

## Concern for Community

### Working together, serving the Valley



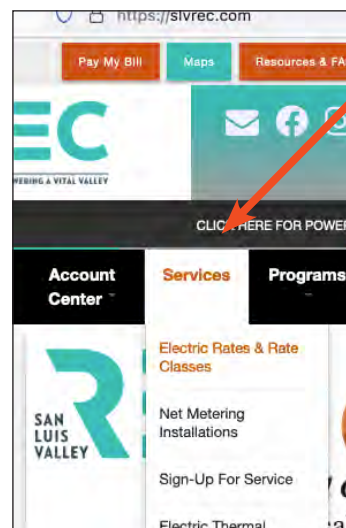
As a local business, we take pride in partnering with local communities on service projects. As one of the seven cooperative principles, SLVREC will always strive to better the communities where we live, work and play. *Pictured, top:* employees helped hang Christmas lights at Ski Hi Complex and Carnegie Library (pictured above). *Above right:* COO Shawn McKibbin talks with students at the annual Career Fair at ASU. *At right:* 2023 scholarship winner and lineman student Burke Temple observes Wade Warman at work during a recent ride-along.



## REMINDER

The NEW RATES  
will be EFFECTIVE  
on Jan. 1, 2024.

For more  
information,  
go online to  
[www.SLVREC.com](http://www.SLVREC.com)  
Services Tab,  
Electric Rates



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JANUARY 2024 | VOLUME 53 | ISSUE 1

# Member information



## Time of Day times changing Jan. 1

**Times are changing!** For those members on the A-Time of Day rates, the on-peak times will be changing as of Jan. 1, 2024. Tri-State, our power supplier, has changed their peak period so we are adjusting our residential time of day hours to match the new times.

Effective Jan. 1, 2024, on-peak hours will be from 4 p.m. to 9 p.m. Monday through Sunday (all seven days of the week). All other hours of the day are off-peak. Meters will be reprogrammed using the advanced metering system beginning Jan. 1. If you have a newer heater, it will automatically update the times your heater will charge.

If your unit has an electronic display window, you should see a "P" during on-peak times and "C" during off-peak times. **Double check this after January 1st.** Please call customer service if these indicators are not displayed during the proper times.

If you have an older heater, models 2001-2006 or model

EXT, you will have to manually adjust your time clock. SLVREC will **NOT** be able to reprogram the manual time clocks for members. For instructions, please refer to [www.Steffes.com](http://www.Steffes.com).

There is a list of current electricians that service and maintain ETS units on our website: [www.slvrec.com/electric-thermal-storage-ets-heaters](http://www.slvrec.com/electric-thermal-storage-ets-heaters). Under the "Services" tab, click "Electric Thermal Storage (ETS) Heaters;" on the right click through the windows to see Valley electricians.

If you have further questions, please call customer service at 719-852-3538 for assistance.

## Daily TOD Hours (effective Jan. 1, 2024)

**On-Peak Hours:**  
**4 PM to 9 PM**  
**Monday-Sunday**  
(every day)

**Off-Peak Hours:**  
**All other hours**  
**Monday-Sunday**  
(every day)

## Application Deadline Approaching

**SCHOLARSHIPS**  
Feb. 1, 2024

SAN  
LUIS  
VALLEY

**REC**

**Youth Camp/Tour**  
Jan. 17, 2024

Details at  
[www.slvrec.com](http://www.slvrec.com)

## ENERGY EFFICIENCY TIP OF THE MONTH

During winter months, ensure your home is well sealed to reduce the need for excessive heating. Seal air leaks around your home and add insulation where needed to save up to 10% on annual energy bills.

Install weather stripping on exterior doors and apply caulk around windows. Check attic insulation levels and hire a qualified contractor if additional insulation is required.

Source: [energystar.gov](http://energystar.gov)

**ciello**  
*This is our why...*

"The last two times I have dealt with the fiber techs— Andy and Kelby— they were both very helpful, quick, and efficient. I also talked to Glen recently, and he jumped through hoops to help me even though it wasn't an issue with Ciello. I really appreciate it! Big kudos to them! The people that work for REC are a different caliber! Everyone I've come into contact with are awesome!

