



## My Account helps members understand energy use

Chugach Electric's member portal My Account is helping our members better understand the amount of electricity they are using. The easy-to-use online portal and mobile app allow users to track and compare usage, view and pay bills, sign up for outage alerts, and track billing and payment history. Because of the technology built into Chugach's metering system, members can see how much energy they are using on a 15-minute, 60-minute, daily, weekly or monthly basis (see sample graphic). {203238}

in My Account, the two could see usage drop to its former lower consumption on that date. The mystery of the high bill was solved in a five-minute phone call. The member was advised he could sign up for the usage alert feature in My Account and receive texts or emails if a similar usage spike occurs in the future.

To sign up for My Account and take advantage of the many features, go to [www.chugachelectric.com/myaccount](http://www.chugachelectric.com/myaccount).

Recently, a member called our member services center asking about a spike in his bill. While looking over the usage history with our customer service representative, they were able to see a slow spike in usage between October and January. Upon further review and discussion, the member and the employee realized the member had been having problems with his hot water heater starting in October, leading to its replacement on January 10. By reviewing the data

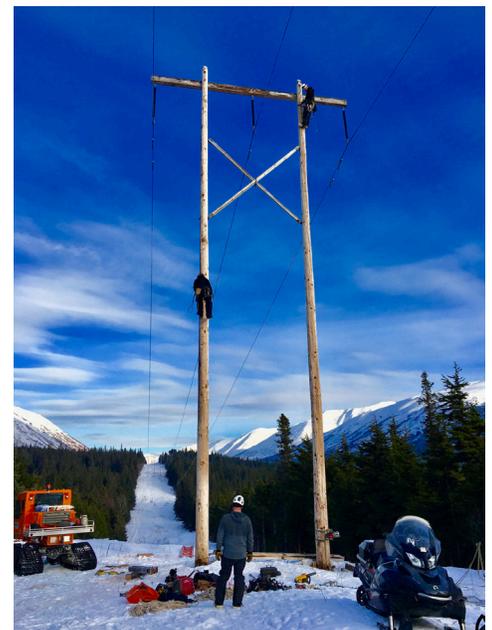


## Transmission line rebuild will improve reliability

A project rebuilding nine miles of the existing 115-kilovolt transmission line between the Hope Substation and the Summit Lake Substation is underway. The project got underway in January and is expected to be complete by April 1. It includes upgrading the line between Mile 46 and Mile 55 of the Seward Highway from 115 kV to 230 kV.

The existing line has reached the end of its useful life and needs to be replaced. The upgrade will improve reliability and increase the future power transfer capacity from the Kenai Peninsula to Anchorage.

Backcountry users and highway travelers are advised to keep an eye out for construction equipment operating in the right-of-way, disruption of trail surfaces, and increased truck traffic on the Seward Highway.





## Annual Meeting and election notes

Chugach's annual membership meeting will be held on Tuesday, May 21 at the Dena'ina Civic & Convention Center. Registration begins at 5:30 pm and the meeting at 6:30 pm. Two directors will be elected to the Chugach board in the upcoming election.

This will be a paperless election with online voting. Paper ballots will be available for any member who requests one. Watch for your voting information in April. Online voting opens on Friday, April 19.

Entertainment at this year's meeting will be provided by singer Lulu Small. Also known as "Alaska's Platinum Voice and First Lady of Entertainment," Ms. Small has been a successful and popular entertainer throughout the Last Frontier, as well as internationally, for over three decades.

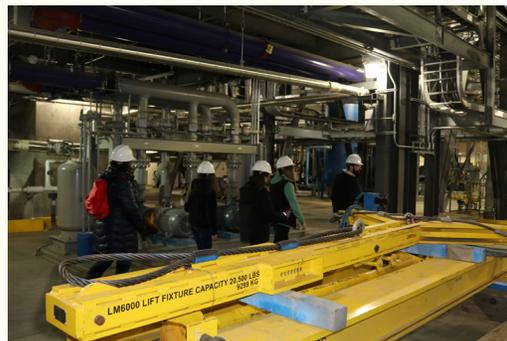


Lulu Small

## Students tour power plant

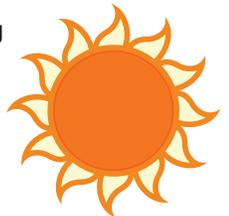
A 7th grade science class from Hanshaw Middle School recently toured our newest power plant, the Southcentral Power Project (SPP), as part of a statewide contest. Susan Tifental's third period class was the winner of the 2018 Power Pledge Challenge. As part of the grand prize, the students got a tour of SPP.

Each October, Chugach partners with the Renewable Energy Alaska Project and several Alaska utilities in the Challenge, teaching students across Alaska about energy use and energy efficiency. In addition to the tour, Mrs. Tifental also won \$1,600 worth of supplies for her classroom. For more information, go to <http://www.akenergysmart.org/get-involved/power-pledge-challenge>.



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### 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.

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