Dear fellow IREA customer:

IREA has reacted to the challenges presented by COVID-19 in several ways. In March, we were one of the first utilities to defer disconnections for nonpayment, giving customers several months’ grace without penalties or fees. When disconnections resumed, we extended pay arrangements for customers who are financially impacted by COVID-19, and we continue to waive disconnect notice fees. We do not charge late fees.

We also have implemented practices to keep our employees and customers safe. Our office lobbies have reopened for payments and engineering contract deliveries using guidelines for social distancing, requiring masks, and providing hand sanitizer. Employees who are required at the office or in the field follow health and safety protocols, and most of our workforce is working from home.

The reliable electric service IREA provides has been unaffected by the pandemic. The state of our cooperative is strong. We are selling more energy in 2020 than anticipated, and we do not expect any negative impacts to IREA or the service we provide to our customers because of COVID-19. You can read more about IREA’s COVID-19 response at www.IREA.coop/covid.

We are upgrading our system to improve reliability. The new Meadows substation in Castle Rock was commissioned last month. The Eastern Reliability Upgrade transmission project near Elizabeth is now energized. We also are currently upgrading the 44-kilovolt transmission line over Kenosha Pass to provide better reliability for our customers in Bailey, Conifer and the surrounding areas. These are just a few examples of our ongoing efforts to provide our customers with reliable electric service. You can find information about our ongoing system improvements at the new page on our website, www.IREA.coop/system-improvements.

IREA is supporting several worthwhile programs in the communities we serve.

- In June, IREA and Vitalant held a blood drive at Vitalant’s Parker location that resulted in 1,241 people donating that month – an 80% increase over June of 2019. Donors were eligible to win one of 30 $100 gift cards to local businesses in Parker.

- IREA will match customer donations – up to $10,000 total – to Help Colorado Now, which provides aid to Colorado communities and organizations affected by COVID-19. Visit www.HelpColoradoNow.org and use the gift code “IREA” when you donate. As of mid-September, customer contributions are only $2,500 away from our matching pledge amount.

- We also will match your donations to Energy Outreach Colorado, which helps cover home energy costs and furnace repairs for low-income Coloradans. We match customer donations every year, up to $75,000. As of last month, customer pledges have reached $23,000, about 30% of that goal. Help us reach our maximum pledge by signing up for either a one-time or recurring donation. Visit www.EnergyOutreach.org or fill out and return the reverse side of the payment remittance portion of your IREA bill.

- IREA is again accepting donations to Coats for Colorado, which will keep Coloradans warm this winter. Customers are welcome to bring new or gently used winter coats to any of our four offices.

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now through Nov. 30. Children’s and extra-large
text says: men’s and women’s coats are most needed, but
all sizes are accepted. Please note that raincoats,
other warm-weather clothing, and monetary
donations are not accepted.

- We also recently created our own program,
IREA Cares, through which IREA employees can
use a workday to volunteer at eligible nonprofits
and charity organizations in our service area.
Already, two employees at our Conifer office –
Customer Service Representatives Kayla Palm
and Carly Rericha – have performed volunteer
work for the Mountain Resource Center, which
provides health and human services to Conifer,
Bailey and other mountain communities. If your
organization, program or activity is interested in
recruiting volunteers, visit www.IREA.coop/irea-
cares for eligibility and contact info.

IREA wants customers considering rooftop solar
to be aware of several important things:

- Rooftop solar is a long-term financial
investment and some solar vendors are unfamiliar
with IREA’s rates and regulations, which can
lead them to misrepresent potential savings. It is
important you call IREA at (303) 688-3100, ext.
5302, before making this long-term commitment,
so we can provide information on how solar might
affect your IREA bill.

- We are not affiliated with, nor are we mandated
to work with, any specific solar vendor, despite
claims to the contrary. We have no agreements
with such vendors, nor do we have a preferred
company. We do maintain a list of vendors who
have installed systems in our service area, which is

IREA’s investment in utility-scale solar energy
continues to increase. By the end of this year,
we will have secured agreements procuring more than
190 megawatts of renewable energy. IREA’s Board
of Directors is committed to procuring clean
energy that is both reliable and affordable for our
customers.

Pioneer Solar is one example of that
commitment. The utility-scale solar garden
near Bennett is scheduled to go into commercial
operation this month. It will provide IREA and its
customers 80 megawatts of renewable energy at or
below what we would otherwise pay for the same
energy from other sources. This price is locked
in for the next 10 years, with several options to
extend the contract.

We also are committed to improving your
customer service. The My Power customer portal
is scheduled to launch early October and give
those with new AMI meters deeper insight into
their energy usage. Granular usage data, custom
thresholds, peak demand info, and weather
tracking are just a few of the features My Power
will offer. The portal will be accessible through
the My Account feature at www.IREA.coop. If you
don’t have a My Account login, consider enrolling
now so that you will have access to My Power
when it launches.

Nearly 85% of our customers already have new
AMI meters that will allow access to My Power.
Most of the remaining 15% will have them by the
end of the year. My Power gets its data from the
AMI meters, so those choosing to opt-out of AMI
will not have access to My Power’s features. If you
would like more info, including answers to the
most frequently asked questions, visit www.IREA.
coop/ami.

We’ve heard from many customers about the
popularity of our free shred event in August.
We’ve also heard your suggestions about hosting
the event at other locations besides our Sedalia
headquarters to make it easier for other people to
participate. We are working on scheduling multiple
events at multiple locations next year. More
details on these and other developments at IREA
will appear in future editions of Watts & Volts
and on our website (www.IREA.coop) and social
media accounts (@IREAColorado on Twitter,
IntermountainREA on Facebook and Instagram).

Thank you for taking the time to read this
newsletter. On behalf of IREA, I wish you all the
best in these trying times and encourage you to
contact us through any of the channels above if
you have questions, comments or suggestions
regarding your electric service.