

## Concern for Community

### REC explores La Puente programs

La Puente, based in Alamosa, is a network of resources for the San Luis Valley community's vulnerable population. From the Food Bank Network to PALS Children's Program, they offer services to help "individuals and families get what they need to stabilize, heal, strengthen, and ultimately thrive."

Executive Director Lance Cheslock recently guided San Luis Valley REC CEO Eric Eriksen and other staff members on a tour of the various programs. Here's a quick rundown on the programs explored:

- **PALS Children's Program:** A referral based, licensed, after-school and summer program for children 5 to 9 years old who are combating

**See LA PUENTE on Page 4**



At left: Eric Eriksen (left) listens as Lance Cheslock (right) explains the social enterprise business model at Rainbow's End. Below: PALS Program Director Don Hanna talks to REC employees about the children's program.



### Notice of Member Survey

San Luis Valley REC is conducting its annual American Customer Satisfaction Index (ACSI) survey. Please complete the survey at the below link before Nov. 15, 2023: [www.surveymonkey.com/r/ACSISLVREC](http://www.surveymonkey.com/r/ACSISLVREC)

### What is the ASCI?

The American Customer Satisfaction Index (ACSI) is the only national cross-industry measure of customer satisfaction in the United States.

Each year, the ACSI uses data from interviews with roughly 500,000 customers as inputs to an econometric model for analyzing customer satisfaction with more than 400 companies in 47 industries and 10 economic sectors.

ACSI data have proven to be strongly related to several essential indicators of micro- and macroeconomic performance.

You can learn more about the ACSI by visiting [theacsi.org](http://theacsi.org).

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Second winner is REC member Kevin Nelson.

