



Powering Through Adversity: PVREA's Response

BY JEFF WADSWORTH PRESIDENT & CEO

At Poudre Valley REA, we believe in the power of community and the strength that comes from working together.

When challenges occur, like the severe weather events and outages we've seen this spring, we stand apart from other utilities because our approach is centered around you — our members and our local community.

Unlike larger, more distant utility companies, we understand the unique needs of our community because we are part of it. From our employee workforce and the leadership in charge of day-to-day decisions to our member-elected board who sets our strategic direction, our team lives and works alongside our members. This gives us a greater understanding of your concerns and priorities.

Our extensive local system knowledge also sets us apart in responding to outages. As a cooperative deeply rooted in our community, we know our infrastructure, terrain, and unique characteristics. This local knowledge enables us to react responsibly and effectively, making informed decisions that prioritize the needs of our members.

We recognize that clear, timely communication is essential for keeping our members informed and empowered, particularly during major outage events. That's why you'll find updates readily available on our website and social media channels. Whether it's information about the cause of the outage, estimated restoration times, or safety tips, we strive to keep our members in the loop every step of the way.



We're constantly seeking ways to improve and innovate, ensuring we provide our members with the best possible service. By investing in new technologies, we're able to improve reliability and by implementing feedback from our members, we're able to enhance our communication strategies.

Under challenging circumstances, your cooperative's team of professionals rises to the occasion, demonstrating their exceptional teamwork, expertise, and commitment to restoring service efficiently and safely. Every employee must perform, no matter their role, and they each routinely go above and beyond to overcome the issue at hand while providing our members the best-in-class service you deserve and expect.

At the end of the day, being a part of a cooperative means being a part of something bigger than ourselves. It means coming together as a community to support one another, especially when times are tough.

The strength of your cooperative shines through during a crisis. I'm proud to be part of an organization committed to serving our members and community with integrity, transparency, and compassion. I hope you see that difference as well. To me, that is the Poudre Valley difference.



ABOUT YOUR CO-OP

PVREA serves energy solutions to more than 55,000 homes and businesses in Boulder, Larimer, and Weld counties. We are a member-owned co-op, led by those we serve.

OUR MISSION

We are committed to providing safe, reliable, efficient energy solutions with exceptional service to our members.



CONTACT US

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SOCIAL

facebook.com/PoudreValleyREA
twitter.com/PoudreValleyREA
instagram.com/poudre_valley_rea

BOARD OF DIRECTORS

Chair <i>Peter Hyland</i> Weld County	Director <i>Rick Johnson</i> Larimer County
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Grow Your **Summer Savings**

Summer months typically bring some of the highest energy bills of the year. There are several ways you can manage energy use at home.

REBATES

Poudre Valley REA offers numerous rebates to give you money back for the efficient equipment you purchase.

- › Find a complete list of all our rebates at www.pvrea.coop/rebates.

ONLINE ENERGY AUDITS

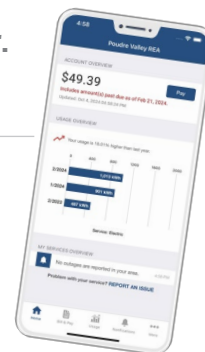
Learn how energy efficient you are and how you can improve your home's efficiency. Armed with knowledge, you can then prioritize your DIY summer projects to focus on energy efficiency.



- › Search 'energy adventure' online at www.pvrea.coop.

TAKE CONTROL OF YOUR USE

Use the free PVREA mobile app to track your energy use so you're always in the know. You can even get alerts when your use spikes so you can make changes in real time.



- › Download the app today at www.pvrea.coop/app.

JOIN POWER PEAK REWARDS

Get rewarded to use less energy when others are using more without sacrificing comfort. If you have central air conditioning or qualifying heat pump and working Wi-Fi, you can earn a \$50 sign-on bonus plus a \$30 bill credit each year by joining.

- › Learn more at www.pvrea.coop/power-peak-rewards/.

How to **Apply for Rebates**

- STEP 1:** Review all your many PVREA rebates!
- STEP 2:** Purchase your electric product or appliance.
- STEP 3:** Keep your receipt — and any other required documentation.
- STEP 4:** Submit your rebate application online.
- STEP 5:** Expect your rebate to be applied to your bill if under \$250 or mailed as a check if \$250 or more.



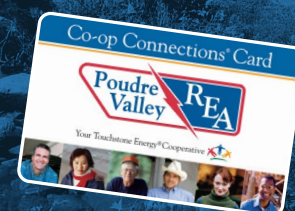
Your next rebate awaits at www.pvrea.coop/rebates



Locally Owned & Operated in Windsor

\$25 OFF PURCHASE OF \$200 OR MORE IN BULK MATERIALS.

High quality landscape materials & supplies, professional landscape services, & fast delivery.



Explore more savings at www.pvrea.coop/co-op-connections



SAFETY CORNER

May is Electrical Safety Month



Vegetation Management

Overgrown trees and branches are one of the leading causes of power outages. Routine vegetation management around our electrical equipment improves service reliability, speeds up restoration time, and helps keep our crews and communities safe.

