

NOVEMBER = MONEY BACK FROM LPEA!

If you were a member between 1996 and 1998, you should see a credit on your LPEA bill in October or November (or a check in the mail if more than \$100). This is your Capital Credit refund, one of the many benefits of being a member of a rural electric cooperative like LPEA. LPEA has returned close to \$85 million in Capital Credits to our members in our 82-year history.

“We give cash back to our members each year just before the holiday season because that’s when people need it the most,” said LPEA CEO Jessica Matlock. “The return of Capital Credits is just one of the many ways electric co-ops, like LPEA, are different from investor-owned utilities. When our members pay their electric bills, they are also investing in the cooperative. We enjoy being able to return any margins on that investment to our members annually.”

So, what exactly are these credits, and how does LPEA determine your refund? Here’s a brief Q&A.

What are Capital Credits?

When you moved into LPEA’s service territory, you automatically became a member of the cooperative. A cooperative is owned by its members. As such, any payments made by members over what is needed to provide their electric service are placed into a Capital Credit account in each member’s name. When LPEA is financially able, these Capital Credits are returned to members. If these dollars remain “unclaimed” after three years, when LPEA cannot locate members deserving of the refund, they are reinvested in our community through LPEA’s various grant programs.

When do you retire Capital Credits?

The decision to retire Capital Credits and the amount retired is determined by the LPEA Board of Directors on an annual basis, as financial circumstances permit. This year, the board elected to retire \$4 million in Capital Credits using the “first in, first out” (FIFO) method, which returns the capital investment of LPEA’s longest members.



How are my Capital Credit allocations used until I receive them?

They are used to pay for system upgrades, maintenance, and general operations. If we refunded the total allocations available, we would have to borrow money to continue operating. Having operating capital helps us minimize the amount of money we borrow, which keeps costs in check.

What happens to my Capital Credits if I move?

Capital Credits cannot be refunded on-demand as they are used for long-term investments. Since they are paid years after the credits are earned, always inform us of any changes to your contact details so we can continue sending you your refund checks.

More at:
lpea.coop/capital-credit-refunds



GIVING THE GIFT OF WARMTH

Our neighbors who have a difficult time affording their home energy are often invisible. Their homes are a barrier preventing us from seeing the reality they face inside: darkness and freezing temperatures. Thankfully, gifts from people like you have helped keep them warm. Fill this out and return with your bill payment. The donated amount will be added to your future bill.

THANK YOU!

Yes! I would like to make a monthly recurring gift of:

\$10 \$20 \$25 Other: _____

I would like to make a single gift of:

\$25 \$50 \$100 Other: _____



Name: _____ Phone Number: _____

Address: _____

Email: _____

ALERT: PHONE SCAMS ON THE RISE

LPEA members have recently seen an uptick in phone scams targeting our area. Scammers impersonate LPEA and threaten to shut off power if they don't receive immediate payment.



“These calls happen more frequently during non-business hours like in the evenings or Friday through Sunday,” said Aubrey Gillespie, LPEA Member Services Manager. “Scammers use threats and urgency to pressure you into giving them your bank account number or loading a pre-paid credit or debit card. Just know that LPEA will never call and demand immediate payment over the phone like they do – and especially not outside business hours.”

If you are in danger of being disconnected for non-payment, this is what will happen:

- 3 weeks prior to disconnect, you'll receive an LPEA disconnect notice in the mail.
- 2 weeks prior to disconnect, you'll receive an LPEA robocall advising you to call us.
- 1 day prior to disconnect, you'll

receive an LPEA robocall advising you to call us.

- Day of disconnect at 7 a.m., you'll receive a final LPEA robocall advising you to call us.

If you think you might be talking to a scammer, try to collect as much information as you can, hang up, and call the local authorities. If someone comes to your home claiming to be an employee of LPEA, saying they need to collect money or inspect your property, call us to verify they are an employee. If they are not, call local authorities for assistance and do not let the individual into your home.

NON-EMERGENCY DISPATCH NUMBERS

Pagosa Springs Police Department
(970) 731-2160

Durango Police Department
(970) 375-4700

If you have any doubts about your utility bill, contact us directly. For clarification on any billing questions, LPEA Member Service Representatives can be reached at (970) 247-5786 Monday through Thursday, 7 a.m. – 6 p.m. As always, our emergency services are available 24/7.

“FILL THE BUCKET” FOOD DRIVE



The International Brotherhood of Electrical Workers (Local IBEW 111 26 and 26A) of LPEA will host the 14th Annual “Fill the Bucket” food drive on **Saturday, November 20th from 9 a.m. to 1 p.m.** LPEA staff and bucket trucks will be at Albertsons in Durango and at City Market and Natural Grocers in Pagosa Springs to collect non-perishable food items and cash donations. All proceeds benefit the Durango Food Bank and Archuleta County's Food System/Food Equity Coalition. We hope to see you there!

The latest news, services, programs, and resources from LPEA. Have a question or comment? Email us at comments@lpea.coop.



BOARD MEETINGS

November 17th + December 15th
9 a.m. – 3 p.m.*

The agenda, access, and location details will be posted online in advance. Public comments are heard at the beginning of the meeting shortly after 9 a.m.

More at: lpea.coop/lpea-board-directors-resources



COMMITTEE MEETINGS

LPEA committee meetings change regularly to accommodate board member schedules. For upcoming meeting dates and times visit: lpea.coop/board-committees

All meetings are open to the public. Depending on the latest guidelines around COVID-19, meetings may be held in person, virtually, or both. Visit lpea.coop for the most up-to-date details.



HOLIDAYS

LPEA will be closed on November 11th, 25th, and 26th in honor of Veteran's Day and Thanksgiving. Happy holidays!



LPEA GRANTS

The Round Up Foundation Board of Directors approved **four grants totaling \$12,750** in September. Recipients were Four Corners Rainbow Youth Center, Seeds of Learning, and 4CORE.