



Grayton Beach

INSIDE

PAGE 3
CHELCO's online account portal has many features.

PAGE 3
Cooperative Solar update.

PAGE 4
CHELCO's manufactured home rebate program.

ONLINE NOW

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.



A Touchstone Energy Cooperative



CEO Insights Steve Rhodes, Chief Executive Officer

Introducing Operation Round Up

Small change. Big impact.

As a cooperative, CHELCO adheres to a set of core principles and values. These seven Cooperative Principles, shown in the box below, have stood the test of time and continue to guide how and why we operate as a utility.

The first six principles drive the business side of the cooperative.

The seventh principle is different. It has nothing to do with operating the business but everything to do with the cooperative's heart and soul. Concern for our community is a fundamental part of our DNA.

CHELCO was formed when community members banded together to bring electricity to this area when investor-owned utilities would not. Simply put, investors could not make a profit in this rural area. A cooperative didn't need to make money. It existed



to bring a much needed service for the betterment of its member-owners and their communities.

As time passed, CHELCO brought more than electricity to the area. It partnered with local government, civic organizations and nonprofit charities to help the wider community thrive and grow.

Continued on page 2



Introducing Operation Round Up *from page 1*

Over the past 77 years, CHELCO proudly provided monetary support to hundreds of organizations helping our community in countless ways, positively impacting our members' quality of life.

As times have changed, our commitment to our community remains unshakable while the needs in our community continue to grow. As a result, we are changing the way we fund our community donations.

It is my pleasure to announce a new method of funding and distributing our charitable donations to worthy community organizations: CHELCO's Operation Round Up (ORU).

ORU allows members to round-up their monthly bill to the nearest dollar. Your monthly change is placed in a foundation, which will grant donations to worthy organizations. The average annual donation is \$6. As ORU grows, we hope to have far greater means to support more organizations and at greater levels than we have in the past.

Beginning this month, current members may opt-in to this effort. We will not begin collecting the rounded-up change until January 2019. If you want to participate, fill out the form found on CHELCO.com or call

(800) 342-0990. If you change your mind, you can opt-out at any time.

New members joining CHELCO in January 2019 and beyond will join ORU unless they opt-out. This option will be highlighted and explained during their application process.

Beginning Jan. 1, 2019, CHELCO will accept grant requests and distribute funds quarterly. The application form will be available both online at CHELCO.com and in our area offices. Details will be announced through this newsletter, mass media, CHELCO.com and our social media pages.

ORU will not replace Members Helping Members (MHM). MHM is an option for our members to donate \$2 or more on a one-time or recurring basis to help individuals and families who are struggling to pay their electric bill. The support is granted on a one-time basis and is not a subsidy. It is needs-based and administrated by the Walton Okaloosa Council on Aging. Members can participate in MHM by calling (800) 342-0990.

We hope you will choose to donate your change every month to help make positive changes in our community. I look forward to what Operation Round Up will allow us to do together.



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.

Lloyd – 9000037808

ORU Grant Eligibility & Determination

CHELCO will determine grant recipients as in the past. Awards will be based upon fund availability and policy set by CHELCO's board of trustees. Worthy causes include, among others, educational and environmental programs, public health and safety, basic human needs, cultural events, community service and programs supporting children at risk.

CHELCO donations may not support political parties, campaigns, candidates or any referendum or other ballot issues and will generally not be made to churches or religious organizations, for-profit organizations, and CHELCO will not donate to school and youth sports programs due to the large number of such organizations in our community.

Stay up-to-date on all CHELCO happenings by following your co-op on social media! We are on Facebook, Twitter and Instagram.



CHELCO's online account portal has many features

CHELCO's online account portal is a convenient way to manage your CHELCO account. Inside the portal, you can pay your bill, sign-up for paperless billing and bank draft, monitor energy usage, set-up notifications and more. To access the portal or get signed-up, visit chelco.com and click the "Online Account" button.

Bank Draft and Paperless Billing

Members can sign-up for or remove bank draft under the "Draft Payment Options" tab in the portal. All you need is your bank's name, your account number and your routing number. To sign-up for or remove paperless billing, go under the "Account Management" tab and select "Paperless Options" from the tabs across the top.