### THIS ISSUE

Concern for Community

Stmt. of Ownership/Conservation/Ciello

Eric Eriksen

Member Information

Recipe/Historical Happenings

NOVEMBER 2023 | VOLUME 51 | ISSUE 10

# Statement of Ownership



UNITED STATES POSTAL SERVICE®				Statement of Ownership, Management, and Circulation (All Periodicals Publications Except Requester Publications)	
1. Publication Title <b>The Newsboy</b>		2. Publication Number <b>551 - 450</b>		3. Filing Date <b>10/1/2023</b>	
4. Issue Frequency <b>monthly</b>		5. Number of Issues Published Annually <b>11</b>		6. Annual Subscription Price <b>\$0.00</b>	
7. Complete Mailing Address of Known Office of Publication (Not printer) (Street, city, county, state, and ZIP+4®) <b>P.O. Box 3625, Monte Vista, CO 81144</b>				Contact Person <b>Jennifer Alonzo</b> Telephone (include area code) <b>719-852-6660</b>	
8. Complete Mailing Address of Headquarters or General Business Office of Publisher (Not printer) <b>San Luis Valley REC, P.O. Box 3625, Monte Vista, CO 81144</b>					
9. Full Names and Complete Mailing Addresses of Publisher, Editor, and Managing Editor (Do not leave blank)					
Publisher (Name and complete mailing address) <b>San Luis Valley REC, P.O. Box 3625, Monte Vista, CO 81144</b>					
Editor (Name and complete mailing address) <b>Jennifer Alonzo, P.O. Box 3625, Monte Vista, CO 81144</b>					
Managing Editor (Name and complete mailing address) <b>Eric Eriksen, P.O. Box 3625, Monte Vista, CO 81144</b>					
10. Owner (Do not leave blank. If the publication is owned by a corporation, give the name and address of the corporation immediately followed by the names and addresses of all stockholders owning or holding 1 percent or more of the total amount of stock. If not owned by a corporation, give the names and addresses of the individual owners. If owned by a partnership or other unincorporated firm, give its name and address as well as those of each individual owner. If the publication is published by a nonprofit organization, give its name and address.)					
Full Name <b>San Luis Valley REC</b>		Complete Mailing Address <b>P.O. Box 3625, Monte Vista, CO 81144</b>			
11. Known Bondholders, Mortgagees, and Other Security Holders Owning or Holding 1 Percent or More of Total Amount of Bonds, Mortgages, or Other Securities. If none, check box <input checked="" type="checkbox"/> None					
Full Name		Complete Mailing Address			
12. Tax Status (For completion by nonprofit organizations authorized to mail at nonprofit rates) (Check one) The purpose, function, and nonprofit status of this organization and the exempt status for federal income tax purposes: <input checked="" type="checkbox"/> Has Not Changed During Preceding 12 Months <input type="checkbox"/> Has Changed During Preceding 12 Months (Publisher must submit explanation of change with this statement)					
PS Form 3526, July 2014 [Page 1 of 4] (see instructions page 4) PSN: 7530-01-000-9931 PRIVACY NOTICE: See our privacy policy on www.usps.com.					
13. Publication Title <b>The Newsboy</b>		14. Issue Date for Circulation Data Below <b>October 2023</b>			
15. Extent and Nature of Circulation		Average No. Copies Each Issue During Preceding 12 Months		No. Copies of Single Issue Published Nearest to Filing Date	
<b>Members</b>					
a. Total Number of Copies (Net press run)		<b>1150</b>		<b>1150</b>	
b. Paid Circulation (By Mail and Outside the Mail)					
(1) Mailed Outside-County Paid Subscriptions Stated on PS Form 3541 (include paid distribution above nominal rate, advertiser's proof copies, and exchange copies)		<b>777</b>		<b>762</b>	
(2) Mailed In-County Paid Subscriptions Stated on PS Form 3541 (include paid distribution above nominal rate, advertiser's proof copies, and exchange copies)		<b>280</b>		<b>273</b>	
(3) Paid Distribution Outside the Mails Including Sales Through Dealers and Carriers, Street Vendors, Counter Sales, and Other Paid Distribution Outside USPS®		<b>0</b>		<b>0</b>	
(4) Paid Distribution by Other Classes of Mail Through the USPS (e.g., First-Class Mail®)		<b>0</b>		<b>0</b>	
c. Total Paid Distribution (Sum of 15b (1), (2), (3), and (4))		<b>1057</b>		<b>1035</b>	
d. Free or Nominal Rate Distribution (By Mail and Outside the Mail)					
(1) Free or Nominal Rate Outside-County Copies included on PS Form 3541		<b>0</b>		<b>0</b>	
(2) Free or Nominal Rate In-County Copies included on PS Form 3541		<b>0</b>		<b>0</b>	
(3) Free or Nominal Rate Copies Mailed at Other Classes Through the USPS (e.g., First-Class Mail)		<b>0</b>		<b>0</b>	
(4) Free or Nominal Rate Distribution Outside the Mail (Carriers or other means)		<b>0</b>		<b>0</b>	
e. Total Free or Nominal Rate Distribution (Sum of 15d (1), (2), (3) and (4))		<b>0</b>		<b>0</b>	
f. Total Distribution (Sum of 15c and 15e)		<b>1057</b>		<b>1035</b>	
g. Copies not Distributed (See Instructions to Publishers #4 (page #3))		<b>93</b>		<b>115</b>	
h. Total (Sum of 15f and g)		<b>1150</b>		<b>1150</b>	
i. Percent Paid (15c divided by 15f times 100)		<b>100%</b>		<b>100%</b>	
16. Electronic Copy Circulation		Average No. Copies Each Issue During Preceding 12 Months		No. Copies of Single Issue Published Nearest to Filing Date	
a. Paid Electronic Copies		<b>5947</b>		<b>5928</b>	
b. Total Paid Print Copies (Line 15c) + Paid Electronic Copies (Line 16a)		<b>1057</b>		<b>1035</b>	
c. Total Print Distribution (Line 15f) + Paid Electronic Copies (Line 16a)		<b>7004</b>		<b>6963</b>	
d. Percent Paid (Both Print & Electronic Copies) (16b divided by 16c x 100)		<b>100%</b>		<b>100%</b>	
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17. Publication of Statement of Ownership <input checked="" type="checkbox"/> If the publication is a general publication, publication of this statement is required. Will be printed in the <b>November 2023</b> issue of this publication. <input type="checkbox"/> Publication not required.					
18. Signature and Title of Editor, Publisher, Business Manager, or Owner <b>Jennifer F. Alonzo, Marketing/Communications Manager</b>		Date <b>10.01.2023</b>			
I certify that all information furnished on this form is true and complete. I understand that anyone who furnishes false or misleading information on this form or who omits material or information requested on the form may be subject to criminal sanctions (including fines and imprisonment) and/or civil sanctions (including civil penalties).					

