

SANGRE DE CRISTO ELECTRIC ASSOCIATION, INC.

The Outlet

DECEMBER 2024



MAILING ADDRESS

P.O. Box 2013
Buena Vista, CO 81211-2013



STREET ADDRESS

29780 North U.S. Highway 24
Buena Vista, CO 81211



ph 719-395-2412
tf 844-395-2412
email info@myelectric.coop
web www.myelectric.coop



Facebook.com/SDCEA.Inc
X: @SDCEA_Inc
Instagram: sdceaenergy



SAVE THE PLASTIC WRAP FOR THE KITCHEN

GET NEW WINDOWS, DOORS AND INSULATION WITH NO MONEY DOWN

UPGRADE YOUR HOME

From windows and doors to heat pumps, there are tons of affordable upgrades available for your home or business. Take advantage of the Sangre de Cristo Electric Association Electrify and Save On-Bill Repayment program for a simple and transparent financing option. Visit myelectric.coop/electrify-and-save/ to learn more.



Season's Greetings

from SDCEA!



HAVE A QUESTION ABOUT SDCEA?

Give our office a call at 719-395-2412 or toll-free 844-395-2412. Our business office in Buena Vista is open 8 a.m. – 5 p.m. Monday through Friday, closed holidays. Or send an email with your question to info@myelectric.coop.

STUDENTS: APPLY TODAY!

SDCEA Scholarships & 2025 Youth Tour

APPLICATION DEADLINES

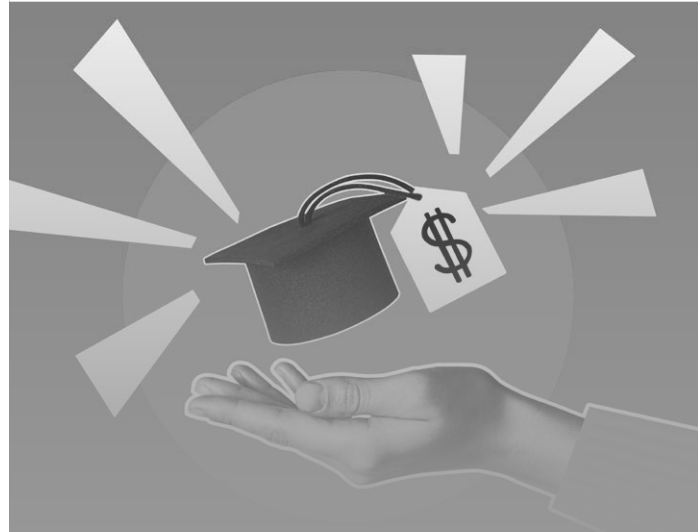
Washington D.C. Youth Tour —
Friday, January 10, 2025, by 5 p.m.

Scholarships —
Friday, January 10, 2025, by 5 p.m.

For more information and directions for how to apply for these opportunities, scan the QR code or visit **myelectric.coop**, click on the **Community** tab and choose **Youth Programs** from the dropdown menu.

QUESTIONS?

- Call 719-395-2412
- Call toll-free 844-395-2412
- Email linza@myelectric.coop



Did You See a Credit on Your November SDCEA Bill?

Sangre de Cristo Electric Association is a nonprofit electric cooperative. At the end of the year, our financial statements show whether revenue exceeded costs and resulted in a positive margin. Margins are used by SDCEA for operating capital and, over time, may be paid back to our members in the form of capital credit refunds when the financial position of the cooperative permits and policy provisions are met.

If you had electric service with SDCEA during a year for which the board of directors has approved the return of capital credits, that amount will be reflected as a bill credit on your November bill (which you receive in December). For those who move to a new location and no longer receive service on our lines, it is important to leave a forwarding address with us, as we will send you a refund check instead of a bill credit.

This year, SDCEA returned credits to more than 7,700 current and former members for a total refund of \$500,000. The credits were refunded to members who received service in 1997, 1998, and 2005.

Visit our website: myelectric.coop/account-services/capital-credit-information/ to see a list of names from SDCEA's 2023 capital credit retirement to whom checks were mailed that were returned because we did not have a valid address. Or, in some cases, checks were simply not cashed.

If you see a name on the list that you know, you can help them receive their check by having them contact us. If there is a person on the list who is deceased, please have their heirs contact us.

Email us at info@myelectric.coop or call 719-395-2412 or toll-free 844-395-2412.

CAPITAL CREDITS
are margins returned
to you, our members.



Learn more at
myelectric.coop/capital-credits-explanation/



SDCEA tracks **HOW MUCH YOU PAY** for service during the year.



At the end of the year, SDCEA closes its books and **DETERMINES IF REVENUES EXCEED EXPENSES**, called margins.



SDCEA's **MARGINS ARE ALLOCATED TO MEMBERS**, as capital credits, based on how much you paid for service during the year.



As SDCEA's financial conditions allow, the board of directors may elect to pay a portion of these **CAPITAL CREDITS BACK TO MEMBERS**.



If you currently have service with SDCEA and also had service in 1997, 1998, or 2005, your **CAPITAL CREDITS APPEAR ON YOUR NOVEMBER BILL**. (Or, if you are no longer are a member, your capital credit check is mailed in December.)

