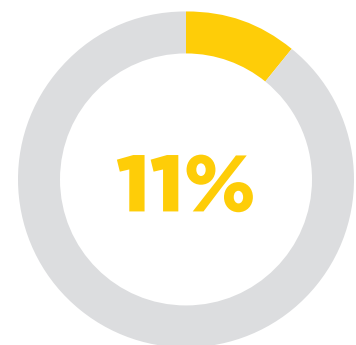
Our website also has tips for energy management and savings. Visit [www.CORE.coop](http://www.CORE.coop) > News and Resources > Energy Efficiency.



**Increase in CORE's costs to deliver electricity since 2013**



**Inflation since 2013**



**Total increase in CORE's base rates since 2013**

## Also at CORE

### Lobby payments end Dec. 29

As of close of business Friday, Dec. 29, 2023, CORE offices will no longer accept in-person payments. Members can make payments 24/7 by telephone at (877) 704-2014; on our website, [www.CORE.coop](http://www.CORE.coop); and through the SmartHub app for iOS and Android devices. We also offer a Pay by Cash option — available in SmartHub and on your printed bill — that lets you pay at thousands of participating retailers nationwide.

### SmartHub upgrade coming

In early 2024, CORE will launch an improved web-based version of the SmartHub account management platform that will more closely resemble the SmartHub app. Visit our website, [www.CORE.coop](http://www.CORE.coop), for more information ahead of the planned late January launch.

### Changes to CORE bylaws

CORE Electric Cooperative's Board of Directors approved at its Oct. 26 regular meeting changes to the cooperative's bylaws. Both the redlined version of the bylaws and full revised bylaws are available at [www.CORE.coop](http://www.CORE.coop) > My Cooperative > Notices & Documents.

### Do we have your current info?

Help CORE better serve you by ensuring your account info is up to date in our system. Call us at (800) 332-9540 to confirm important items such as contact information and security codes for property gates, so we can access our lines and equipment during service interruptions.

# Jury awards CORE in Comanche lawsuit

In October, a Denver district court jury found in favor of CORE in the lawsuit against Public Service Company of Colorado (PSCo), a subsidiary of Xcel Energy Inc., regarding the mismanagement of the Comanche Unit 3 coal-fired power plant. CORE was awarded \$26.45 million for the **damages caused by the systemic failures of Xcel to prudently operate the Comanche 3 plant** over its lifetime.

While the jury did not find in favor of CORE's argument of diminished asset value due to the plant's early retirement or CORE's right to withdraw from plant ownership, this lawsuit was the correct course of action to attempt to hold Xcel accountable for the continued mismanagement of the dysfunctional plant it is responsible for as Operator.

We anticipate a long appeals process before seeing a final resolution of this dispute or any collection of award, and appreciate your continued support. Visit [CORE.coop/XcelDispute](http://CORE.coop/XcelDispute) for more information.

## Drones, field visits part of inspection program



As part of CORE's annual maintenance program, an FAA-certified contractor will operate **unmanned drone aircraft in the utility right-of-way in parts of our service area** through December. The drones will be used to visually inspect poles and electrical equipment, after which CORE crews and contractors will make repairs to any identified deficiencies.

Along with our drone contractors, you will likely see CORE linemen inspecting poles and equipment on foot. We use our drone and foot patrol simultaneously to be as efficient and thorough as possible. CORE is committed to maintaining a safe and reliable system. We appreciate your understanding while we complete this important work.