## Energy Efficiency Tip of the Month

The holiday season is upon us, and that means we'll be using more energy in the kitchen. When possible, cook with smaller countertop appliances instead of the stovetop or oven. Smaller appliances like slow cookers, air fryers and Instant Pots consume less energy.

When using the oven or stovetop, match the size of the pot to the heating element and place a lid over the pot while cooking. The food will cook faster, and you'll use less energy.

Source: Dept. of Energy

## ciello Connecting our neighbors

"I have property above the Creede area and was so thrilled to receive the great service Ciello offered! I am often in the high country and it's a comfort to know if I need to contact family, friends, or emergency services, I will be able to. I just wish I had the same service where my home is in Pagosa Springs!"

—Leann Skoglund, Pagosa

POWERED BY REC

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Ciello is proud to feature testimonials from our satisfied customers in issues of the Newsboy. Send your testimonials to [jalonzo@slvrec.com](mailto:jalonzo@slvrec.com).





**Eric Eriksen**

## A powerful connection

### The San Luis Valley

We are a group of 46,108 (2020 U.S. Census) people living in the largest alpine valley on earth. Spanning over 8,000 square miles and sitting at 7,664 feet on average, we claim the oldest town in Colorado (San Luis), the Great Sand Dunes and so much more— truly living in a beautifully unique place. Therefore, we the people are unique too; our way of life is special, connected, resilient and ingenious— dedicated to working together.

### The SLVREC Electric System

Like us, the SLVREC electric system is special too— a powerful connection between every member. REC consists of 15 substations, 2,700 miles of conductor strung along 42,000 wood poles, connected to 9,600 transformers that serve approximately 13,100 meters. This is just a highlight of the more than 125,000 unique pieces of equipment the SLVREC team operates and maintains.

That's a lot to keep track of! It's complex but all possible due to innovative technologies, like geographic information systems, otherwise known as GIS. If you haven't viewed a GIS system before, then you may enjoy viewing the San Luis Valley on Google Earth (<https://earth.google.com>).

GIS allows us to visually track every piece of equipment, much like a digital map. A typical paper map is limited by the amount of information that can be displayed— too much creates clutter and

would be impossible to read. Unlike a typical map, GIS can store huge amounts of information on every single piece of equipment. For example, each wood pole has a unique identifying number, age, height, wood species, industry classification, location and condition. This yields about 294,000 data fields of wood pole information.

This data helps us make better decisions to deliver reliability and affordable rates for you. You can imagine how important it is to keep hundreds of thousands of pieces of information up to date. Details matter and it's no easy task. To do this we have strategic processes in place that track every activity we perform, such as installing a new home electric service. The updated data is directed to our GIS Specialist who is expertly educated with years of experience. The GIS system is then updated and analytically used throughout SLVREC.

For example, in a storm a tree could fall on a power line and cause a fuse to blow. The GIS system provides actual electric system connectivity between lines and equipment. This helps our system operator identify members downstream of the blown fuse to notify them and to dispatch crews to the location. Amazing!

We're here whenever you need us. Connect with us online, in person, or through our social media channels. However, you choose to connect, please let us know how we can serve you better.

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## PUBLISHER'S STATEMENT

The Newsboy (publication #551-450) is an official publication of the San Luis Valley Rural Electric Cooperative, Inc.; 3625 US Hwy 160 W, Monte Vista, CO 81144. The Newsboy is published monthly for SLVREC members. Periodical postage paid at Monte Vista, CO 81144.

