



CONSUMER

HOLY CROSS ENERGY » COMMUNITY » YOU!

CONNECTION

VOLUME 31 | ISSUE 2 | FALL 2016

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Help Complete
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Touchstone Energy®
Cooperatives

POWER OUTAGES 101

LEARNING ABOUT TYPICAL CAUSES & YOUR ABILITY TO MONITOR
MAY REMIND YOU THAT HOLY CROSS ENERGY HAS YOUR BACK!

Let's talk about outages. They are often unexpected, create varying degrees of frustration and, in an instant, disrupt the ebb and flow of everyday life.

Holy Cross Energy (HCE) shares our member's dislike for unplanned outages. It's not much fun for our crews to get out of bed at 2:00 AM, on a frigid winter night, to restore electric service caused by a snow laden tree falling through our overhead power lines.

In simple terms, an outage is an event that temporarily interrupts the normal and expected operation of the electric transmission and distribution (T&D) system. The duration of an outage typically ranges from a few seconds, minutes or hours, to potentially days – all dependent upon the severity of potential damage to the T&D system and work necessary to restore power.

The chart below identifies causes of HCE outages occurring in September 2016:

40% Equipment Failure

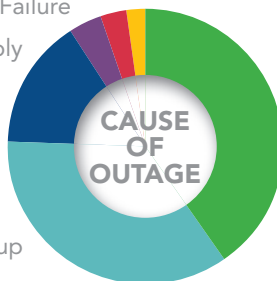
35% Power Supply

15% Trees

4% Scheduled

3% Unknown/
Other

2% Public/Dig-up



Not all outages are uncontrolled events. For safety and operational reasons, HCE may schedule an outage for a specified duration. When these events occur, we make reasonable efforts to notify our members. Having current member contact information (i.e. business, cell and home phone numbers along with up-to-date email addresses) is vital for the notification process.

Depending upon the magnitude of those affected by a particular outage, we may use Facebook to:

- 1 announce the outage;
- 2 provide periodic updates;
- 3 report when power has been restored.

Monitoring an outage may be done via the outage map available on our website. You may also track the status of an outage by enrolling in our SmartHub portal which provides remote access to our outage map.

Each year, HCE spends hundreds of thousands of dollars on overhead/underground maintenance and tree mitigation activities to ensure our distribution system is operating properly and minimize the occurrence of outages attributable to equipment failure and trees.

Our bottom-line: **Taking reasonable and prudent steps to help "Keep Your Lights On!"**

www.holycross.com

YOUTH LEADERSHIP CAMP

GLEN EDEN RESORT, STEAMBOAT SPRINGS, CO

JULY 15 – 20, 2017

An all-expenses-paid, six-day, fun-filled adventure, awaits you in the beautiful Rocky Mountains just north of Steamboat Springs, CO, compliments of Holy Cross Energy.

This opportunity is offered to two high school students. Here is what is needed to submit an application:

- Must be the child of an HCE member with an active electric account
- Leadership potential
- An awesome personality
- A strong academic record
- An interest in meeting new people
- Sophomore, junior or senior status in Fall 2017
- 16-18 years old by July 14, 2017
- A love for adventure, challenge and fun!
- Application deadline is 12/31/16

Students from Colorado, Kansas, Oklahoma and Wyoming attend this camp. You will learn about electric cooperative governance and Touchstone Energy, participate in a legislative simulation and run for ambassador positions. Hiking, rafting, pool time, volleyball, tours of Trapper Mine and Craig Power Plant are just part of the fun!

Applications may be obtained from high school guidance counselors. They are also available online at holycross.com/youth.



Nicole Hess (Empire Electric Association) & Martha Huffman (Holy Cross Energy)



Youth Camp Leaders Dwarfed by Komatsu 830E Haul Truck – Trapper Mine, Craig, CO

YOUTH TOUR

WASHINGTON D.C.

JUNE 8 – 15, 2017

An all-expenses-paid, eight-day action packed journey to Washington D.C. is available for two lucky high school students.

The Youth Tour has a strong educational focus where participants will learn about government, the electric cooperative program and electricity.

June 8th marks the kick-off of the tour in Denver which includes trips to Tri-State G&T, the state capitol and United Power. June 9th is travel to Washington D.C.; June 15th is the travel return with pick-up at Denver International Airport scheduled around 10:30 a.m.