Did you know there are ways you can help us limit tree trimming? By planting trees in the right place from the start based on their expected height, you can help

reduce the need to trim trees near overhead power lines. Find resources to help you make wise tree planting decisions at www.pvrea.coop.

If you spot an overgrown tree or branch that's dangerously close to power lines, let us know! Call us at **800.432.1012** or complete an online tree trimming request at www.pvrea.coop/for-members/maintenance.



Ladder Safety



A ladder is often necessary, whether it is for a home improvement project, clearing the gutters, or hanging decorative lights.

However, before rushing into a project, take a few minutes to inspect your ladder and ensure it is the right one for the job and fit to use. Then ensure you are working safely and away from potential hazards.

Don't skip the inspection. Before using a ladder, check to see if it is broken, in disrepair, or not functioning as it

should. If this is the case, ensure no one uses it until it is properly repaired or replaced. Look for cracks, serious dents, deformed rungs, loose steps, uneven feet, and defective locks or spreader braces.

Look up first! Always look up and look out for overhead power lines before climbing, transporting, or positioning a ladder. When moving a ladder, carry it horizontally instead of vertically since getting too close or contacting overhead power lines could cause electrocution.

Source: SafeElectricity.org

Overhead Power Lines

It is important to always be aware of your surroundings and take precautions to avoid any contact with overhead power lines.

Look up and live! Before you climb a ladder, move equipment, or fly a kite, look up and look out for any power lines in the area.

Maintain a safe distance. Never touch or come close to a power line. Keep power lines and other electrical

equipment at a minimum 10 ft. distance between yourself and whatever you are carrying or operating.

Downed power lines can also be dangerous because you cannot tell if it is inactive or not. If you see one, stay away and call your local electric provider immediately.



Utility Scams: In the Digital Age

Technology brings convenience, but also new avenues for scammers. Utility scams are on the rise, targeting unsuspecting consumers with tactics that can appear legitimate. Power down potential scams by staying vigilant and protecting yourself.

Familiarize yourself with your typical bill appearance, amount, and due date. Pay your bill only through secure and familiar payment methods like our website or mobile app. Beware sudden, urgent demands for immediate payments or requests for new payment methods like gift cards or prepaid cards. Look out for fees — we will never charge you a fee to make a payment.

Scrutinize emails and texts by looking for typos, grammatical errors, and a sense of urgency. Hover over links to preview the actual destination URL instead of clicking on embedded links directly.

Most importantly, if you are unsure about a message you receive by text or email, verify it directly. Contact us at **800.432.1012** or log into your online account through the PVREA mobile app or directly from our website at www.pvrea.coop.



Utility Scams: Face-to-Face

While digital scams are prevalent, in-person utility scams still occur. Be your own watchdog to keep yourself, your property, and your finances safe and secure.



Do not let someone inside your home claiming to be from PVREA. We will never request access into your home unless you have previously and directly scheduled an in-home visit from us.

We won't ask to 'see your bill' either. PVREA employees have

direct access to member energy-use information. We don't need to see a physical copy of your bill to help with energy management or potential savings.

We will never demand immediate cash payments at your doorstep. If someone is claiming disconnection unless a cash payment is received, they are not legitimate.

If you suspect an imposter, excuse yourself from the situation and ensure your safety. Then contact us at **800.432.1012** and your local law enforcement by dialing **911**.



YOUR COOPERATIVE'S

2024 Annual Meeting

In Case You Missed It



Watch the meeting's recap video and review the annual report.

Visit www.pvrea.coop/annualmeeting

FACES, PLACES

& VOICES OF



LEARNING LANTERNS An Empower Grant Story

At Severance Middle School, sixth-grade teacher Kathy and her students bring together creativity, applied science, and passion for learning in their after-school club, Engineering Brightness.



On Tuesdays, the club gets together for a project that is equal parts education and philanthropy. Born in part of Kathy's personal passion and fulfilled by the sixth graders own hands, Engineering Brightness is providing light in the darkness for other students across the globe.

science, technology, engineering, arts, and mathematics. Fourteen projects were selected this year, and each received \$2,000 to go toward their project. For more information about Empower Grants or to learn when next year's applications become available, go to www.pvrea.coop/empower-grants.

Under Kathy's guidance, students are building solar lanterns to donate to a community in Africa that does not have access to electricity. The lanterns will provide much needed light, enabling eighth-grade students to better prepare for rigorous exams.

PVREA provides Empower Grants to help fund classroom projects like Kathy's that focus on



WATCH THIS STORY ON YOUTUBE

Scan the code or go to our YouTube page by searching for 'Poudre Valley REA'. Be sure to follow our YouTube channel for more videos!



MAY 2024

Energy Efficiency Tip of the Month



Looking for an easy way to manage home energy use? Smart plugs are inexpensive and offer convenient solutions for scheduling and controlling your favorite electronic devices.

Smart plugs can help you manage devices through a smart phone app, your home assistance, or voice control. By conveniently powering off or scheduling devices, you can save energy and money!



OFFICE CLOSED » Monday, May 27 for Memorial Day

Thank you to those who gave all for our country & freedoms. Please celebrate safely.