

# CHELCO NEWS

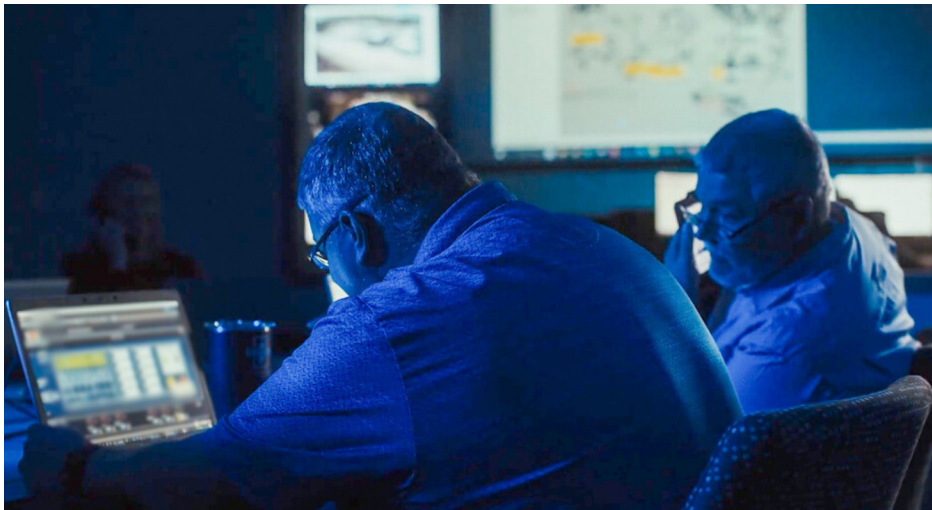
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## CHELCO recognized at Global Industry Innovation Awards



*Pictured above: CHELCO Director of Engineering Kevin Jones (left) and Manager of Energy Control Matt Rushing monitor SCADA in CHELCO's Energy Control Center.*

CHELCO was recognized at the 2024 Survalent Global User Conference Industry Innovation Awards. Survalent is CHELCO's Supervisory Control and Data Acquisition (SCADA) vendor, which is used to monitor the grid, manage power distribution, instantly detect outages and analyze system performance.

During the awards ceremony, CHELCO received the Industry Leadership Award for our use of technology in delivering resilient, reliable power to members, particularly in the face of challenging weather and storms.

CHELCO Director of Engineering Kevin Jones, who was in attendance at the conference, accepted the award and remarked on what an

honor it was to represent CHELCO in receiving this award.

"We are always striving to provide the most reliable service possible to our members," Jones said. "Survalent's software is one of many tools and programs that our Engineering and Energy Control departments use to do exactly that."



*Survalent Chief Technology Officer Young Ngo (left) presents Kevin Jones with CHELCO's Industry Leadership Award at Industry Innovation Awards.*

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### New Instant Online Application

CHELCO is proud to introduce our new easy-to-use online application for residential service. The new application not only adds convenience for our members, but it also helps our Member Services team to assist members in applying for service more efficiently. The new application for service can be found by clicking the "New Service" tab on <https://billing.chelco.com>. If you have any questions, please contact 850-892-2111.



## CEO Insights: Construction underway on new, full-service Freeport office

I am thrilled to announce the start of site work and construction of a new office and operations center in Freeport. This project marks the final piece in a decade-long construction plan designed to enhance our service delivery to all of our members.

Members living in and around Freeport are currently utilizing our satellite office located in Freeport's City Hall. While we are grateful for the partnership with Mayor Barley and the city staff, the area's expansive growth must be met with more than we can currently provide out of that shared space.

Unlike our current Freeport facility, outfitted with only Member Service Representatives, the new office will have space for dedicated Operations staff, including Line Technicians who respond to outages around the clock.

This facility represents more than just a building; it's a symbol of our commitment to better serving our growing community. Situated on a 14.4-acre parcel, the new facility will house a 28,700 square foot main building, a 10,000 square foot storage facility and approximately 8 acres of improved surface for equipment laydown, such as transformers and poles.



**Renderings of the new CHELCO office and operations center in Freeport, Florida**

One key benefit of this location will be its ability to significantly reduce response times for power outages. Currently, our staff travels from our Operations Center in DeFuniak Springs to respond to outages throughout our service territory. With this new office, dedicated crews will be closer to key areas like Santa Rosa Beach and Bluewater Bay, allowing for a quicker and more efficient service.

The foresight to purchase this land back in 2015, well before the area experienced its current wave of residential and commercial growth, highlights the strategic planning of your CHELCO Board of Trustees. They recognized the potential of Freeport and the surrounding areas and understood that to serve our members best, we would need a

dedicated office and operations center in this region. Their vision and proactive approach have paved the way for us to meet the evolving needs of our membership.

As many of you know, the completion date for construction can often be a moving target due to supply availability and Mother Nature. That being said, we currently anticipate opening the doors sometime in the fourth quarter of 2025.

As we embark on this exciting project, I want to express my heartfelt gratitude to our members for their unwavering support. This new facility is a testament to our commitment to not only keeping pace with growth but also setting the standard for excellence in service and efficiency. We look forward to sharing more updates as construction progresses and to the positive impact this new facility will bring to our service area.

Thank you for being a valued member of CHELCO. Together, we are building a brighter, more connected future for our community.

**Steve Rhodes,**  
Chief Executive Officer



**Site work is underway on CHELCO's new Freeport office located off Hwy. 20 and W. Bay Loop Road**

## Stay Away from Downed Power Lines!

Downed power lines can cause injury or even death. Electricity from downed power lines flows along the ground in a big circle, so stay away.



