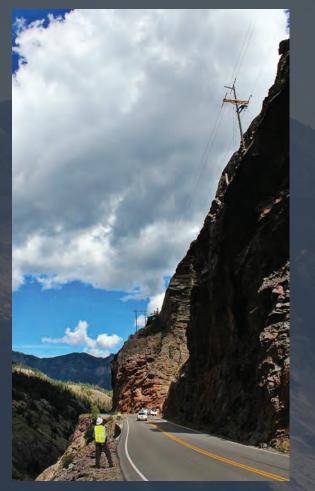
2017 ANNUAL REPORT SAN MIGUEL POWER ASSOCIATION, INC





On the Cover:

San Miguel Power Line Foreman, Brad Boulden leans out to reconnect jumpers atop a power pole approximately 300 feet above Highway 550.

Restoration of this Red Mountain line will be a major undertaking in the coming years.

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13,473 METERS

54 EMPLOYEES

1,890 MILES OF LINE

7.13 METERS PER MILE

\$0.13473 RESIDENTIAL KWH RATE

\$18 ACCESS CHARGE

189.4 MILLION kWh SOLD

785 kWh PER MONTH

254 NET METERED ACCTS.

38,210 PEAK DEMAND (KW)

1938 YEAR INCORPORATED

7 COUNTIES SERVED: DOLORES, HINSDALE, MESA, MONTROSE, OURAY, SAN JUAN, SAN MIGUEL

TRI-STATE POWER SUPPLIER

SAN MIGUEL POWER ASSOCIATION

A Touchstone Energy® Cooperative K

Both Offices Open: Monday - Thursday, 7:00 a.m. - 5:30 p.m. www.facebook.com/SanMiguelPower
www.smpa.com

Our Mission:

KILOWATT HOURS SALES

It is the mission of San Miguel Power Association, Inc. to demonstrate corporate responsibility and community service while providing our members with safe, reliable, cost effective and environmentally responsible electrical service.

Notice of the Annual Meeting of San Miguel Power Association, Inc.

The 79th Annual Meeting of the Members of San Miguel Power Association, Inc. (SMPA) will be held at the SMPA Nucla office (170 W. 10th Avenue, Nucla, Colorado) on the 7th day of June 2018. Registration will be open from 4:30 p.m. to 5:30 p.m. The business meeting will begin at 5:30 p.m. This meeting will be held for the following purposes:

1) The election of directors to the Board of Directors for District No. 3 (Norwood, Placerville, Dunton, Rico, Sawpit).

2) The reports of Officers, Directors & Committees.

3) Any other business that may properly come before the meeting.

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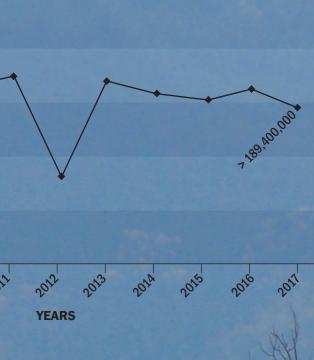


Nucla 170 W. 10th Ave. P.O. Box 817 Nucla, CO 81424 (970) 864-7311 TF: 1-877-864-7311

Ridgway

720 N. Railroad St. P.O. Box 1150 Ridgway, CO 81432 (970) 626-5549 TF: 1-800-864-7256

Annual Kilowatt Hour Sales







Your Board of Directors

SMPA directors are elected from the membership, by the membership. They have the responsibility of setting the strategic direction for the cooperative. Directors are required to represent the membership on a fair and impartial basis for the best interest of all members.

The San Miguel Power Association Board of Directors Top Row: Bob Justis, District 2; Rube Felicelli, District 5 Bottom Row: Dave Alexander, District 3; Doylene Garvey, District 1; Debbie Cokes, District 6; Terry Rhoades, District 7; Jack Sibold, District 4

Dear Members,

How does San Miguel Power Association (SMPA) keep a grasp on its foundations while striving to achieve new heights?

Consider what it takes to reach the summit of a tall mountain. One must have a vision of success and a clear pathway toward the goal. Finally, despite fatigue and adversity, the climber must take every step along that path until he or she reaches the top. SMPA is on a path like this. Every step brings us closer to the vision that was put before us by our Board of Directors. Last year, 2017, SMPA continued on this grand journey.