Postmaster, send Form 3579 to NEWSBOY, P.O. Box 3625, Monte Vista, CO 81144-3625.

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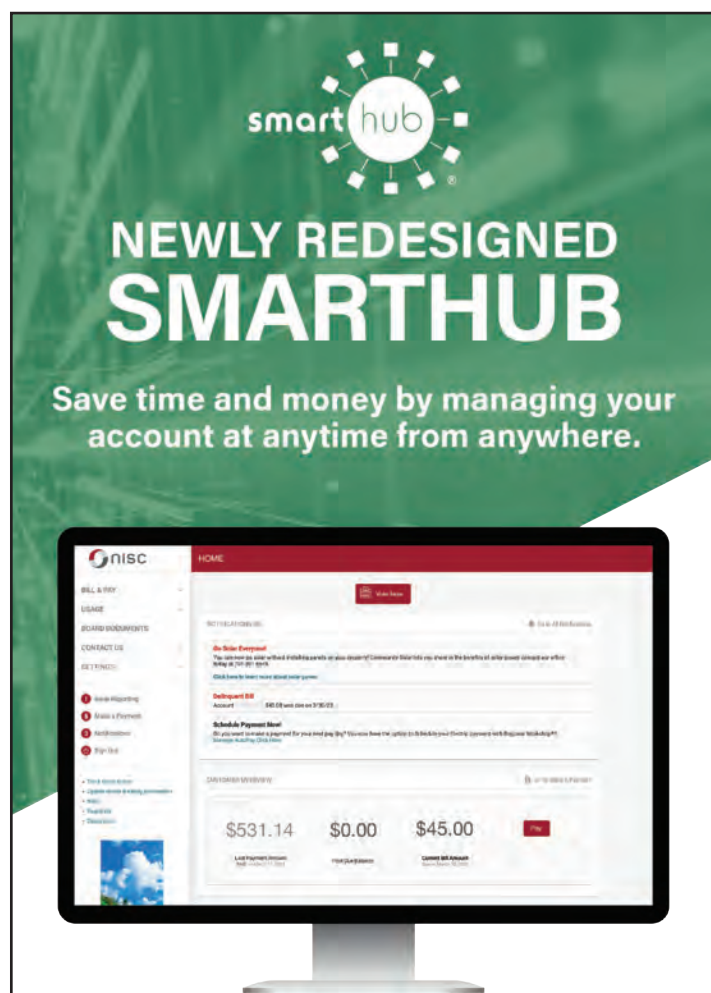


[www.twitter.com/SLVREC](https://www.twitter.com/SLVREC)

# Member information

## SmartHub redesign coming Nov. 1

Go online to [slvrec.com](http://slvrec.com), “Account Center” tab, “SmartHub” for more information on the new design.



**smart hub**

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Save time and money by managing your account at anytime from anywhere.

Save time with easy payment options to avoid late fees and service interruptions.

Receive the information you need to make the right decisions about your account.

Imagine opening your bill and seeing an amount less than you expected.

The eco-friendly way to instantly access your bill.

## LA PUENTE

continued from page 1

trauma or instability in their home lives.

- **ReThreads:** This free community resource offers everyone access to clothes, home-goods, toiletries and other necessities. ReThreads is always looking for quality donations of clothing/shoes, kitchen wares, small kitchen appliances, toilet paper/toiletries, diapers, and other household needs.

- **Rainbow's End:** This social enterprise business exists to support La Puente with its profits. It helps bolster economic activity, create a sense of community, provide meaningful jobs, and offer workforce development opportunities.

- **Food Bank Network:** The coalition of 15 food pantries provides nutritious emergency food to those in the Valley, including fresh produce and healthy options for individuals and families.

- **VEGI Garden Program:** Students and community members work together to learn more about gardening and provide fresh produce for local hunger relief efforts.

- **Adelante Family Resource Center:** Services include assistance with housing, case management, referrals, improved access to counseling and family advocacy. The center helps individuals and families navigate the many resources available to them.

