

# **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

### 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.

### Enter to WIN a \$100 BILL CREDIT

Verify your phone number, email and address on file is correct and be entered to win one of three \$100 bill credits!! Call 719-852-3538 or email: <u>power@slvrec.com</u> Second winner is REC member Kevin Nelson.

### THIS ISSUE

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# **Statement of Ownership**



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# 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



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.



# 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 throughout SLVREC. 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 them and to dispatch crews to the Earth (https://earth.google.com).

GIS allows us to visually track every piece of equipment, much like a digital Connect with us online, in person, or map. A typical paper map is limited by through our social media channels. the amount of information that can be However, you choose to connect, please displayed— too much creates clutter and let us know how we can serve you better.

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

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 location. Amazing!

We're here whenever you need us.

#### **BOARD OF DIRECTORS**

719-849-8304

Stephen Valdez, Vice President

Wade Lockhart, Secretary

Carol Lee Dugan,

719-588-0741

Scott Wolfe 719-852-0966

on the direction you provide in your

#### CEO

Eric Eriksen 719-852-6630

SLVREC Office (toll free)

#### **PUBLISHER'S STATEMENT**

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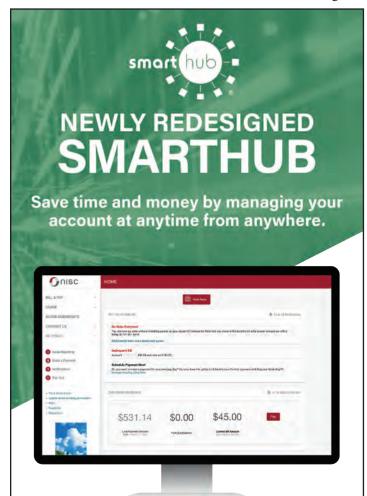
www.twitter.com/SLVREC



# **Member information**

### SmartHub redesign coming Nov. 1

Go online to slvrec.com, "Account Center" tab, "SmartHub" for more information on the new design.



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

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.



minutes.

**CHICKEN NOODLE SOUP** 

www.tasteofhome.com

Discard all but 2 tablespoons drippings.

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.

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

3. Transfer chicken to a plate. Remove soup from heat. Add

4. Meanwhile, when chicken is cool enough to handle, remove

noodles; let stand, covered, until noodles are tender, 20-22 minutes.

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.

# Recipe of the month

#### **INGREDIENTS**

- 2-1/2 lbs. bone-in chicken thighs1/2 t. salt1/2 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** 

# **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 1987

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### November 2023



#### **ENERGY ASSISTANCE**

866-HEAT HELP (866-432-8435) www.energyoutreach.org



#### 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.