Along the way, SMPA has been facing challenges, and one of the greatest is the rapidly changing electric industry. Only a decade ago, SMPA--like many of its fellow members of the wholesale energy cooperative, Tri-State Generation and Transmission (Tri-State)--was concerned about meeting the demands of a growing load. Fairly suddenly, however, nationwide and regional demand dropped as did the prices of new, alternative energy technologies. Now, SMPA must help Tri-State make the transition to a cleaner, more flexible energy transmission grid while maintaining financial stability.

Meeting challenges like this takes vision, a strong connection with our communities and informed strategy on improving service reliability and environmental stewardship.

We pride ourselves in our focus on our local commu-The environment, beautiful as it is, presents one of the greatest obstacles we face in fulfilling the vision nities, but occasionally, there comes a call for help from outside our small region. In 2017, such a call of service reliability, but our vision of a more reliable system is clear. Last year, we completed the came from a suburb of Houston, TX in the wake of Telluride/ Mountain Village Reliability Project, which Hurricane Harvey. Our community answered the call provided an underground power pathway backing up with donations of materials and money and two of the delivery system that serves these two mountain our employees answered by volunteering to help in towns. Now, when nature or any other culprit interperson. (Read the full story on pg. 13.) rupts power on the main line, we have an alternate Whether we are facing financial, technological, or way to serve our members while repairs are made.

natural challenges, SMPA is taking the steps nec-Reaching goals like these would be impossible if we essary to reach the top of our mountain. If you are reading this, then you are coming alongside by did not have solid footing. For us, our foundation is our communities. One of the ways we support our getting informed and participating in the effort. You local economies is by joining cooperative partners, understand that membership means more than just CoBank and Basin Electric in offering a substantial purchasing a service. You are what gives this coop-Economic Development grant called "Sharing Sucerative its direction, and we look forward to seeing cess." The recipients of this grant money have gone you at the top! on to build assets and programs that have benefitted

Brad Zaporski CEO & General Manager

community members in incalculable ways. (See the list of grant recipients and projects on pg. 12.)

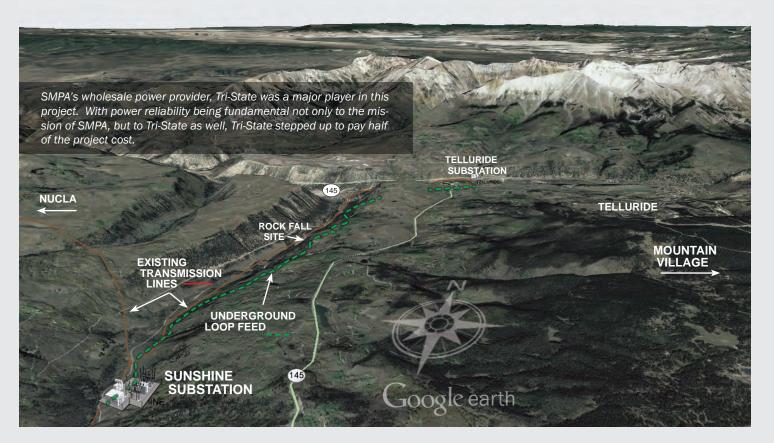




The Telluride/Mountain Village Reliability Project

In February of 2018, safely buried beneath the snow and soil of Telluride's Galloping Goose trail, something very good happened. An underground power cable surged to life. The event occurred without fanfare, but it signified a new era of power reliability for the mountain towns of Telluride and Mountain Village.

The Telluride/Mountain Village Reliability Project involved burying a heavy distribution line that connected the Telluride and Sunshine substations. This new connection allows either of these substations



to carry the load of the other in case of a power fault.

Making a switch like this still requires a visual inspection, so power restoration won't be instantaneous. However, having the option to re-route power is a significant operational improvement over the situation that existed



Because the high-capacity power cables and fiber optic lines were buried, they will not block views of the mountain landscape.

when a boulder crashed into a transmission line over President's Day weekend of 2016, knocking out power for nearly 24 hours.

The lines serving these mountain towns are constantly under threat of wind, falling trees, heavy snow and loosening rocks. The Telluride / Mountain Village Reliability Project gives SMPA another option in the battle to keep power flowing.