Usage monitoring

Under the "MyCHELCO Usage" tab, members can see the energy impact of having house guests or changing weather on your electric bill. Members with

traditional accounts can view daily usage reports and temperature statistics to see how extreme temperatures result in high energy usage. By monitoring usage, members become more aware of their electric use and find ways to save money.

Notifications

Get notified about your account in the ways you like best. Under the "Notifications" tab, there are alerts for bill due date, daily usage and excessive usage. Members can receive alerts by text or email. To sign-up for notifications, go to the "Notifications" tab and register your account. Follow the instructions, and then select the notifications you wish to receive, the frequency and your preferred communication method.

There are all sorts of other features available in your CHELCO account portal. Use it, and you may save electricity, money and time!

IN BRIEF

Cooperative Solar update

CHELCO thanks all of our Cooperative Solar subscribers who demonstrated their cooperative spirit by participating in the program. Monthly solar energy production is exceeding our initial estimate of 208 kilowatt hours, per block, per month. The chart below reflects the kilowatt-hour production per solar block since the array was placed online.

BILLING MONTH	KILOWATT HOURS
May	228
June	247
July	256
August	241

These kilowatt-hour amounts are reflected in the credits provided on Cooperative Solar subscriber's bills for the preceding month. For example, April's production of 228 kilowatt-hour was credited on the May bill.

If you are interested in Cooperative Solar and would like to be placed on our waiting list, visit CHELCO.com, email marketingservices@chelco.com or call the marketing department at (850) 307-1122.

Report nonworking street lights

CHELCO appreciates members' help in identifying nonworking CHELCO streetlights. Include the streetlight number, which is on the pole, if possible. To report a nonworking CHELCO streetlight, call (850) 307-1213 anytime and leave a message; email lighting@chelco.com, visit CHELCO.com or download the CHELCO Connect app.

TIP OF THE MONTH

Turn off kitchen, bath and other exhaust fans within 20 minutes after you're done cooking or bathing. When replacing exhaust fans, consider installing high-efficiency, low-noise models.

Source: energy.gov

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.

McLeans Florist and Gifts

- www.mcleansflorist.com
- (850) 892-3432
- DeFuniak Springs
- 10% off single gift item purchase over \$50 (excludes florist items and Sorrelli)

Sweeney's Lock and Key

- (850) 865-1212
- DeFuniak Springs
- 10% off total bill

Nonie's Ark Animal Encounters

- www.noniesark.com
- (850) 862-9588
- Fort Walton Beach
- 25% off hostess party package or 10% off one-hour animal presentation

For more information, or, if you own a business and want to sign-up to offer CHELCO's 50,000+ member accounts a discount, email 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.

POSITIVE ENERGY

CHELCO's manufactured home rebate program

About 20 percent of CHELCO's members are manufactured homeowners. These residences serve a real need for affordable housing.

There is also a need for these homes to be more energy-efficient. Since they typically come with an electric furnace, we're launching a program to help manufactured homebuyers, as well as existing owners, upgrade to a high-efficiency heat pump. This will lower electric use during cold months and save participants an average of \$550 per year on heating costs!

As a not-for-profit electric cooperative, we want what's best for our members. That includes helping them reduce their power bills, when possible.

Working with manufactured home dealers in our area, CHELCO will cover the DIFFERENCE to upgrade from an electric furnace and a high-efficiency heat pump in any new manufactured home purchased by our members, at no cost to the buyer. The upgrade cost is paid directly to the home dealer at the point of sale. The upgrade helps lower the purchaser's electric bills for years to come — without adding anything to the mortgage.

We're helping those in our service area who already own manufactured homes, too. Those members can get a rebate up to \$400 per ton when they replace an electric furnace with a high-efficiency heat pump. Plus, they'll enjoy the comfort and savings of an energy-efficient heat pump for years to come.

For more information, visit CHELCO.com or call our marketing department at (850) 307-1122.

This program is one more way we're adding value. Together, let's power savings!

Buying a new manufactured home?
Save about **\$550 per year** on heating costs!

If you're a member in the market for a new manufactured home, we'll cover the DIFFERENCE* — at no cost to you — to upgrade from an electric furnace to a heat pump. On top of that, you'll enjoy savings of about \$550 per year on heating costs!

*Cost difference paid direct to home dealer. Limitations apply.

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.