

CHELCO NEWS

POWERED *by* YOU

SEPTEMBER 2024 | VOL. 29 NO. 9

Hassle-free, renewable energy at your door, not on your roof

Looking for an easy way to power a portion of your home or business's energy needs with green energy? Let's talk.

CHELCO's new Green Power Choice program makes it easy to access power from renewable sources like the sun, water and biomass without the commitment and expenses of rooftop solar.

The program uses Renewable Energy Certificates (RECs), which can be purchased by residential and commercial members. Purchasing RECs means you can directly support renewable energy generation without a substantial financial investment.

"RECs allow you to access carbon-free energy without the upfront capital, regular maintenance and risks associated with installing rooftop solar equipment and other resources."

Energy from Green Power Choice is produced at locations across the southeast through our wholesale power provider, PowerSouth Energy Cooperative.

Green Power Choice conveniently features multiple tiers tailored to your energy needs and budget. As subscription levels increase, so do the costs associated with those tiers and the higher amounts of green energy they offer. All Green Power Choice subscription prices are added directly to your bill.

GREEN POWER CHOICE TIERS

GreenPro

\$4/month
4,000 kWh annually

GreenPlus

\$8/month
8,000 kWh annually

GreenMax

\$12/month
12,000 kWh annually

To learn more or speak with an Energy Advisor, please call 850-307-1122 or visit CHELCO.com/green-power-choice-program.

 **GREEN POWER CHOICE**SM



A Touchstone Energy[®] Cooperative 

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Join us for Member Appreciation Night

CHELCO invites members to join us for the Baker Gators Volleyball game on Tuesday, Oct. 1. The reigning FHSAA 1A state champions will host the Jay Royals, and all CHELCO members will receive free admission!

CHELCO MEMBER APPRECIATION NIGHT

TUESDAY, OCT. 1
AT BAKER SCHOOL VOLLEYBALL VS. JAY
JV @ 5:00
VARSITY @ 6:30
2023 STATE CHAMPIONS



Free Entry for CHELCO Members



CEO Insights: Crews provide much-needed assistance to our sister co-ops

One of the things that I love most about electric cooperatives is our willingness to step up and assist each other in challenging times. It's extraordinary to see people come together to render aid and overcome an incredible challenge, and it's even more special when those people are on your team.

As many know, Hurricane Debby made landfall in Florida's Big Bend region Monday morning as a Category 1 hurricane before spreading into Georgia as a tropical storm and then into South Carolina for the first time on Tuesday. The storm caused more than 250,000 power outages for co-op members in those three states.

It's inspiring how our employees consistently step up without hesitation to assist neighboring cooperative members in the wake of natural disasters, embodying the spirit of solidarity and mutual aid.

On Sunday evening, CHELCO sent a crew of seven linemen and our right-of-way coordinator, along with five crewmembers from Southland Utility Services, east.

As meteorologists and emergency services tracked Hurricane Debby's progress, our crews prepared to confront its aftermath head-on.

Their first stop was Talquin Electric Cooperative (TEC). Located in Quincy, FL, TEC lost power to 21,500 meters on Monday—over a third of its system. By Tuesday night, the co-op had fully restored power.

While the right-of-way crews returned following their visit to TEC, our CHELCO service crew forged farther east to Tri-County Electric Cooperative (TCEC) in Madison, Florida. TCEC lost power to 19,421 of its 20,100 meters immediately after Debby struck its territory Monday. By Thursday, that number had dropped to about 1,900.

For six long days, under challenging conditions like flooded roads and risks posed by rising rivers, our crew set aside the comfort of their homes, the company of their families, and their familiar daily routines to help those in need. I hope you are as proud and as thankful for their work as we are here at CHELCO.

Another aspect of mutual aid work I haven't discussed as much is the

post-hurricane coordination done by the cooperatives receiving aid. Both Talquin and Tri-County met our crews with kindness and generosity. Despite their own hardships, both co-ops went above and beyond to ensure our crews had everything they needed. They did their utmost to make our crew's stay as comfortable as possible, a testament to the cooperative principle, Cooperation Among Cooperatives.

As I reflect on this most recent storm work, I want to assure you that CHELCO is prepared to handle the future challenges that Mother Nature may throw our way. We have comprehensive emergency response plans and safety protocols to ensure that, should our service territory ever be on the receiving end of such a storm, we are equipped to respond swiftly and effectively.

In the meantime, please visit the Storm Center on our website to learn how you and your family can plan ahead to protect your home before, during and after the storm. Stay safe out there!

Steve Rhodes,
Chief Executive Officer



Southland Utility Services Crew



CHELCO Crew

Want \$3 monthly bill credits? Switch to Save!



Energy Advisor Tyler Jackson discusses the load-control switch with a member.

Earlier this year, CHELCO announced its revamped Switch to Save program. Hear from CHELCO's Manager of Energy Services, Bryan Gilbert, as he answers some frequently-asked questions about the load control water heater program.

Q: What is the goal of this program?

A: The primary goal of this program is to help CHELCO avoid needing to purchase additional electricity from our wholesale power provider during "peak" times while minimizing future rate increases and the need for new power plants.

Q: How would you explain the Switch to Save program?

A: Through this voluntary program, members allow CHELCO to install a switch on their electric water heater which enables us to cycle off the water heater, most often on hot summer afternoons or cold winter mornings, without any noticeable impact on available hot water.