Thanks to all who worked and collaborated to get this project done.

Safety Culture

A "culture of safety" is a difficult thing to measure, but it's absolutely essential for an electric distribution utility like SMPA.

Fortunately, the Colorado Rural Electric Association (CREA) provides a customized program and report called the Rural Electric Safety Achievement Program (RESAP).

In 2017, SMPA showed a number of improvements over its 2014 RESAP report. "What really matters," said SMPA Safety Coordinator, Paul Enstrom, "is what this report represents for our work crews and their families."

Operations

Maintaining the local power grid may not sound like a difficult task, but when you compound extreme weather events with some work sites that can only be accessed by rock climbing or repelling, it begins to look a little more complicated.

Our line crews are the ones who take on these challenges. Highly-trained and adaptable, these professionals do whatever it takes whenever they are needed. Thanks to our line personnel and their families for keeping our electricity flowing.



2017 FINANCIAL STATEMENT

Statement of Revenue, Expenses & Patronage Capital

REVENUES	2017	2016
Residential	\$16,174,469	\$16,550,122
Commercial	11,401,593	\$11,523,093
Irrigation	154,969	\$130,648
Street Lights	41,879	\$47,360
Other Revenue	155,648	\$118,598
Total Operating Revenue	\$27,928,558	\$28,369,821

EXPENDITURES	2017	2016
Cost of Purchased Power	\$15,452,521	\$15,050,194
Transmission Expense	86,872	\$88,028
Distribution Expense	4,652,917	\$4,655,858
Consumer Accounting Expense	1,015,117	\$986,781
Consumer Service & Informational Expense	198,201	\$274,163
Sales Expense	324,726	\$474,590
Administration & General Expense	2,494,457	\$2,199,365
Depreciation	2,277,956	\$2,244,157
Interest Expense	1,228,308	\$1,178,668
Other	49,234	\$91,684
Total Cost of Electric Service	\$27,780,309	\$27,243,488

MARGINS	2017	2016
Operating Margin	\$148,249	\$1,126,333
Non-Operating Margin	158,622	\$149,217
Capital Credits	898,043	\$530,449
Extraordinary Items	0	\$0
Net Margin or Patronage Capital	\$1,204,914	\$1,805,999

ASSETS

/ COEIO
Total Utility Plant
Less: Reserve for Depreciation
Net Utility Plant
Reserve Funds & Investments
Other Investments
General Funds
Special Deposits
Accounts Receivable
Material Inventory
Prepayment & Other Assets
Total Assets
LIABILITIES & EQUITIES
Total Equities & Margins
Total Long Term Debt
Notes Payable
Current & Accrued Liabilities
Deferred Credits

Total Liabilities & Equities



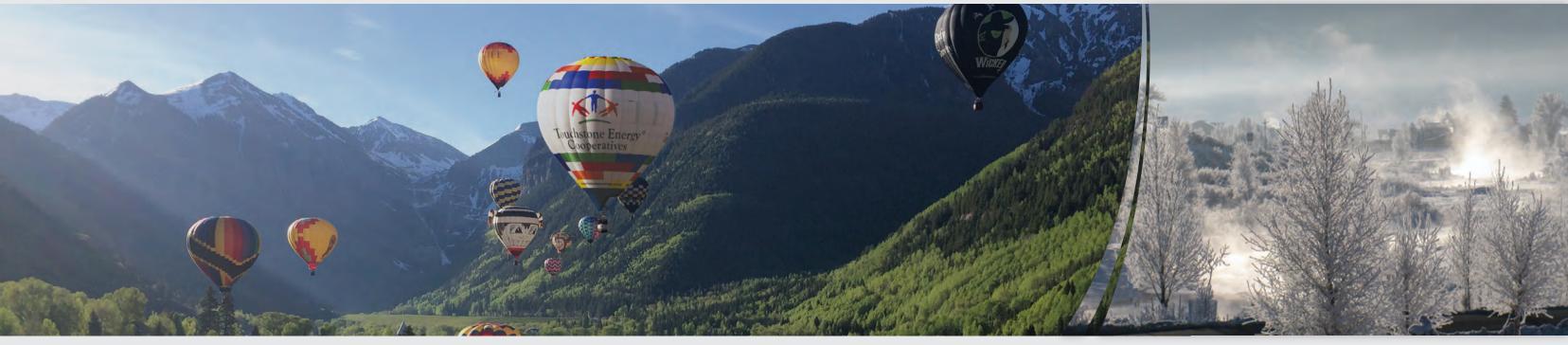
"The man on top of the mountain did not fall there."

