



# CONGRATULATIONS!

You are a member-owner in a local rural electric cooperative!

Your cooperative is a not-for-profit business whose mission is to safely, responsibly, and reliably meet the electrical energy needs of its member-owners.

You have a voice through the member services department, monthly board meetings, and our annual meeting where you can vote on cooperative by-laws and the board of directors. You can find your district's director and contact information, our director election policy, and details about our next annual meeting at [eea.coop](http://eea.coop).

Membership includes a complimentary monthly Colorado Country Life newsletter which contains valuable information about the cooperative, energy efficiency tips to help you save energy and money, cooperative-related legislative issues, programs, and services.

## Office Hours:

Monday – Thursday – 7:30 am to 5:30 pm  
Friday – 7:30 am to 11:30 am

## Office Phone Numbers:

970-565-4444 or 800-709-3726

## Report an Outage:

Call 970-565-4444 or 800-709-3726  
Or use SmartHub

## Pay by Phone Number:

833-923-1409

## Mailing Address:

PO Box K, Cortez, CO 81321

## Main Office Location:

801 N Broadway, Cortez, CO 81321

## Engineering and Operations Location:

23999 Road L.4, Cortez CO 81321

## Website:

[eea.coop](http://eea.coop)

## Follow us on:

[Facebook.com/EEACortez](https://www.facebook.com/EEACortez)  
[Instagram.com/eeacortez](https://www.instagram.com/eeacortez)

EEA was Incorporated in 1939 and is a member-owned and locally controlled rural electric cooperative serving more than 13,000 members in and around Cortez, Dolores, Dove Creek, Mancos, Monticello (Utah), and Towaoc.

## Account Management Options

**SmartHub** – SmartHub is a convenient way for you to view and pay your bill, manage your account, and submit inquiries or service issues. You can monitor daily usage through SmartHub, and set notification thresholds to let you know if your usage is increasing. SmartHub can be used to report an outage and access the EEA outage map. Download the SmartHub app from your app store on your mobile device. Launch the app and confirm Empire Electric as your provider. Register and set up your SmartHub account. It's easy!

**Auto Draft** – Paying your bill automatically is easy! You can set up Auto Draft using credit card or bank drafts. Sign up on SmartHub or call our office.

**Budget Billing** is a way to levelize your monthly bill by spreading out annual energy costs evenly over each month. After one year of service with EEA, you can enroll in this bill option by calling our office to sign up.

## Rate Choices for You

EEA provides rate options for most members based on the type of service you have. You can find EEA tariffs and a Rate Comparison Calculator on our website for you to use to determine the best rate for you.

## Capital Credits

When you pay your energy bill each month, you are accumulating equity in your cooperative through the capital credits process. Any revenue remaining after all operation expenses are paid each year is declared margin. If margin is available, it is allocated to each member based on their energy use for that year. Each year, the Board of Directors considers the cooperative's financial state and determines if allocated capital credits can be retired and paid to members. EEA is currently on an approximately 20 year retirement cycle for cooperative capital credits.

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## Energy Efficiency Rebates

EEA pays incentives to members with active accounts who purchase and install qualifying appliances, outdoor electric equipment, air or ground source heat pumps, or electric vehicle chargers. The incentives are supported by our wholesale power supplier Tri-State Generation and Transmission Association. Complete details including incentive amounts, deadlines, and requirements can be found at [eea.coop](http://eea.coop). You can also find online incentive forms there.

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## Calvin Denton Community Room

EEA provides a public meeting space for active members. The community room can be used for nonprofit organizations, youth activities, civic and public service organizations. Use of the room is free-of-charge; however, you must pay a deposit and sign a contract to reserve the Calvin Denton Community Room. A maximum of 12 bookings in one calendar year is allowed per member. To check on availability, call 970-565-4444 or email us at [cdroom@eea.coop](mailto:cdroom@eea.coop).

## Member Scholarships

Each year EEA awards forty scholarships to high school seniors and adults continuing their education. Eligibility guidelines, additional information, and scholarship applications are available December 1st and due February 15th on [eea.coop](http://eea.coop).

## Youth Trips

EEA's Board of Directors offers all-expense paid educational trips to deserving high school juniors. One student attends the Washington, D.C. Youth Tour and five students spend a week at the Cooperative Leadership Camp in Steamboat Springs, CO. The application for these trips are available September 1st and due December 15th on [eea.coop](http://eea.coop).

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## Electrical Safety

### Call 8-1-1 Before you Dig

Underground power lines, communication cables, gas lines, water lines or other utilities may lie below the surface of your property or areas of planned excavation. To keep you safe and prevent damage to utilities, it is critical to call 8-1-1 at least 3 business days before starting any digging or excavating project. Your call connects you with a "one-call" center which arranges for utilities to locate and mark the buried utilities lines in your dig area. This is a free service.

### Safety Presentations

EEA provides presentations on safety for students and groups at no cost to members. Call Member Services at 970-565-4444 to schedule a safety presentation.

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## Increased Power Requirements

EEA's Rules and Regulations require you to advise EEA when making any material changes or increases in your connected load, i.e. installing large electric appliances like on demand water heaters, heat pumps, or electric vehicle chargers. Call (970) 565-4444 to schedule an assessment before you purchase or install your new electrical equipment.