Here are the details:

- Must be the child of an HCE member with an active electric account
- Must be an incoming junior or senior or just graduated at the time of the trip
- Student is responsible for getting to Tri-State G&T office on 6/8/17 and getting picked-up at DIA on 6/15/17
- Student must provide a copy of their family's medical insurance card
- Student may be selected, by secret ballot during the Youth Tour, to represent Colorado on the Youth Leadership Counsel and at the NRECA Annual Meeting. The selected student will have the opportunity to return to Washington in July 2017 to learn more about leadership/public speaking
- Application deadline is 12/31/16

Applications may be obtained from high school guidance counselors. They are also available online at holycross.com/youth.



Rylie MacLaughlin (Holy Cross Energy) Enjoying the Sights of Washington, D.C.



The Awesome Colorado Contingent

OLDEST WORKING REFRIGERATOR/FREEZER – CONTEST WINNERS



We congratulate the two co-winners of the Holy Cross Energy Oldest Working Refrigerator/Freezer contest. Both Susie Arbaney of Basalt and Jason Smith, Rock Bottom Ranch Director, submitted photos of working freezers that were more than 55 years old. Each received a \$500 gift card towards their replacement purchase.

Susie is shown with her old and new freezers. Jason, with Energy Efficiency Program Administrator Mary Wiener, displays his old freezer. His new one will arrive in a couple weeks.

MANAGING NOTIFICATIONS IN smart hub

ENROLL IN SMARTHUB AND TELL US HOW YOU WANT TO RECEIVE YOUR ACCOUNT NOTIFICATIONS

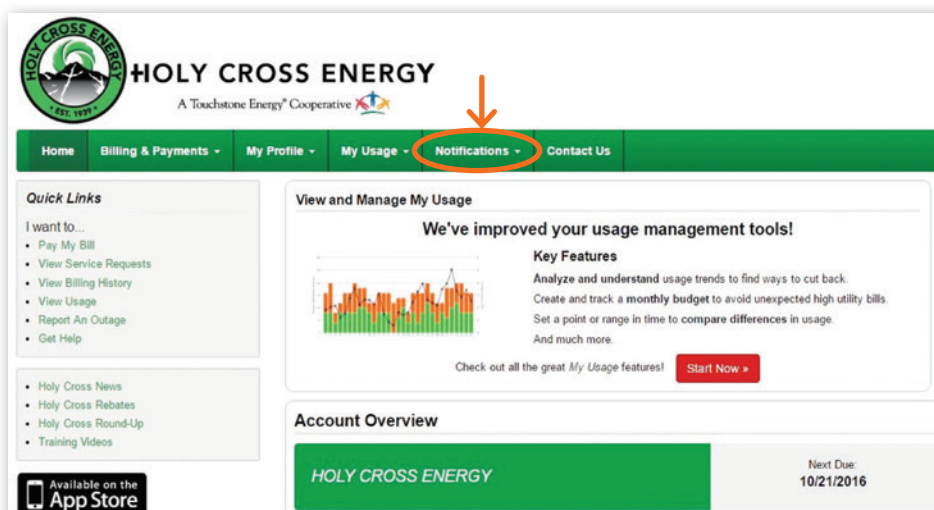
With an established SmartHub login for your electric account, you may customize how to receive notifications from Holy Cross Energy that are related to specific billing and service events. This is a quick tutorial on how to configure SmartHub to receive a Bill Available text message.

(Note: Only notification types that are relevant to your service and billing options will be presented through SmartHub. For example, Prepaid Metering notifications are only available for accounts enrolled in that program.)

Let's get started.

1

From the Home screen in SmartHub, press the Notifications tab.



PAYMENT SCAM RESURFACES

A payment scam, targeting businesses in the Eagle River and Vail Valley areas, recently resurfaced.

The scamming party, falsely claiming to be a representative of Holy Cross Energy, states that an outstanding amount is due; threat of service disconnection is conveyed if immediate payment is not made. A phone number may be provided to process the payment. Do not call this number as Holy Cross Energy does not use a third party to process payments.

Please remember: Holy Cross Energy will not initiate a call to its members (residents or businesses) requesting payment by credit card.

You are encouraged to contact one of our Consumer Service Representatives at (970) 945-5491 to verify any request for payment. If you are enrolled in our SmartHub program, you can log-in via computer, tablet or smartphone to access your account information and verify any outstanding balance due.



SPECIAL OFFER

Buy one adult lift ticket
& get a second at 50% off!

