

Outlet

November-December 2002
Number 200

Chugach Electric Association

Old tires: a source of new energy?

Across the United States, electric companies are trying new things.

Better ways to produce power for consumers that save money, protect the environment, and build relationships with customers.

Normally we don't hear much about the positives in power generation, only the negatives. Beyond the headlines, a different story can be told of organizations that go the extra mile to work for the good of the consumer.

For example, from the Milwaukee, WI power plant that is generating power by burning duck and cow manure to the Colorado power plant planning to use old tires as a source of energy to a Brooklyn, NY plant that has invested in solar energy, power companies are making great strides in new endeavors. Chugach Electric is no different. We are consistently making positive changes to benefit you – our customers by investigating fuel cells, wind generation and other alternative energy resources. ☺



What's new with Chugach?

The look.

New. Different. And exciting! Each of us receive thousands of bids for our time every month. Chugach members participating in focus groups, and others who have commented during member surveys, have said they wanted a change. So take a look at the newly-designed Chugach Outlet. We hope that you like it.

The new Outlet is shorter, comprising a front and back of a single page rather than four pages. The news will be concise and to the point. If you want more information on any topic, all you have to do is call. And sometimes there will be web sites referenced where you can go to learn more.

And another important reason to change? This new version of the Outlet costs less. Prior versions cost about \$1.25 per year per member. The new version will cost about 50 cents per year per member – another way we save money for your co-op. ☺

Sparking Interest

- New ATM machine in entryway at Headquarters Building
- Fuel surcharge down from 2.360 cents per kilowatt-hour to 1.7460 cents per kwh
- State regulatory tax decreased from 0.036 cents per kwh to 0.0318 cents per kwh
- Quarterly financial statements online
- Annual meeting committee opportunity to volunteer
- Board meetings: November 20 & December 18
4:00 p.m.
Board Room, Headquarters Building

Ask the expert



Who do I turn to when I have a question about power and electricity?

A

Ask the expert is dedicated to your questions. Perhaps you want to know how much it

will cost to run a string of 100 lights during the holidays, or how much it costs to operate your car block heater each month. Maybe you want to know what is happening on a Chugach project. These are questions for our experts, and we welcome the opportunity to answer them for you.

If you would like to address a question to our expert, you can e-mail us at mrelations@chugachelectric.com, or call 762-4736.



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Contact us

Main number	563-7494
Toll free	(800) 478-7494
Customer service	563-7366
Customer service fax	762-4678
Business and commercial	762-7876
Credit	563-5060
Power theft hotline	762-4731
Danger tree hotline	762-7227
Regulatory Commission of Alaska	
(800) 390-2782 or	276-6222

To report a power outage

In Anchorage	762-7888
Outside Anchorage	(800) 478-7494

Board activity

- Approved a new CoBank master loan agreement.
- Re-appointed Cary Jasper and Bill McKee to three-year terms on the Bylaws Committee.
- Approved sending three proposed bylaw amendments to the 2003 Bylaw Committee for review.
- Approved a confidentiality policy for board members and employees.
- Received a Southern Intertie briefing.
- Participated in strategic planning.

For a more comprehensive Board report or to contact Board members, visit our web site.

Hours

Service center: 5601 Minnesota Dr.
Monday-Friday 8 a.m. - 6 p.m.
Saturday 9 a.m. - 5 p.m.

Switchboard:

Monday - Friday 8 a.m. - 11 p.m.

The Chugach Outlet

A Publication of Chugach Electric Association, Inc.

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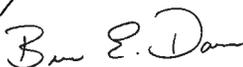
Message from Chugach

We've changed the Chugach Outlet. The board and staff have received many comments about the newsletter from the members through surveys and focus groups. One message has been clear.

Chugach members believe they receive too much information, too often. Most members seem to prefer less communication from their electric utility, and say that if they want more information, they will ask for it. We like this approach and encourage questions.

Our members also say they would rather not receive a monthly newsletter. They prefer receiving the Chugach newsletter every other month, or even quarterly. So take a look at what we have crafted. We think we now have a better product that you will find useful and interesting. If you agree, let us know. Also tell us if the the Outlet will be something you look forward to receiving over a couple of months.

Best Wishes,

Joe Griffith, General Manager
Bruce Davison, President

