

CHELCO NEWS

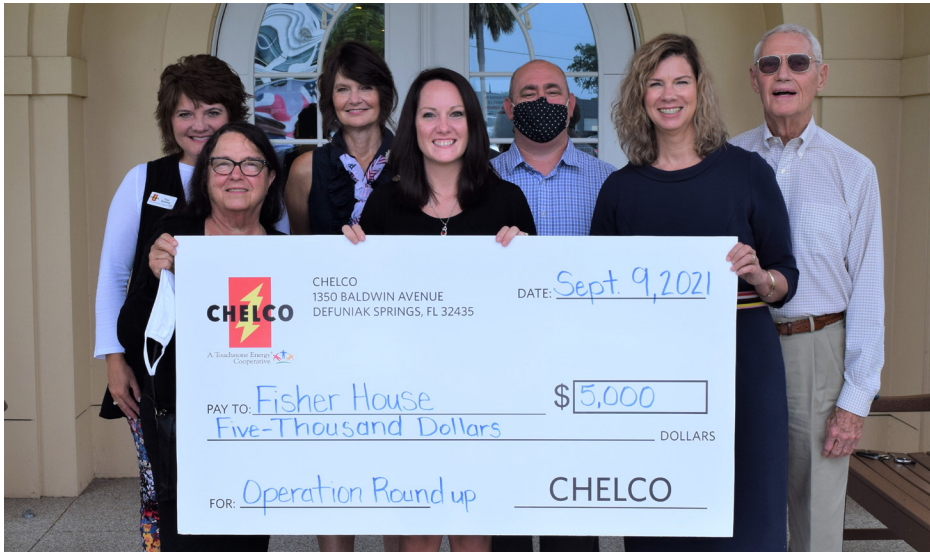
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A Touchstone Energy®
Cooperative 

Operation Round Up grant benefits Fisher House



Bonnie Whitfield (center), Emily Cowan (right) and Tina Rushing (rear, far left) present a \$5,000 Operation Round Up grant to the Fisher House.

Each month, thousands of CHELCO members round their monthly bill to the next whole dollar amount, donating the spare change to Operation Round Up. That spare change is then donated through grants to local non-profit organizations throughout our service territory. Recently, Fisher House of the Emerald Coast received a \$5,000 grant from the member-funded Operation Round Up.

The Fisher House on Eglin Air Force Base was founded in 2007 and provides a home for military families when a member of their family is undergoing medical treatment at a local facility. The Fisher House is

within walking distance of the Eglin Air Force Base Hospital and Veteran's Clinic.

Fisher House Executive Director Mia Hughes says that the home and its 12 suites provide temporary lodging for around 1,000 guests each year. They also partner with local hotels to ensure families have a place to stay when their home is fully occupied. Through COVID-19, they have continued to serve the military and their families.

"Our home remained open throughout the pandemic, restricting access to life-ending, lifesaving or emergent cases only," Hughes said.

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Did you know...

CHELCO has ranked in the Top 25% of all electric cooperatives in the U.S. (over 700 of them!) in member satisfaction since 2012 (Per the American Customer Satisfaction Index surveys).





CEO Insights: The cooperative difference

CHELCO is different – because we’re a cooperative. Our business model sets us apart from other utilities. We adhere to seven guiding principles that reflect core values of honesty, transparency and service to the greater good of the community.

Electric co-ops, including CHELCO, have a unique and storied place in our country’s history. Co-ops helped bring the American dream to millions of people by bringing electricity to rural areas when for-profit electric companies determined the effort too costly. Back then, cities were electrified and rural areas were not. Newly-established electric lines helped power economic opportunity to those living outside the city. Today, the same spirit of service and opportunity guides our co-op.

When CHELCO was founded in 1940, each member contributed an equal share to gain access to electricity to benefit individual families and the larger local community. Each member had an equal vote in co-op matters, and that sense of equity is how we operate today. This ties back to our guiding principles of equitable economic participation and democratic control of the co-op. We encourage all members to vote in CHELCO’s Board of Trustees elections every April, and we invite all members to participate in co-op annual meetings to share their voices with us. Membership is open to everyone in our service territory, and we gladly welcome thousands of new members to the CHELCO family each year.

While our top priority is providing safe, reliable and affordable energy,

we also want to be a catalyst for good in our community. We invest in our community through scholarship programs, charitable giving, educational programs and more. Our Operation Round Up program has distributed nearly \$50,000 to local charitable organizations over the past three years. We strive to make long-term decisions that improve and enrich the communities we serve.