### Do's

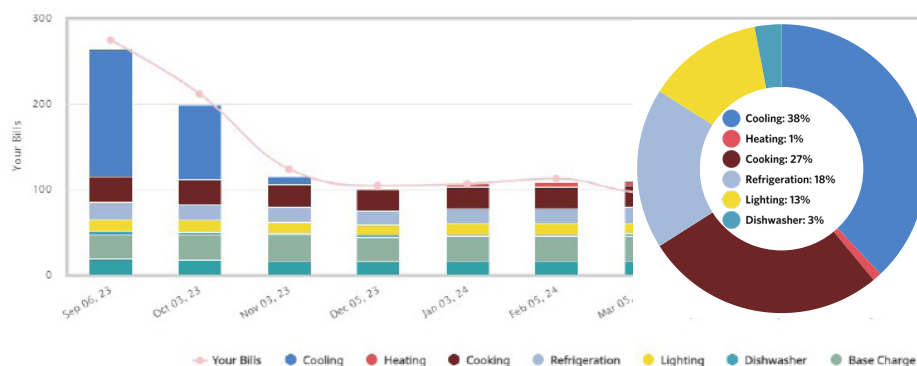
- Assume every downed power line is energized.
- Stay at least 35 feet away from downed power lines.
- Warn others to stay away.
- Remember, a dead line can become live at any time.
- Report a downed line by calling CHELCO at 800-342-0990 or by dialing 9-1-1.



### Don'ts

- Never touch a downed power line. Always assume it's energized.
- Never touch a power line with a stick or any object you may think is safe.
- Don't drive your car over a fallen power line.
- Don't touch anyone or anything in contact with a downed line.

## The Benefits of Tracking Power Use



### A snapshot of insights available through CHELCO's Energy Calculator

Understanding your power consumption helps explain increases and decreases in your electric bills. By staying informed about your energy use patterns, you can make adjustments to reduce use and save money.

While members can see their energy usage history on the second page of their monthly bill, CHELCO offers online energy calculators for residential and commercial use to help members dive deeper into exactly how (or what) is consuming the most energy.

By visiting [CHELCO.com/](https://CHELCO.com/)

energy-calculators, members can build their home profiles to help accurately calculate their energy costs. Advanced details, such as the size of the home or the type of insulation, help provide a more accurate analysis. Once the profile is completed, you can see insights into which sources are using the most electricity, tips to save, and potential reasons for any increases or decreases to your bill.

If you have questions about your usage or want to speak with a CHELCO Energy Advisor, call 850-307-1122 or email [energyservices@CHELCO.com](mailto:energyservices@CHELCO.com).

## Downed and Dangerous

If you see a downed power line, always assume it is energized and dangerous. Avoid going near it or anything in contact with the power line.



Downed power lines can energize the ground up to **35 ft.** away – so keep your distance.



Never drive over a downed line or through water that is touching the line.



If you see a downed line, notify the local authorities immediately.



Never try to move a downed power line, even if you think the line is deenergized or if you're using a non-conductive item – this will not prevent injury or death!

Source: ESFI.org

## Recipe of the Month



### Mummy Hot Dogs

These festive Halloween snacks are not only easy to make—they're even easier to devour. Learn this recipe and more at [CHELCO.com/recipes](https://CHELCO.com/recipes).

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.

## Annual CHELCO Charity Golf Tournament raises over \$12,000 for local charities



*Pictured above, L-R: Greg Majors, Mike Majors, Pierce Majors and David Hancock were amongst the teams competing in the annual charity tournament.*

The CHELCO Charity Golf Tournament, hosted at Blackstone Golf Course on May 24, raised more than \$12,000 to benefit the American Cancer Society, American Heart Association and Emerald Coast Autism Center. The four-person scramble featured 18 teams and nearly 30 total sponsors. Special thanks to our Gold sponsors: Clary-Glenn Funeral Homes, GRESCO, Metal Recycling Inc., Southland Utility Services Inc. and Tri-State Utility Products.

## CEO Steve Rhodes honored with NWFSC Foundation Chairman's Award



*Pictured above, L-R: 2023-24 Northwest Florida State College Foundation Board Chair, Alan Wood; CHELCO CEO Steve Rhodes; and Northwest Florida State College Foundation Executive Director Chris Stowers*

CHELCO CEO Steve Rhodes was recently recognized by the Northwest Florida State College Foundation 2023-24 Board Chair Alan Wood as the recipient of the Chairman's Award. Presented during the Foundation's Annual Board Installation and Recognition Reception, Wood noted Rhodes' support to the Foundation by volunteering to head the Investment Services RFP Evaluation Committee. Rhodes will serve as the Treasurer for the 2024-2025 Board of Directors Executive Committee.

## Register for 'Special Needs' Shelter Status

The Florida Department of Health, in coordination with its county health departments and each local emergency management agency in the state, developed a registry for persons with special needs to register with their local emergency management agency to receive assistance during a disaster. The statewide registry provides first responders with valuable information to prepare for disasters or other emergencies. To complete the form, visit <https://snr.flhealthresponse.com/> or scan the QR code below.

Completing the Florida Special Needs Registry does not automatically qualify the individual for a special needs shelter, nor does CHELCO receive any information from this form. For more information on your local options, please visit [www.FloridaDisaster.org/planprepare/shelters](http://www.FloridaDisaster.org/planprepare/shelters).



## IS \$25 YOURS?

If the account number below matches yours, call us at (850) 892-2111 or stop by any CHELCO office to claim a \$25 credit on your next bill! This month's winner is:

**Brown - 9000044445**