VALID: December 9, 2016 – April 2, 2017

BLACKOUT DATES: December 23, 2016 – January 1, 2017 • February 18 – 20, 2017

To receive this special offer, present this coupon to the Sunlight Mountain Resort ticket office.

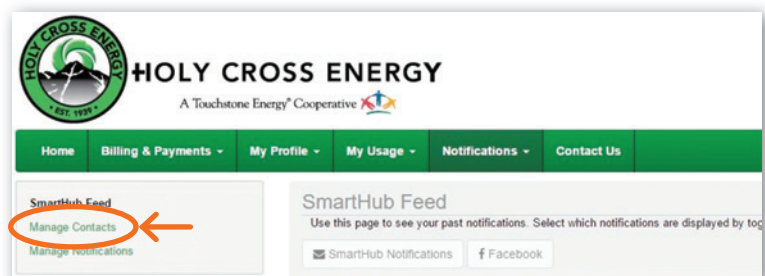


2

The Notifications screen has two options that must be done in order. First, add additional contact information by selecting **MANAGE CONTACTS**.

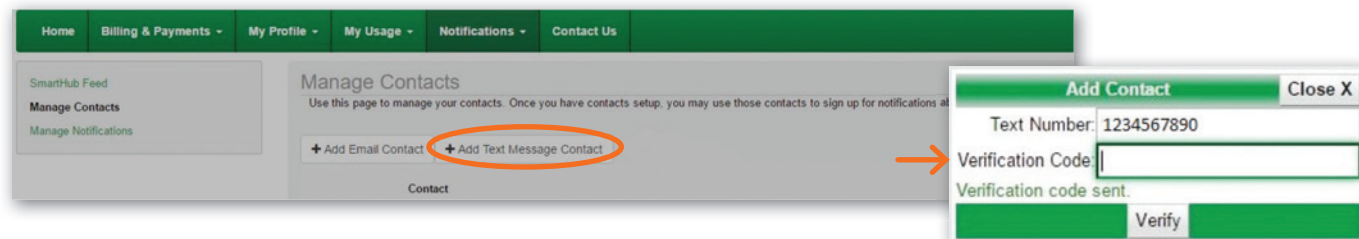
This may be an additional email address or a phone number to receive SMS text messages.

(Hint: You may define more than one email or phone number to receive the same notification type.)



3

Second, select the **ADD TEXT MESSAGE CONTACT** button. A pop-up appears to enter your cell phone number. Click the **SEND VERIFICATION CODE** button. Enter the verification code denoted in the confirmation text message sent to your phone, and click **VERIFY**.

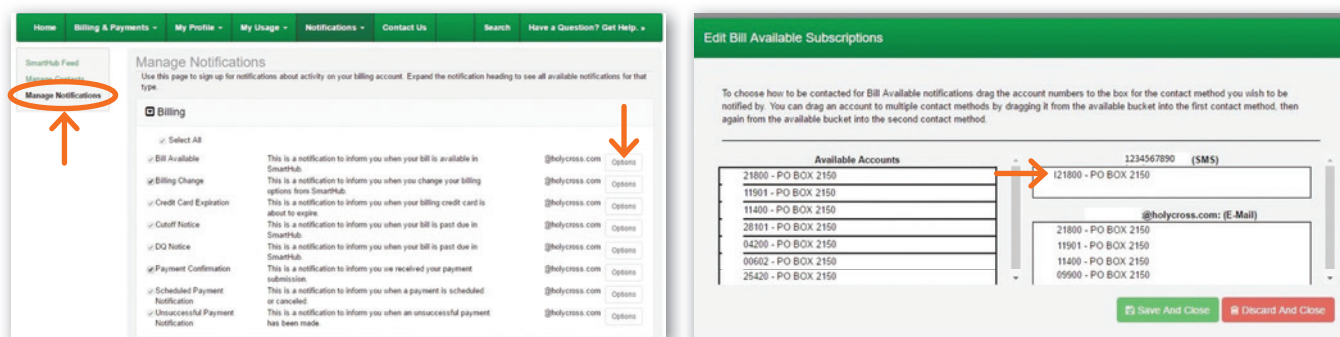


4

Once all additional Contact Types have been entered, click **MANAGE NOTIFICATIONS** on the left navigation menu.

