



## INSIDE

**PAGE 2**  
**DeFuniak Springs drive-through closing in October**

**PAGE 3**  
**CEO Column: School is always in session at CHELCO**

**PAGE 4**  
**Summer tips to keep cooling costs low**

## ONLINE NOW

You can join the thousands of CHELCO members who are participating in Operation Round Up by signing up at CHELCO.com.



A Touchstone Energy Cooperative



# Youth Tour students visit Washington, D.C.

CHELCO's five Youth Tour representatives visited Washington, D.C., in June for a week-long educational and fun experience. The 1,800 students on this year's National Rural Electric Cooperative Association Youth Tour visited monuments and memorials, met with members of Congress and heard inspiring messages.

The students came back with a better understanding of our nation's capital, electric cooperatives and memories they will never forget.

"I was so beyond blessed to be able to go on the 2019 Washington, D.C., Youth Tour. Walking through Arlington National Cemetery was a reminder of the immense bravery of the country we all share. Visiting the National Cathedral reminded me of how as people we can be very different in our beliefs but also congregate in one building. You have filled me with knowledge, encouragement and friendship. These are things that I will forever be grateful for," said CHELCO Youth Tour Representative Emily Wayer of Northwest Florida State College Collegiate High School.

CHELCO has sponsored local high school juniors in the national Youth Tour program since 1983.



**Left to right: Olivia Mixon, Amber Ethridge, Nathan Fleming, Madeline Dowden and Emily Wayer at the Lincoln Memorial in Washington, D.C.**

### Install a switch and receive \$75

Help CHELCO control wholesale power costs and collect rewards as well by allowing CHELCO to install a switch on your electric water heater. CHELCO offers members a \$75 payment, plus bill credits worth \$18 per year, for participating in our Switch to Save program. Call (850) 307-1122 for more information or fill out the online sign-up form at CHELCO.com.

# IN BRIEF

## DeFuniak Springs drive-through closing in October

CHELCO's DeFuniak Springs drive-through is closing in October due to remodeling the headquarters building. The DeFuniak Springs member service office will temporarily relocate before the end of the year to 99 S. 18th St., which is located next to the current office. During the transition, a night drop and 24/7 payment kiosk will be available for your convenience.

## Checks no longer accepted at CHELCO kiosks

Due to technical difficulties, CHELCO is no longer able to accept checks at the kiosks. Members can still pay with a check at the counter, mail them in or drop them in the night drop. CHELCO's 24/7 payment kiosks are available in DeFuniak Springs, Auburn, Bluewater Bay, Freeport and Santa Rosa Beach. To pay at the kiosk, all you need is your account number or phone number, plus the last four digits of the account holder's Social Security number. Then you select your account and pay by cash or credit/debit card.

## Sign up for bank draft for a chance to win one of five \$50 bill credits

Sign up for CHELCO's bank draft payment plan for a chance to win one of five \$50 bill credits. All participants

in the program will be eligible to win as of Sept. 31. With bank draft, the payment is automatically deducted from your checking account. You save postage, and your bill gets paid on time. You receive your billing information, including the date of the deduction, either by mail or email. To sign up for the program, call (850) 892-2111. The form is also available at CHELCO.com by searching bank draft. If you have a CHELCO online account, log on and select Draft Payment Options for autopay.

## Important: Florida Special Needs Registry

If you have health needs that may require special assistance during a storm, you can register with your county's emergency management department. The Florida Division of Emergency Management, in coordination with each local emergency management agency in the state, developed this voluntary registry for residents with special needs to better prepare for a disaster. To register for the special needs program, go to the Florida State Emergency Response Team website for Special Needs Registry at <https://snr.floridadisaster.org> or call your county emergency management office. County Emergency Management Departments: Walton, (850)892-8065; Okaloosa, (850)651-7150; Holmes, (850) 547-1112; Santa Rosa, (850)983-5360.

# SAFETY NEAR SOLAR

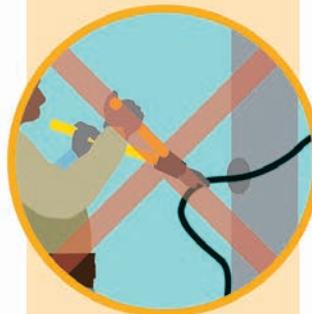
Like any other source of electricity, solar panels can pose potential hazards. Keep these safety tips in mind when you're near solar panels.



Stay at least 10 feet away from the installation.



Never walk on solar panels.



Never cut any wiring to the solar panels.



Never touch broken or damaged solar panels.



## School is always in session at CHELCO

It's a new school year and kids of all ages are getting ready for a fresh year of learning! From kindergarten through college, students attend school to gain knowledge about a broad variety of subjects and learn new skills that will prepare them for the future. In a similar vein, CHELCO is continually learning in order to advance technology that improves electric service, reliability, safety and, in turn, enhances quality of life for the members we serve in our local communities.

CHELCO keeps up-to-date on industry trends because the energy sector is rapidly changing. Innovations in technology and energy types are fueling demand for more options. On the consumer front, people are looking for more ways to manage their energy use with smart technologies. At CHELCO, we offer a wide variety of payment options, an online account portal and an app.

### Technology improves operational efficiency

For example, automated meter reading (AMR) is the technology that automatically collects energy consumption data and transfers it from the electric meter to the co-op. Because this information can be collected remotely, it enhances our system's efficiency, helps control costs and improves work processes.

