

# THE OUTLET

The Official Member Newsletter of CORE Electric Cooperative

April 2026

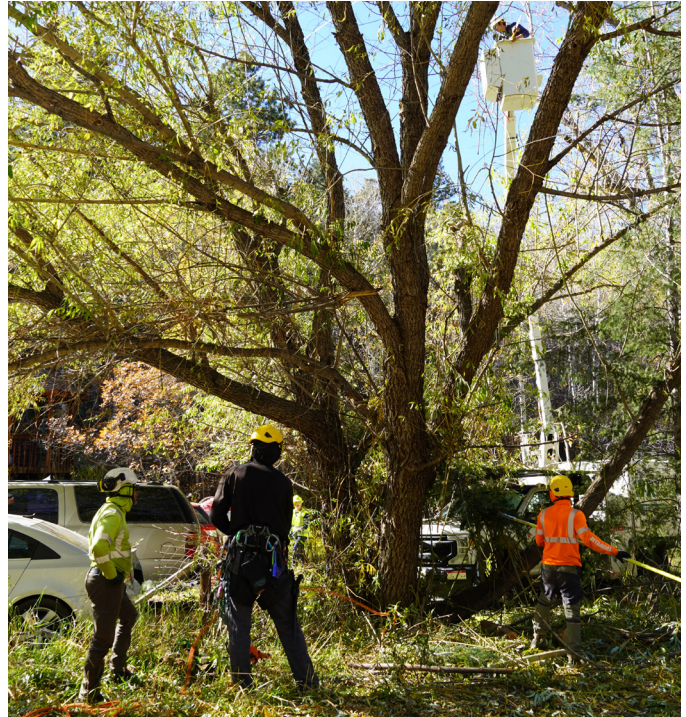
## Vegetation management helps reduce fire risk and outages

CORE Electric Cooperative maintains an aggressive, year-round vegetation management program to help reduce wildfire risk and prevent power outages across our 5,000-square-mile service area.

Managing trees and vegetation along overhead distribution and transmission line rights-of-way **improves safety for members, employees and contractors, and enhances system reliability.** Through a detailed inspection process, CORE identifies vegetation that might pose a hazard to power lines and ensures all work meets established pruning and clearance specifications.

With more than 5,000 miles of overhead lines, vegetation management is performed on a six-year cycle, with every distribution circuit inspected at least once during that period. To prevent vegetation from interfering with power lines between inspections, pruning clearances range from 10 to 24 feet, depending on tree species and growth patterns.

When an area is scheduled for inspection and maintenance, members will receive advance notification by mail or email and have an opportunity to discuss the work with CORE pre-inspectors before it begins. The work is completed by qualified line-clearance contractors whose trucks display “CORE Contractor” decals. For safety reasons, members and untrained contractors should never prune trees near power lines.



Members are encouraged to report potentially hazardous trees or vegetation concerns by calling (800) 332-9540. CORE will assess the risk and, if needed, address the issue at no cost.

## Practice safe digging and excavation

Colorado 811 makes it simple for homeowners and professionals to excavate safely. Before starting any digging project, contact Colorado 811 by submitting a utility locate request online or by calling 811. This free service **helps prevent injuries, service interruptions and costly repairs** by ensuring



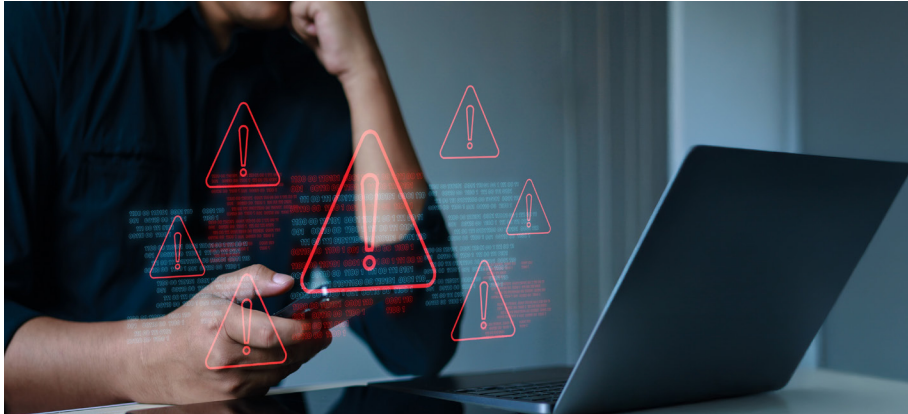
underground utilities are identified before excavation begins.

Requests must be made at least three business days before digging. Professional utility locators will mark the approximate locations of underground electric, natural gas, water, sewer, cable, phone and other public utility lines

using color-coded paint and flags within the designated work area — at no cost to you.

Always respect the markings and dig carefully, as markings indicate location, not depth.

To get started, visit [www.Colorado811.org](http://www.Colorado811.org) or dial 811.



## Scam awareness and protecting your personal information

Utilities across the country, including electric cooperatives, continue to see **an increase in scams that target customers and members.** In many cases, scammers pose as utility employees to pressure people into providing personal information or making immediate payments by threatening service interruptions. These are commonly known as utility impostor scams.

One common tactic involves search engine scams, where scammers create fake, sponsored payment pages that appear in online search results. If you pay your utility bill online, always use the website listed on your bill and double-check that the web address matches exactly.

Scammers may also request payment through mobile payment apps such as Zelle or Venmo. Most utilities will never ask for payment through third-party or peer-to-peer apps.

Phishing and smishing scams impersonate utilities through fraudulent emails, phone calls or text messages. These messages may ask for account information, passwords or payment, and often create a sense of urgency.

If you are contacted by someone who claims to be from CORE and asks for your Social Security

number, user name or password, or requests payment with prepaid cards, do not respond. Hang up or ignore the message and call CORE directly at (800) 332-9540. If you believe you may be a victim of a scam, contact local law enforcement.

### Best practices to stay safe

- Verify requests for sensitive information using known contact methods.
- Hover over links to inspect the destination before clicking, and avoid downloading attachments from unknown or unexpected sources.
- Use strong, unique passwords and enable multi-factor authentication (MFA) on all accounts.
- Report suspicious messages immediately using phishing reporting tools.
- Keep devices, browsers and antivirus software fully patched.

Staying alert helps protect both your personal information and our community. For more information on scam awareness, visit [www.CORE.coop/scam-awareness](http://www.CORE.coop/scam-awareness).

## Introducing Energy Analytics

We're excited to share an upgrade to your SmartHub experience: Energy Analytics.

Energy Analytics builds on the My Usage tool and offers a more personalized and detailed view of your energy consumption. Whether you're working to lower your bill or simply want to stay informed, Energy Analytics puts clear, actionable information in your hands. With your new Energy Analytics dashboard, you can:

- Identify which appliances likely use the most energy in your home.
- Explore personalized tips to help manage and potentially lower your bill.
- Compare your energy use to similar homes.
- View additional solar generation data if you have a rooftop solar system.
- Receive Smart Alerts to keep you informed on your energy usage.

To get started, log into SmartHub, select Energy Analytics, and complete your Home Profile. Your personalized dashboard will be ready to explore.

For more information, scan the QR code below or visit [www.CORE.coop](http://www.CORE.coop) > **My Account** > **Energy Analytics**.