- **Crisis Prevention:** This program helps those on the verge of homelessness stay within their homes while also assisting shelter guests on their paths out of homelessness. They provide assistance with rent, mortgage, utility, energy, medical and crisis expenses.

- **Street Outreach:** Efforts are made to address the needs of those living on the streets and other places that tend to be transitional within the city of Alamosa.

- **Emergency Shelter:** Founded in 1982, the emergency shelter offers 45 beds, basic needs such as showers and essential hygiene items, nutritious meals and case management services.

For more information on any of La Puente's programs, call 719-589-5909 or go online to [www.lapuentehome.org](http://www.lapuentehome.org).





## Recipe of the month

### INGREDIENTS

- 2-1/2 lbs. bone-in chicken thighs
- 1/2 t. salt
- 1/2 t. pepper
- 1 T. canola oil
- 1 large onion, chopped
- 1 garlic clove, minced
- 10 c. chicken broth
- 4 celery ribs, chopped
- 4 medium carrots, chopped
- 2 bay leaves
- 1 t. minced fresh thyme (1/4 t. dried thyme)
- 3 c. uncooked kluski or other egg noodles (about 8 oz.)
- 1 T. chopped fresh parsley
- 1 T. lemon juice
- Optional: Additional salt and pepper

### CHICKEN NOODLE SOUP

1. Pat chicken dry with paper towels; sprinkle with salt and pepper. In a 6-qt. stockpot, heat oil over medium-high heat. Add chicken in batches, skin side down; cook until dark golden brown, 3-4 minutes. Remove chicken from pan; remove and discard skin. Discard all but 2 tablespoons drippings.

2. Add onion to drippings; cook and stir over medium-high heat until tender, 4-5 minutes. Add garlic; cook 1 minute longer. Add broth, stirring to loosen browned bits from pan. Bring to a boil. Return chicken to pan. Add celery, carrots, bay leaves and thyme. Reduce heat; simmer, covered, until chicken is tender, 25-30 minutes.

3. Transfer chicken to a plate. Remove soup from heat. Add noodles; let stand, covered, until noodles are tender, 20-22 minutes.

4. Meanwhile, when chicken is cool enough to handle, remove meat from bones; discard bones. Shred meat into bite-sized pieces. Return meat to stockpot. Stir in parsley and lemon juice. If desired, adjust seasoning with additional salt and pepper. Discard bay leaves.

[www.tasteofhome.com](http://www.tasteofhome.com)

## Historical Happenings

### 1987- 50th Anniversary



Front row: from left, Sam Holland, vice-chairman, Gerald Lorenz, chairman, and Manager Ron Garchar. Back row: William Ford, Greg Bahr, David Holland, Robert Wolfe and Howard Lamb.

**1937** Fifty years ago, the people of the San Luis Valley turned a dream into reality by forming a nonprofit, consumer-owned rural electric system to bring power to their homes and farms. Since 1937, San Luis Valley Rural Electric Cooperative has provided reliable electric service at the lowest cost possible.

During the 50th anniversary of your cooperative, we salute you and the pioneers who brought electricity to the

San Luis Valley. Your electric cooperative works today for the same reason it worked back in 1937 . . . cooperation.

Electricity has made life easier and more comfortable over the years. And it's still a clean, safe choice for space and water heating, as well as a reliable and maintenance-free choice for irrigation pumping.

Thank you for making your electric cooperative what it is today!

**1987**



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Paid at Monte Vista, CO

POWERING A VITAL VALLEY

P.O. Box 3625  
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November 2023



## POWERING OUR COMMUNITY

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866-HEAT HELP (866-432-8435)  
[www.energyoutreach.org](http://www.energyoutreach.org)

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**SCHEDULED MEETINGS**  
Board Meeting: November meeting- TBA  
The REC Board of Directors typically meets the last Tuesday of each month unless otherwise stated. Members are welcome; advance notice required.

This institution is an equal opportunity employer.

