

# Chugach Electric Association's

April 2006

Number 220

## In This Issue:



Board Candidates



Benchmarking



Energy-saving measures



[www.chugachelectric.com](http://www.chugachelectric.com)

## Six candidates run for two board seats

Six Chugach members are running for two seats on the cooperative's board of directors in this spring's election. Each seat is for a three-year term.

The 2006 candidates, who were all nominated by Chugach's 2006 Nominating Committee, are David Ausman, Jim Henderson, Michael Koy, Ray Kreig, Jeff Lipscomb and Jim Nordlund. Kreig and Lipscomb are incumbents.

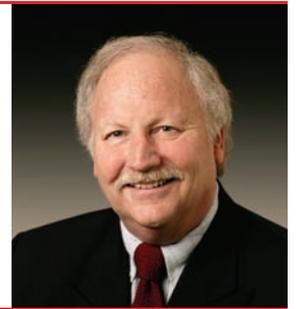
In addition, members will be voting on one proposed bylaw amendment.

Mail-voting packets were mailed to more than 63,000 Chugach members of record the week of March 27. Members have until noon on April 24 to return mail ballots. Voting will also be allowed at the annual meeting April 27 at the Egan Civic & Convention Center. Results of the election will be announced at the annual meeting.



Ausman is a self-employed professional civil engineer with Polarconsult Alaska. He has been a Chugach member for eight years.

Henderson is a vice president of asset analysis with New American Financial Group. He has been a Chugach member for 14 years.



Koy is a business development manager with British Petroleum. He has been a Chugach member since 2004.



Kreig is a professional civil engineer and geologist with R.A. Kreig & Associates. He has been a Chugach member for 25 years.



Lipscomb is a project management consultant and engineer with JWL Engineering. He has been a Chugach member for 23 years.

Nordlund is a homebuilder and general contractor with Nordlund Carpentry. He has been a Chugach member on and off for 23 years. Nordlund was also nominated by petition.



# Energy Saving Tips

## In The Kitchen:

- Adjust refrigerator settings to 37°F- 40°F and freezer settings to 0°F - 5°F
- Allow foods to partially cool before placing them in the refrigerator
- Use small appliances such as a bake oven or toaster, whenever possible
- Cook more than one dish at a time
- Turn off your electric range two to three minutes before the end of cooking time
- Don't preheat the oven
- Use the self-cleaning oven feature only when really necessary

Additional energy saving tips can be found at [www.chugachelectric.com/energy/energy\\_tips.html](http://www.chugachelectric.com/energy/energy_tips.html)

## Distribution performance benchmarking results - Phase I

Chugach recently completed performance benchmarking to evaluate internal performance relative to objective industry standards. Taken into consideration were:

- Organizational values
- Appropriate metric measurements
- Comparable standards which may include functional peers, industry peers or internal progress over time

This process provides Chugach an opportunity to assess and measure progress towards improvement and identify gaps and opportunities. Two major risks include

the difficulty in comparing apples and apples, as we always say, "Alaska is unique," and the data shows results and not the reasons, so utilities business strategy may be hidden.

Distribution has completed its process including customer service, line construction, line maintenance, line reliability (overhead, underground, vegetation, trouble response). Some of the results are shown in the chart below. To see the full results of benchmarking efforts to-date go to Chugach's website at:

[www.chugachelectric.com](http://www.chugachelectric.com)

Distribution		
Metric	Chugach	Benchmark*
Total customer service cost per meter	\$56.71	\$46.15
Trouble call spending per customer	\$7.72	\$13.90
Average time to respond & restore to outages (minutes)	90	125
Total maintenance spend per mile of line	\$917	\$1,089
Underground construction cost per mile of line	\$15,767	\$9,919
Overhead maintenance cost per mile	\$5,278	\$2,289
Total cost per underground service	\$158	\$350
Average underground service delivery time (days)	3	5
Average outage time (minutes per year)	130	99
<b>Improvements between 1998 - 2004</b>		
<b>31% reduction in cost per mile - vegetation</b>		
<b>21% reduction in cost per trouble call</b>		
<b>36% reduction in cost per underground mile maintained</b>		
<b>21% reduction in cost per underground service</b>		

\* up to 30 utilities in the ePGI Consultants Group of benchmark utilities

**AutoPay**  
CHECKING Pay

SIT BACK, RELAX,  
IT'S AUTOMATIC

## 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
<b>To report a power outage</b>	
In Anchorage	762-7888
Outside Anchorage	(800) 478-7494

## Residential service costs (based on 700 kWh)

Customer charge/month	\$ 8.42
Energy charge \$0.09282 x kWh =	\$64.97
Fuel adjustment/\$0.02868 x kWh =	<u>\$20.08</u>
<b>Sub-total</b>	<b>\$93.47</b>
2% MOA Underground Charge =	\$ 1.87
RCC charge \$0.000433 x kWh =	<u>\$ 0.30</u>
<b>Total bill</b>	<b>\$95.64</b>

## Corporate Mission

Through superior service, safely provide reliable and competitively priced energy.

## Hours

**Member Service lobby:**  
5601 Electron Drive  
Monday - Friday  
8 a.m. - 6 p.m.

**Member Service phone:**  
Monday - Friday  
8 a.m. - 9 p.m.

**Main office:**  
Monday - Friday  
8 a.m. - 5 p.m.

### The Chugach Outlet

A Publication of Chugach Electric Association, Inc.  
5601 Electron Drive  
P.O. Box 196300  
Anchorage, Alaska 99519-6300

**CHUGACH**  
POWERING ALASKA'S FUTURE

[www.chugachelectric.com](http://www.chugachelectric.com)