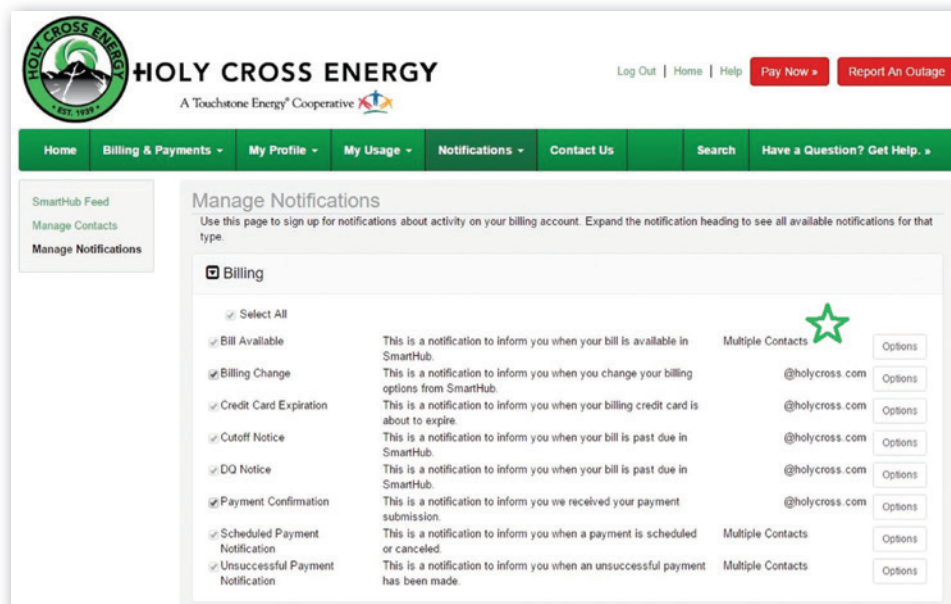
Returning to our example, expand the Billing group of notifications and choose the **OPTIONS** button for the **BILL AVAILABLE** notification type.

This is a click and drag screen. The left side has all available accounts. The right side has multiple notification types (SMS and Email). So account 21800 will receive both a text message and email. Press **SAVE AND CLOSE** when finished.



5

Here is the final look. The Bill Available notification now has Multiple Contacts configured. Contact our Consumer Service Representatives department at (970) 945-5491 if you have any questions.



CLOTHING FOR YOUR HOME

ADDING LAYERS HELPS KEEP YOU WARM; THE SAME CAN APPLY TO YOUR HOME

Colder days and nights are upon us and wearing layers of clothing improve your comfort. Similar practices of weatherization and insulation will improve the comfort of your home this winter.

Insulation, like a wool sweater, keeps your home warm when it's cold outside, but does little to break the wind.

Air sealing acts like a windbreaker plugging the air leaks that make your home feel drafty and cold.

A Holy Cross Energy assessment, using an infrared camera, will identify potential areas of heat loss and air infiltration. Typical areas of heat loss/infiltration include gaps around windows and doors, electrical outlets, light switches, plumbing and electrical penetrations, attic and crawl space hatches, recessed lights, and pet doors.

For how-to information on weatherization, visit the Department of Energy's website: www.energy.gov/energysaver/weatherize.

Consider adding a sweater and windbreaker to your home today! Call Holy Cross Energy at (970) 947-5473 to schedule a complimentary energy assessment.

Rebates for air sealing and insulation, for electrically heated homes, are available. For details, see holycross.com/rebates.



ENERGY SAVING TIPS



Use a Programmable or Smart (Wi-Fi) Thermostat

Still have an old comfort zone thermostat or one that might be miscalibrated? If you have a furnace, electric baseboard, or hydronic baseboard heat, lowering your thermostat seven degrees for eight hours may save up to 10% annually on your heating bill. Who wants to wake up or return home to a cold house? Programmable thermostats or smart thermostats such as the Nest, Ecobee or Honeywell Lyric make your home cozy while you are there and efficient when you are gone, putting money back in your pocket. For radiant floor heating, set the thermostat at a temperature that is comfortable for you. Since radiant floor heat takes much longer to return to a comfortable temperature, only lower your thermostat, to a recommended 55 degrees, when you will be gone for an extended period of time. Rebates are available from Holy Cross at holycross.com/rebates or call an Energy Coach at (970) 947-5473 to learn more.

Curtains Are an Oft-Forgotten Friend

Don't forget the important role insulated curtains play to help keep your home comfortable. During the day, open insulated curtains on south-facing windows to take advantage of sunlight that naturally warms your home. Close the curtains at night to reduce the cold air emanating from the windows. For your safety, keep all curtains away from electric baseboards.