*—Martha Lange, Moffat*

POWERED BY REC

719.852.3538 • [www.ciello.com](http://www.ciello.com)

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**

## Reviewing 2023, looking ahead to 2024

### Neighbors

Together we celebrate the accomplishments of 2023 and prepare for the year ahead. I feel so blessed to have you as my neighbors and truly enjoy serving you. Thank you!

March 1st, 2023 was my first day as your new CEO, following the many years of service and accomplishments of retiring CEO Loren Howard. You can imagine all the changes I was experiencing as I met my new neighbors, coworkers and friends. The San Luis Valley has the best people. One of my favorite quotes is by Morgan Freeman, "To challenge yourself; it's the only path to growth." This past year I purchased my first mountain bike and started learning to ride the endless trails. This had its challenges. I crashed the demo bike and my lungs really got to experience what living at elevation 8200' felt like. I stuck with it and had a wonderful summer full of sunshine and adventures.

### 2023 in review

The SLVREC team delivered exceptional achievements for you in 2023. The 2023 Road Map was the focus, which led the way toward exceeding all six of our industry benchmarks and completing 35 of 38 project goals. Thank you for helping me recognize our SLVREC employees. They take great pride in serving you and in achieving one of the most successful years to date.



Figure 1: Annual Performance Goals

### Safety

Industry benchmarks include safety, member satisfaction, reliability and affordability shown in the figure above. The DART rate is an OSHA metric (Days Away Restricted or Transfer), measuring the number of recordable incidents that results in one or more days away from work. These are the things that keep me awake at night. The safety of

**See REVIEW continued on Page 4**

### **BOARD OF DIRECTORS**

Keenan Anderson, President  
719-849-8304

Stephen Valdez, Vice President  
719-588-0430

Wade Lockhart, Secretary  
719-588-9246

Carol Lee Dugan,  
719-588-4711

Creede Hargraves  
719-588-0741

Scott Wolfe  
719-852-0966

Kim Wakasugi  
719-588-3440

Email: [power@slvrec.com](mailto:power@slvrec.com)

Your email will be forwarded based on the direction you provide in your subject line.

### **CEO**

Eric Eriksen  
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800-332-7634

SLVREC Office (local calls)  
719-852-3538

### **PUBLISHER'S STATEMENT**

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## REVIEW

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our employees is paramount so that they can go home to their friends and loved ones always. Our employees are regularly exposed to hazards to deliver the service you value. I expect continued education, training and constant evaluation across all aspects of work from employees. Safety is no exception as I observe these activities every day. However, perhaps the most important trait is the caring act of looking out for each other, which is supported by the strong bonds and relationships employees have with each other and our members. I am happy to report almost two million miles of safe driving and over 381 days of no lost time accidents.

### Member Satisfaction

Thank you for staying connected through emails, phone calls, walk-ins, social media and more. I very much appreciate hearing your thoughts. I need to know what we can do better, so that you can help us constantly improve. Every year we send out a member satisfaction survey with good results. In 2022 it reported 82 percent satisfaction. We just recently received the results from the 2023 survey, which reported increased satisfaction of 86 percent. We are one San Luis Valley REC! The 2024 survey will be slightly different with additional detail allowing us to calculate a national satisfaction index referred to as ACSI (American Customer Satisfaction Index). Be looking forward to our survey next year.

### Reliability

As our system grows, ages and gets more complicated, it is not surprising to see a long-term historic trend of slightly decreasing reliability here and across the nation. SLVREC has done an outstanding job staying

below state and national benchmarks considering the vast diversity and distances across our service area. As reliability challenges are greater here, so are the impacts to rural life. In 2023 SLVREC increased its focus on reliability with the aid of data analytics. As a result, member outage durations and frequencies were better than the prior year and still below national and state averages. These numbers are reported in the figure below following industry standards known as SAIDI (duration) and SAIFI (frequency).

### Affordability

As previously reported, effective Jan. 1, 2024, residential rates will increase about 1.3 percent. A detailed rate comparison can be found within the December Newsboy edition and online at [www.SLVREC.com](http://www.SLVREC.com) "Services Tab," "Electric Rates." Members and member businesses experience the rising cost of everything. This is a national challenge that affects us right here at home. I wish SLVREC was immune to this, but long lead times and increasing material costs do affect the cost of service. However, this is not an excuse for us to sit idle as if there were nothing to do about it. Perhaps one of the greatest traits of the cooperative business model is the ability to constantly focus on financial efficiency rather than profits. We are always looking for new ways to maximize the value of every penny to deliver affordable rates over the long run. SLVREC's affordable rates are the result of strategic planning, members, partnerships and the hard work by every employee.