Q: What incentives do CHELCO members receive for participating in the program?

A: Participants receive a one-time

\$25 bill credit for allowing the installation of the switch and a \$3 monthly bill credit as long as the switch remains active on the water heater.

Q: Once installed, how does the water heater switch work?

A: A signal is sent to the switch to turn off the electricity to the tank during the "peak" hours when electricity is most expensive. For example, between 2 p.m. and 7 p.m. on hot summer days.

Q: Will participating members have access to hot water even when the switch is activated?

A: Since the water heater is capable of keeping water hot for hours and CHELCO screens participants to ensure they have a large enough tank, the brief interruption will not impact having enough hot water for showers, laundry and other needs.

Q: How can members sign up to join the Switch to Save program?

A: CHELCO is scheduling installations geographically by sending out emails and texts members. If you want to learn more or schedule your appointment visit www.chelco.com/switch-save or call 850-307-1122.

Report Non-Working Street Lights

CHELCO appreciates members' help to identify non-working street lights.

To report a non-working street light, call (850) 307-1126; email lighting@chelco.com; visit the CHELCO online member portal; or download the MyCHELCO app. When reporting a street light outage, please include the street light number, which is on the pole.

For more information on outdoor and decorative lighting, visit CHELCO.com or scan the QR code below.



Recipe of the Month



Crab Dip

Just in time for football season, a new dip to try out! Learn this recipe and more at CHELCO.com/recipes.

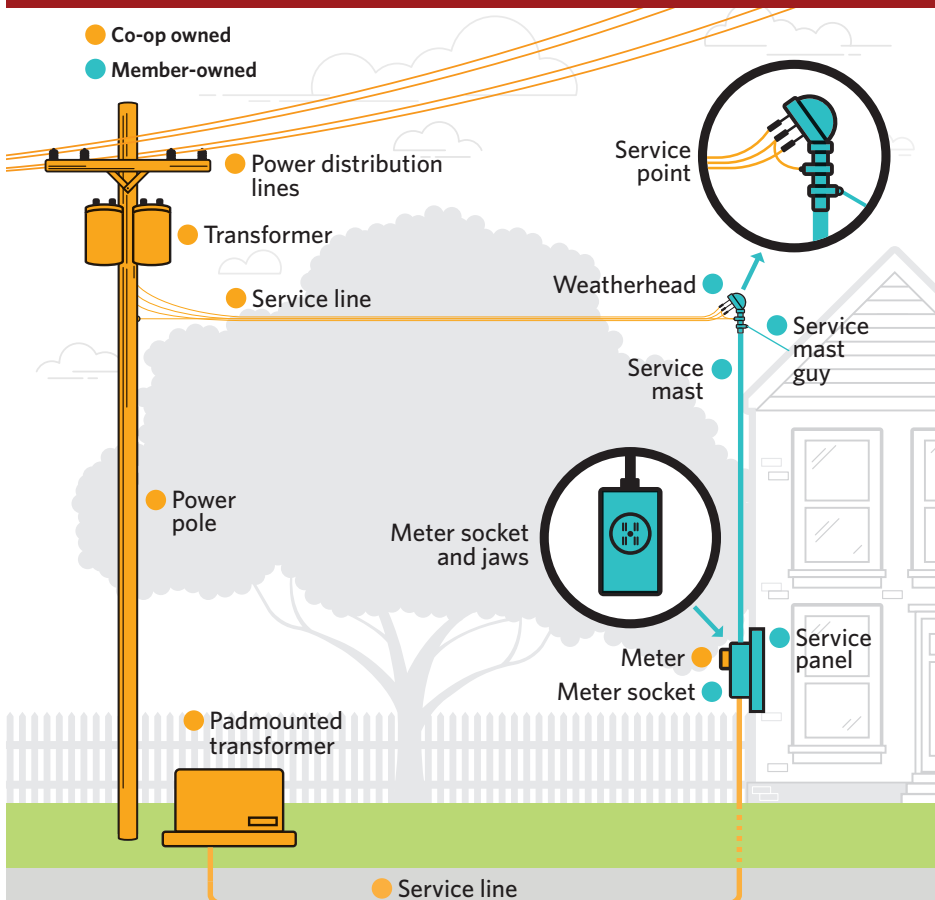
CHELCO supports United Way school supply drive



Pictured above, L-R: Marlee Tucker (UWEC), Lori Hughes (Walton County School District), Tammy Barrientos (UWEC) and Apryl Dorsey (CHELCO) with supplies.

Before the school year, CHELCO joined forces with the United Way Emerald Coast (UWEC) to sponsor the annual Back to School Supply Drive. Partnering with Okaloosa and Walton County school districts, UWEC collected enough donations for 1,500 students to receive a fully equipped backpack.

When it comes to equipment, who owns what?



*Note: For services of 400 amps or greater, the service line is owned by the member. See disclaimer on service application.

Did you know...

CHELCO performs regular maintenance to our system that sometimes requires planned outages. Through our call system, we provide members with as much advanced notice as possible. Sign up for billing, special messaging and usage notifications through your online account. Always be sure your contact information is up-to-date so we can reach you when necessary!

You may update your contact information by logging into your online account, downloading the MyCHELCO app, emailing memberservices@chelco.com or calling (850) 892-2111.

Unclaimed Capital Credits

To search for unclaimed Capital Credits, please visit CHELCO.com/capital-credits or scan the QR code below.



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:

Dalton - 9000134820