

Members encouraged to fill out COVID-19 financial hardship forms

Chugach members facing a financial hardship due to the COVID-19 pandemic and having difficulty paying your electric bill are encouraged to fill out a financial hardship form and deferred payment plan. Filling out the forms ensures your power will not be disconnected due to non-payment during the disaster emergency declared by the governor.

In mid-March, Chugach temporarily suspended disconnects due to non-payment and stopped assessing late payment fees due to the challenges members were facing from the impacts of the pandemic. The Alaska State Legislature then passed a bill prohibiting utilities from shutting off residential service for those experiencing a financial hardship due to the public health emergency.

The legislation also states, however, that in order

to be eligible for this temporary payment relief and avoid disconnection, residential members must sign the forms saying they are unable to pay due to COVID-19 and must enter into a deferred payment plan. Members are still responsible for payment of electric bills in full. Although the state law addresses residential customers, Chugach currently has extended the temporary moratorium to commercial members.

The forms are available on Chugach's website and have been mailed to all members with delinquent accounts. Please take advantage of this opportunity to ensure your power stays on during the public health emergency. For assistance, members can call (907) 563-5060 or refer to the website at www.chugachelectric.com.

The 2020 Power Pledge Challenge is a go!

Alaska middle school science students will have the opportunity to participate in the 2020 Power Pledge Challenge, even with COVID-19 impacting our schools and classrooms. The program has been redesigned with a virtual option this year. The virtual plan includes a 45-minute presentation, with an introduction to electricity and an invitation for students to participate in a challenge to reduce energy consumption at home. Similar to past years, there will be one state prize and regional prizes for the winning classrooms and students.

The Power Pledge Challenge started in 2013 as a partnership between Chugach Electric and Renewable Energy Alaska Project, with 700 Anchorage students participating. The partnership has now grown to include 15 statewide entities,

including 11 utilities. Last year, more than 4,000 students from 44 schools around the state participated.

In the Challenge, students complete a hands-on activity from the AK EnergySmart curriculum, learn how to calculate their energy usage, and pledge to reduce energy usage at home.

Program organizers will be reaching out to teachers in August and September to schedule classroom presentations. Teachers may also get information or schedule a presentation by contacting kate_ayers@chugachelectric.com.




Members notified of Capital Credit allocation

Chugach members who received electric service in 2019 received their capital credit allocation message on their June or July billing statement. The total allocation for retail members in 2019 was just over \$5 million. {1130476}

Each year, Chugach allocates margins—revenues remaining after expenses are paid—to members receiving service during the year. These margins are allocated based on the amount of electric service a member purchases each year, compared to the total service purchased by all members.

Capital credits are used by Chugach to provide safe, reliable electric service by investing in substations, poles, lines, and other critical infrastructure. As a not-for-profit cooperative, the capital credits are used as operating funds until they are returned to members via a retirement process.

The process of retiring capital credits is determined and approved by the Chugach Board of Directors. The allocations for 2019 will be paid out as a check or a bill credit in approximately 25 years.



Did you know that Chugach members have the option to be notified via email or text message when there is an outage in their area? Sign up today in My Account.

To receive outage notifications:

- Sign into My Account at www.chugachelectric.com.
- Under the person icon in the top right hand corner, select "Communication Preferences."
- Under "+Add Notification" select "Outage" and enter your desired contact method and information.

Rate changes

Chugach participates in the Simplified Rate Filing (SRF) process for routine adjustments to demand and energy rates. This quarter, the SRF resulted in no change to Chugach's retail demand and energy rates.

Know what's below. Call before you dig

Whether you are a do-it-yourselfer or hire a professional, smart digging means always calling 811 before each project.

Just call 811 at least two business days or up to 10 days before you want to start digging (two business days in most areas). That means if you call 811 Tuesday morning, 811 member utilities will have your service marked by noon Thursday – just in time for your weekend project.

Call 811 Monday through Friday 8am - 5pm (7am - 7pm during the summer) or submit an e-Ticket at www.811ak.com.



Dry towels and heavier cottons separate from lighter clothing. You'll spend less time drying the lighter-weight items. On nice days, consider line drying lighter clothing outside in the warm summer sun.



The Outlet

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Member number hide-n-seek

Find your member number (in brackets) in the Outlet and get a \$100 credit on your electric bill. Call Chugach's service center at 563-7366 to claim your prize.