Similar to AMR, there is another technology called advanced metering infrastructure (AMI). This is an integrated system of smart meters, communications networks and data management systems that enables two-way communication. In the event of an outage, AMI helps

to distinguish between events that impact a single home or multiple outages. This is critical because resolving either issue is a very different process. The two-way communication is integral to AMI because it provides a means to verify that power has been restored after an outage. Another huge benefit from improved technologies, especially for outages caused by extreme weather, is pinpointing the outage location, which helps to reduce risk and driving time for crews out on the road during severe weather events.

In addition to providing essential information during major outages, CHELCO analyzes AMI data for anomalies including faults, damaged meters or energy theft. Detecting these problems early helps our cooperative save money and improve reliability.

### Energy for the future

Consumer interest in green energy sources and renewables is at an all-time high. Nationally, the increasing use of solar energy is paving the way for new methods of generating and using electricity. Our community solar program allows our members to share in a community solar array that generates electricity from the sun.

Whether it's examining green energy options or exploring how emerging technologies can better serve our members, for CHELCO, our "school year" is never over. We will continue to learn from our members about their priorities for the future, and we will continue to study and research so that we can better serve you, now and in the future.

## CHELCO board member Pat Carlyle retires after 13 dedicated years

Pat Carlyle retired from the CHELCO Board of Trustees as the District 1 representative in July.

Carlyle served on the CHELCO Board of Trustees for 13 years. She was a great asset to the board, our employees and our members.

"Her contributions to the betterment of the co-op have been substantial," said CEO Steve Rhodes. "She has been a thoughtful and dedicated trustee with a heart for our members. She will be missed."

According to CHELCO's bylaws, the CHELCO board of trustees must appoint a new trustee to fill the vacant position.

After carefully evaluating and interviewing candidates for the position, the board selected Lee Perry of Grayton Beach to represent District 1. Perry will serve out the remainder of Carlyle's term effective immediately.

You will find more information about Perry in the Sept. CHELCO News.



Pat Carlyle

CHELCO is governed by a nine-member board of trustees: Lee Perry, District 1; Terry Pilcher, District 2; Jim Bishop, Vice President, District 3; Brady Bearden, Assistant Secretary/Treasurer, District 4; Ronald Jones, District 5; Gerald Edmondson, President, District 6; Bert Prutzman, District 7; Gayle Hughes, Secretary/Treasurer, District 8; Burt Cosson, District 9.

## CONNECTIONS CORNER

The Co-op Connections discount program is another benefit of being a CHELCO member. Dozens of local businesses, plus thousands nationally, offer discounts to co-op members. There are also discounts available on prescriptions at participating pharmacies. Don't forget to download the Co-op Connections app.

This month, we highlight and thank the following businesses.

### Acupuncture Spa

(850) 399-1149  
Santa Rosa Beach  
*\$10 off services \$80+*

### Drews Computer Repair

(850) 401-1541  
DeFuniak Springs  
*10% off all services provided*

### Genesis Automotive

(850) 892-9145  
DeFuniak Springs  
*Free detail with purchase of vehicle*

**For more information, or, if you own a business and want to sign-up to offer discounts to CHELCO's 52,000 member accounts, email [marketingservices@chelco.com](mailto:marketingservices@chelco.com), or call CHELCO's marketing department at (850) 307-1122.** You can find all the local and national deals by searching co-op connections at CHELCO.com or download the Co-op Connections app.



## Summer tips to keep cooling costs low

Cooling costs can amount to half of our home's energy costs, even when everything is working properly. Although it seems like the summer is flying by, we still have a couple months of hot weather left before we feel the relief of fall.

Since the cost of cooling and heating our homes are a large part of our monthly energy costs, it's never too late or too early to take advantage of energy saving opportunities. Doing just a few things can yield significant savings.

**Get an HVAC tune up:** During a tune up, your HVAC technician will clean the system, perform preventative maintenance, ensure proper fluid levels and take other steps to optimize energy efficiency and prevent sudden breakdowns. Don't forget to have them check the duct work too.

**Air infiltration:** You want to keep hot air out and cool air in, so take some time to inspect and seal air leaks.

**Keep your vents clear and return air filter changed:** Your air conditioner can't work efficiently if your vents are blocked by rugs, furniture or if your return air is obstructed.

**Block out the sun:** Keeping the shades or blinds drawn on sun-facing windows is essential to keeping your home cool.

**Use ceiling and pedestal fans:** Fans allow you to raise your thermostat setting up a few degrees without sacrificing comfort, according to the Department of Energy. Make sure your ceiling fans are turning counterclockwise during summer months. Only keep the fans on when the room is occupied. Fans don't cool air — just people!

With just a few simple steps, you can beat the heat without breaking the bank. For more energy savings advice, contact CHELCO's Marketing Department at (850) 307-1122 or visit our online resources at CHELCO.com.

**IS \$25 YOURS?**

If the account number below matches yours, sign this page and mail it with your bill to CHELCO or drop it off at any office. You'll win a \$25 credit on your next bill.

**Reeves – 9000042571**

**Don't forget to download the CHELCO Connect App. To use the app features, you must set up an online account at CHELCO.com. Your username and password are the same as your online account.**