

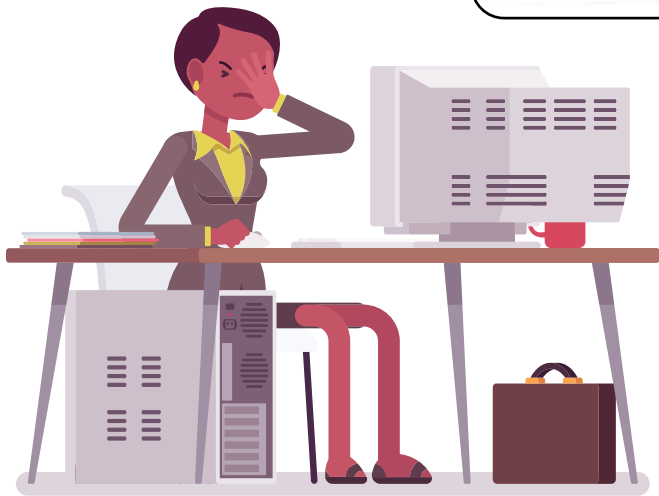
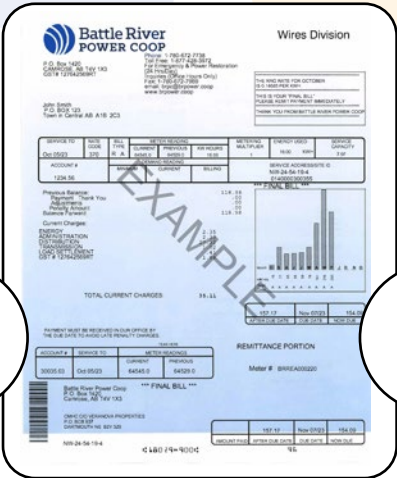


Battle River POWER COOP

MEMBER OWNED • COMMUNITY POWERED

If you are **blue** about your **blue** utility bill...

Please call **BRPC** to find out your options.



Members are free to purchase natural gas services or electricity services from a retailer of their choice. For a list of retailers, visit ucahelps.alberta.ca or call 310-4822 (toll-free in Alberta).

The 2023 **MEAL TO THE FIELD** Recipients

Congratulations to all of our 2023 Meal to the Field recipients!

It was a pleasure for our staff and directors to meet each and every one of you.

Keep an eye out in August for the 2024 Meal to the Field entry form on our social platforms and on our website.



Strawhill Area – Coreen Farrell (on behalf of Donavin & Goldene Parsons)

Photo (left to right): Parsons Siblings - Leroy, Coreen, and Julie with BRPC staffer, Michel Deveau.



Hampton Area – Humphrey & Terry Banack

Photo (left to right): Humphrey & Terry Banack. Nick, Amanda, Morgan, Connor and Brooke Banack. Willy, Sharla, Tim & Dan Banack. Mel, Ruth, Mike, Lila and Wyatt Twerdun.



Neutral Area – John Pridie & Kathy Toews

Photo (left to right): Chris, Kim, Howard, John, Kathy, Clancy, and Sharon with BRPC staffer, Breanna McClarty.



Angus Ridge Area – Robert Cleland

Photo (left to right): Phyllis Cleland, Bob Clelland, Richard Kasper, Allen McCallum, Brad Berg, Rob Cleland, Dale Cleland, Pat Cleland, Brian Edwards.



Viking Area – Evelyn & Colin Lang

Photo (left to right): Steven Lang, Donna Lang, Evelyn Lang, and Colin Lang with BRPC Director, Arnold Hansen

New MVP Business



Battle River Power Coop is proud to support local businesses through our Member Value Program (MVP)!

This month's MVP business spotlights are in the Camrose area.

The following discounts are available to members who show their MVP Card:

2nd Floor Computers offers 10% off shop rate on computer services.

Audio Video Unlimited - Camrose offers:

Any purchase over \$500 – \$50 Discount

Any purchase over \$750 – \$75 Discount

Any purchase over \$1,000 – \$100 Discount

Any purchase over \$2,000 – \$200 Discount

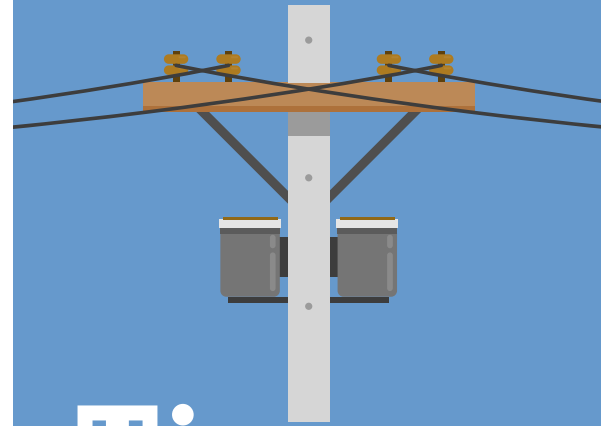
D&D Vehicle Sales offers 10% discount off posted shop rate.