While some things have changed quite a bit since CHELCO opened its doors in 1940, our cooperative values have stood the test of time and still guide our every action to this day. Just like we have for the past eight decades, we will continue to promote the betterment of our community while keeping the lights on. It’s the co-op way.

Steve Rhodes,
Chief Executive Officer

Operation Round Up grant benefits Fisher House (from p. 1)

“Our home fully reopened in June to greater occupancy and vaccinated volunteers. Since July 23, we have been at or above 100% capacity. The Operation Round Up grant, especially for this year, is helping to fund these areas of greater demand in a significant and unique way as one of our 12 suite sponsors.”

Guests often share kind words in the Fisher House guest book, thanking the organization for their hospitality during visits.

“We watched the Fisher House being built from the ground up many years ago, and we still come to stay when my wife and I need to use the hospital,” one guest shared. “We are forever grateful for the honor and privilege of staying at such a wonderful place.”

If you run a non-profit organization that would benefit from CHELCO’s Operation Round Up program, visit CHELCO.com to learn more or to apply for a grant today!



Wearing pink for breast cancer awareness



A crew packs dirt around a newly-placed pole while wearing pink hard hats to support those who have fought and are currently fighting breast cancer.



Working Foreman Caleb Garrett



Senior Lineman Glenn Garrett

In honor of Breast Cancer Awareness Month, all CHELCO crews and field personnel will wear pink hard hats during October. Many of us have loved ones who have fought this terrible disease, and too many have lost their battles. To everyone who has fought breast cancer, you are an inspiration to all of us, not just for one month, but always. To those currently battling cancer, you teach us every day to keep fighting, and to never give up.

To find unclaimed capital credits, visit [CHELCO.com/capital-credits](https://www.chelco.com/capital-credits).

ACRE supports co-ops around the country

Co-ops from coast to coast have the support of the Action Committee for Rural Electrification (ACRE) to help implement policies that are beneficial to cooperatives and their members.

Founded in 1966 by the approximately 1,000 consumer-owned, not-for-profit electric cooperatives of the NRECA, ACRE supports candidates for the U.S. House and Senate who will speak for and protect the interests of electric co-ops and their member-owners.

For more information, and to learn how you can get involved, visit electric.coop/acre.

Recipe of the Month



Mexican Casserole

It may only take a few ingredients, but they combine for one amazing dish. Visit [CHELCO.com/recipes](https://www.chelco.com/recipes) to learn this delicious recipe!

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

Get surge protection before it's too late



Did you know that 80% of electric utility consumers who sign up for surge protection do so after they experienced surge damage? Some shared that it was on their "To Do" list, others were pondering whether or not it was worth the investment, and others simply did not realize the potential risk for damage to their appliances until it was too late.

Wouldn't you much rather have the peace of mind that your expensive appliances are safe, rather than having to deal with potentially thousands of dollars' worth of damage?

The meter-base surge protector that electric utilities offer through their surge protection programs is unique to the industry by taking care of the surge outside before it can enter a

home and cause stress or damage to consumer appliances. At CHELCO, we offer both meter-base and point-of-use surge protectors to provide the ultimate protection for all your electronics and appliances.

If you only have plug-in surge protectors, the transient surge (voltage spike) has to ricochet its way through the home in search of the plug-in protectors, often causing stress or damage along its path.

We strongly encourage you to consider utilizing our meter-base surge protection and plug-in surge protectors in your outlets throughout your home. To learn more about how you can protect your appliances, visit CHELCO.com and check out our surge protection page or give us a call at (850) 892-2111.

Connections Corner

The Co-op Connections discount program is another benefit of being a CHELCO member. Local businesses, participating pharmacies and thousands nationally offer discounts to co-op members. Don't forget to download the Co-op Connections app!

This month, we highlight and thank the following businesses:

30A Farmers Market

Multiple Locations
(850) 499-4697
5% off all purchases

Window Fashions

198 N. Main St., Crestview
(850) 682-9172
10% off total bill

CRC Data Technologies

4014 Commons Drive West,
Suite 122, Destin
20% off services, excluding parts

For more information, visit CHELCO.com, email energyservices@chelco.com or call CHELCO's Energy Services department at (850) 307-1122.

Construction of new administrative wing continues

Construction on CHELCO's new administrative wing on Highway 331 North in DeFuniak Springs is progressing slightly behind schedule but on budget. We estimate that by early 2022, the CHELCO Headquarters on Baldwin Avenue will no longer be in service, and all CHELCO business will be conducted at our new campus.

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.

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