Put Heat Tape on Timers

Save up to 50% on your bill by placing your heat tape on a timer. Operate heat tape during the daylight hours, particularly when you can take advantage of sunlight to help melt snow and ice. Monitor roof melting, watch for ice dams and adjust the timer as needed. Rebates for heat tape timers are available at holycross.com/rebates or call an Energy Coach at (970) 947-5473.

SAVE THE DATE!



Daylight Savings **November 6**

Time will "fall back" one hour. This is a good time to check the batteries in your smoke and carbon monoxide detectors.

Learn About Community Solar with GRID Alternatives **November 7 – 9**

GRID Alternatives Colorado has partnered with Holy Cross Energy to help qualifying members save up to 50% on their electric bill by offering no cost, 2-year community solar subscriptions. GRID Alternatives will be hosting a number of workshops locally in early November to educate interested members about how to benefit from the new 145 kW Community Solar array, located in Gypsum. Space reserved for income-qualified Holy Cross Energy members is limited. For more information, please contact GRID at (303) 968-1326 or colorado@gridalternatives.org.

Election Day **November 8**

Return your signed, mail-in ballots (must be received by 11/8/16) or vote in person at one of the voter service and polling centers for the respective County in which you reside.

Upcoming Office Closure **November 24 & 25**

All Holy Cross Energy offices will be closed for the Thanksgiving holiday. Normal operations will resume on Monday, November 28th. During this closure, on-call personnel will be available 24/7 to respond to outages impacting electric service to our members.

Home for the Holidays Community Celebration **December 10**

Holy Cross Energy joins the Town of Gypsum for its Holiday Lighting Contest to honor the best in exterior home décor. Winners will be announced at the "Home for the Holidays" event during the community celebration from 5:00 PM to 8:00 PM at Library Park. Holy Cross Energy will award \$800 in bill credits to the lucky winners of the lighting contest. Dress warmly and come enjoy the fun!

Member Equity Refund Distribution **December 12**

Just in time for those most important holiday purchases, Holy Cross Energy will be mailing member equity refund checks to those members that received electric service from Holy Cross in 2000 and 2001. For refund amounts less than \$10, a bill credit will be applied.



HOLY CROSS ENERGY
P.O. BOX 2150
GLENWOOD SPRINGS, CO 81602
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A Touchstone Energy® Cooperative 



If you're entitled to the privilege,
please exercise your right – Vote!



Holy Cross Energy saves resources by
printing on chlorine and acid free, 100%
post-consumer waste, recycled paper.

Look inside for important news!



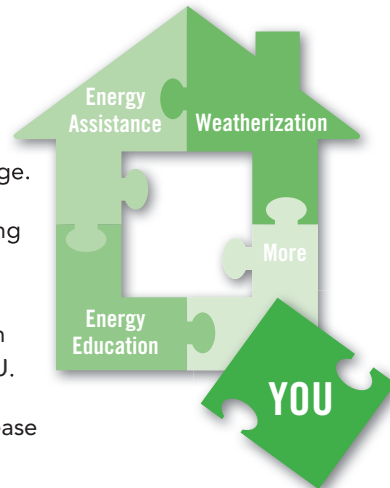
COMMUNITY CORNER

HELP COMPLETE THE PUZZLE OF WARMTH

For many, staying warm and comfortable in the wintertime is a puzzling and often frightening challenge.

Energy Outreach Colorado helps put the pieces of the home energy puzzle together to help struggling Coloradoans make it through the winter. Holy Cross Energy continues its commitment to help Energy Outreach Colorado by a generous annual donation, donating unclaimed member deposits, soliciting member equity refund donations and inserting donation requests in consumer bills. The puzzle, which includes energy assistance, weatherization, energy education and more, needs one more piece – YOU.

You, Energy Outreach Colorado and Holy Cross Energy; together we generate the power to help. Please consider mailing your contribution today.



Energy Outreach Colorado Pledge Slip

My personal check for \$ _____ is enclosed. *(Please make payable to Energy Outreach Colorado)*

I pledge \$ _____ per month on my Holy Cross Energy bill for one year to be given to EOC.

Name _____

Account Number _____

Address _____

Contact Number _____

Date _____ Signature _____

Please enclose this slip with your bill payment to Holy Cross Energy