Nufloors - Camrose offers 10% off regular priced flooring.

Twists & More offers 5% discount on products.

Visit them today and make sure to mention you are a member of Battle River Power Coop!

Thank you to all the businesses who have offered savings to our members! Keep an eye on our website under Community as we continue to add businesses as they join.



Tips from the Line

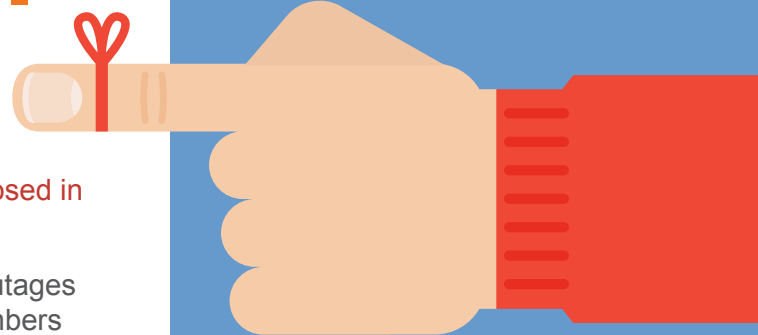
When driving on the roads, remember to stay vigilant and watch for any wildlife in the ditches and attempting to cross the road.

Upcoming Important Dates - November, 2023

November 11 - Remembrance Day

November 13 - The Battle River Power Coop office will be closed in lieu of Remembrance Day.

Battle River Power Coop Powerline Technicians respond to outages day or night, rain or shine – they go when and where our members need them. If you are experiencing power troubles, don't hesitate to contact us at 1.877.428.3972. You can also report a power outage on our website under power troubles or on our FREE app, downloadable from the Apple or Google Play stores.



Message from the Board of Directors

We would like to extend our heartfelt gratitude for your unwavering support and trust in Battle River Power Coop. We have noticed a recent surge in the volume of calls to our offices, and we sincerely appreciate your patience during this time.

From January to September, we have received approximately 7,200 calls, with the total calls into the office, averaging 800 calls per month. Impressively, 86% of these calls were directed to our dedicated UT team. In October the influx of calls to the Utility Billing Department have doubled the previous monthly averages.

Similarly, our email correspondence has shown a substantial increase, with the Utility Billing general email address receiving ~650 emails per month. However, for October, the figure has more than doubled.

Regarding contracts, we have received approximately 2,000 amending agreements at the time of writing this message. While this number is an estimate, it reflects a significant volume of agreements that staff are working through. Additionally, energy contract requests from members have increased significantly with the high cost of open market energy rates.

We understand that power-related concerns can be challenging and may cause frustration.

We are very empathetic to the state of energy prices, the impact of consumer inflation and high interest rates on our membership. Nevertheless, we urge all member-owners to treat our staff with respect and consideration. We maintain a ZERO tolerance policy for any form of abuse. Your cooperation in maintaining an efficient, courteous and respectful dialogue with our staff is crucial in fostering a positive and collaborative environment within our cooperative.

Please rest assured that our team is working diligently to address your inquiries and resolve any issues promptly. The high volume of calls and emails are causing delays and we ask for your patience as we work to accomplish getting members renewed or on new energy agreements. Your understanding and cooperation are vital as we strive to return to an efficient and satisfactory service experience for all our valued members.



REGULATED RATE OPTION



The RRO may increase or decrease from month to month as it is priced on the open market and subject to many factors relating to supply and demand. It is not a 'regulated' rate, rather it is a default rate. If you do not have an energy contract, then you are on the RRO.

For October 2023, the RRO is priced at \$0.14685 per kWh, reflected on your enclosed blue bill. For November 2023, the REA monthly rate as calculated under the RRO regulation is \$0.14495. Detailed information on the monthly RRO is available on: www.brpower.coop.

Members are free to purchase natural gas services or electricity services from a retailer of their choice. For a list of retailers, visit ucahelps.alberta.ca or call 310-4822 (toll free in Alberta). Code of Conduct Regulation: Advertising Section 7(1).

BATTLE RIVER POWER COOP IS AVAILABLE FOR POWER TROUBLE CALLS 24/7/365 CALL TOLL-FREE: 1.877.428.3972