Temporary Office Location

In September, Sangre de Cristo Electric Association (SDCEA) temporarily relocated our business office in Buena Vista to the Railroad Row Offices at 211 Railroad Right-of-Way, Suite 101.

This move is necessitated by a project to replace SDCEA's non-functioning HVAC system. Construction is expected to be completed in February 2025. During this period, the SDCEA business office on Highway 24 will be inaccessible.

If you have any questions, please email SDCEA at info@myelectric.coop or call our office toll-free at (844) 395-2412.

Thank you for your patience and understanding during these next several months.

Important Details

Operations: All SDCEA operations will continue as usual. There will be no changes to office hours, phone numbers, mailing addresses, or other services such as outage response.

If needed, you may come to the temporary offices to receive help with a billing question, speak with our engineering department, or pay your bill.



Temporary location
until February 2025

211 Railroad Right-of-Way, Suite 101, Buena Vista

Office Hours:
M-F, 8 a.m. - 5 p.m.

You can still ...

Call us at 719-395-2412

Email us at info@myelectric.coop

Visit us online at myelectric.coop

The dropbox at the U.S. Hwy 24 location is still open and is checked daily.

Drop Box

Our drop box at the Highway 24 location will remain available for your convenience and will be checked daily. There is no drop box option at the temporary location.

Flickering Lights During a Storm?

Here's what you need to know.

With the winter storm season upon us, you may experience flickering lights. While this can be unsettling, we want to assure you that this is a normal part of our operating system.

The blinking lights you're seeing are simply the system adjusting to maintain stability and avoid larger outages. This means the system is doing its job to keep your power on!

Here are a few things you should keep in mind:

- **Flickering Lights:** Normal during storms, as our system works to maintain service.
- **Complete Outage:** If your power goes out completely, and stays out, that's the time to give us a call. We're here to help!
- **Stay Prepared:** Always have a flashlight, batteries, food, water, medical supplies and other essentials ready during the storm season.

Your safety and comfort are our top priorities. Please call us if you experience a full outage, toll-free 844-395-2412. Stay safe and thank you for being a member of SDCEA.

Read more about outages online at www.myelectric.coop/safety/outages or scan this QR code with your smartphone camera to go directly to the website.





I am struggling to pay my electric bill. How can I get help?

If you are struggling to pay your electric bill, you are welcome to call our office to discuss your situation.

Another option is checking out 211colorado.org or dialing 211. This will put you in touch with programs in your area for aid, matching by your zip code.

You may also be eligible for the Colorado Low-income Energy Assistance Program. LEAP is a federally-funded program that helps eligible Colorado families, seniors, and individuals pay a portion of their winter home heating costs.

LEAP works to keep our communities warm during the winter (November through April) by providing assistance with heating costs, equipment repair, and/or replacement of inoperable heating tools. While the program is not intended to pay the entire cost of home heating, it aims to help alleviate some of the burdens that come with Colorado's colder months.

Other benefits provided by LEAP include repair or replacement of a home's primary heating system, such as a furnace or wood-burning stove. The program does not provide financial assistance for any type of temporary or portable heating.

To access the LEAP application and apply for the program, visit www.colorado.gov/cdhs/LEAP. You may also call the HEAT HELP line at 1-866-HEAT-HELP — 866-432-8435 — to receive an application via mail or email.

OUTAGES

Do you have an outage to report? Don't hesitate to call 719-395-2412 or toll-free 844-395-2412.

DO NOT email your outage information or post your outage information on social media. SDCEA cannot monitor that information effectively, especially after hours. The only way to be sure we know you have an outage is to phone it in.

2025 Service Availability Charge Increase

SDCEA is a not-for-profit, member-owned cooperative that is committed to providing reliable, quality service while keeping costs down. To continue delivering and maintaining these vital services amidst rising expenses, our annual financial review has indicated a necessary adjustment to our Service Availability Charge. As approved by SDCEA's Board of Directors in 2023, on January 1, 2025, the monthly charge for Residential Rate 1 customers (most SDCEA accounts) will increase by \$3.50.

The Service Availability Charge increase varies by rate class. To view the applicable updated rates for all other rate classes, as well as projected Service Availability Charge rate increases through 2027 (subject to review each year), please visit the website by scanning the QR code or visit myelectric.coop/boardinfo/bylaws-rates-policies/.



The service availability charge includes expenses related to:

- Infrastructure maintenance and upgrades
- Operational costs including materials, taxes, and labor
- Consumer services, including outage response and system software
- Compliance with regulatory requirements

As your cooperative, we are committed to minimizing the impact of increasing power costs on your household. Contact us to learn how to save more energy throughout your home and to learn more about our energy efficiency rebates.

Board Meeting Notice

The SDCEA Board of Directors will hold their monthly meeting on December 30 at the Scout Hut, located at 210 East Sackett Ave, Salida. Initially planned for Westcliffe, the meeting had to be relocated due to a scheduling conflict. The board plans to meet in Westcliffe at a later date.