### 2024 Road Map

The SLVREC team has developed a 2024 plan forward supported by a budget approved in the December Board of Directors meeting. Expect to find the updated 2024 Road Map on our website in the month ahead and presentation at our annual membership meeting. Please reach out to request a presentation to your business or organization and feel free to walk-in to visit anytime.

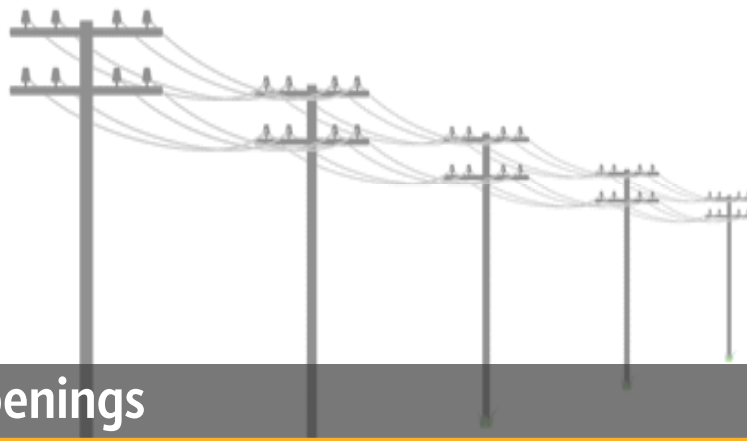
Notable items include:

- Breaking ground on 2-megawatts of solar generation to be constructed in the Valley. We are eagerly awaiting the results of our continued grant

**See AHEAD continued on Page 5**



Figure 2: Annual Reliability Duration Index (SAIDI)



## Historical Happenings

From the January 1990 Newsboy...

### 65 Years Service to SLVREC Honored



During a break in the ceremonies at the SLVREC Annual Employee Christmas Party, these six service pin recipients consented to a solemn picture. From left to right: Larry Gonzales, 5 years; Keith Mullenix, 5 years; Dale Clark, 20 years; Rod Golden, 25 years; Director David Holland, 5 years and Ronnie Spencer, 5 years. The Christmas party was held at the Movie Manor in Monte Vista and very well planned and carried out by REC employees Tom Magness, Glen Marquez, Ronnie Spencer and Bonnie Denney.

## AHEAD

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acquisition efforts that include over \$8 million for solar facilities alone.

- The Electrify and Save On-Bill Repayment program will officially launch to members on March 1st. This program directly saves members money and improves quality of life through home, business and irrigation efficiency improvements.

- Lean Six Sigma process improvement certification will be delivered to two SLVREC employee teams over three months starting in February. Think of this as the SLVREC “shark tank.” Employees will learn and apply methodology to actual process improvement projects. This will be a new multi-year program to grow SLVREC culture to do more with less, delivering the best value to members. Check out the Lean Six Sigma Institute link for more information ([leansixsigmainstitute.org](http://leansixsigmainstitute.org)).

### *‘Recipe of the month’ will return next month*

- Conducting a third-party financial cost of service study to support equitable, accurate, and stable rates

SLVREC is leading the way forward and stands by our commitment to serve you. As the second oldest electric cooperative in Colorado, SLVREC has a long tradition of serving its more than 7,500-member community and improving the quality of life in the San Luis Valley. Innovating new energy resources and programs are another way that SLVREC is demonstrating its commitment to our members and the wellbeing of the San Luis Valley.

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.

I wish you a Blessed and Happy New Year!





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POWERING A VITAL VALLEY

P.O. Box 3625  
Monte Vista, CO 81144

January 2024



## POWERING OUR COMMUNITY

REC's office is open from 7 a.m. to 5 p.m. Monday through Thursday.

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

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**SCHEDULED MEETINGS**  
Board Meeting: Tuesday, Jan. 30, 9:30 a.m.  
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.