- Chinese Proverb



Comparative Balance Sheet

	2017	2016
	\$86,351,388	\$77,621,084
	27,479,274	\$26,737,145
	58,872,114	\$50,883,939
	19,298,323	\$18,939,659
	0	\$0
	2,745,833	\$4,636,096
	3,354,321	\$3,367,285
	2,731,717	\$3,005,722
	1,069,843	\$1,089,940
	92,974	\$126,325
	\$88,165,125	\$82,048,966
	2017	2016
	\$46,168,378	\$44,954,659
	30,268,480	\$28,621,812
	0	\$0
	9,257,768	\$6,182,639
	2,470,499	\$2,289,856
	\$88,165,125	\$82,048,966
	Customer Ex	rector pense & ther Cost of Power
Depreciatio	n	
Admin. & [–] General	DOLLA	RS OUT
Oper. & Ma	aint.	



SMPA Offers Ways to Go Carbon Clear

At its Memorial Day Weekend 2017 film festival in Telluride, MountainFilm launched the 'New Normal' Initiative stating that climate change is the most critical issue of our time and that local grassroots actions are key to battling this issue. The momentum created from this dialogue led several non-profit organizations, local governments, utilities, businesses and interested citizens to form the Carbon Neutral Coalition with the goal of achieving complete carbon neutrality in the San Miguel County, region.

The Carbon Neutral Coalition benefits from active participation from two world-renowned organizations: The Pinhead Climate Institute, a Smithsonian Affiliate, and MountainFilm, a world-famous documentary film festival. In addition, San Miguel County and the Towns of Telluride, Mountain Village and Ophir, EcoAction Partners, Sheep Mountain Alliance and San Miguel Power Association participate in the coalition, making it an effective grassroots organization with the knowledge, authority and local support necessary to achieve carbon neutrality.

San Miguel Power Association enables this coalition to make progress towards its goals with two landmark programs:

First, the SMPA-backed "Greenlights" program seeks to help electric light users replace their wasteful in-

candescent bulbs with energy-efficient LEDs. Qualifying members can save up to 75% of the up-front cost of the new LED bulbs.

(see ecoactionpartners.org/greenlights/)



Next, SMPA's Green Blocks program allows members to purchase their power from renewable sources. With this program, members, who feel that they can help protect our environment by changing the way they buy energy, have an option to do so.

(smpa.com/content/green-centsgreen-blocks)

Bringing about the kind of future envisioned by the Carbon Neutral Coalition takes action on the part of everyday people. Contact San Miguel Power Association to sign up for these programs. Together, can we make the difference!

SMPA's booth at the 2017 Mountainfilm festival featured the 'Lightning Bug' electric car and 'Jitter Critters' a game to teach kids about solar power.

(We said 'kids,' but you grown-ups who took home a prize know who you are.)





The energy savings from this heat exchange unit could be nearly 100,000kWh annually making the total carbon reduction of 74.4 metric tons. That is the equivalent of taking 15 passenger vehicles off the road each year.

Dalwhinnie Saves Energy

One of the challenges facing the commercial marijuana industry is the amount of energy required to grow their product. While total energy consumption varies amongst indoor, greenhouse, and outdoor facilities, grow operations are universally searching out ways to save energy, reduce their energy footprint and environmental impact. These companies also

stand to save significant money by being as energyefficient as possible. Few are taking this fact more seriously than the Dalwhinnie Farms Cannabis Grow operation just outside of Ridgway. Dalwhinnie Farm uses state of the art renewable resource technology including the installation of a geo-thermal, high efficiency water source heat exchange unit that utilize the pond that surrounds it.

This device helps regulate the temperature inside the facility using the ambient water temperature in a large onsite pond. Given average yearly tempera tures, this unit may save up to \$20,000-\$30,000 over traditional methods. Over the estimated functional life of the unit, that's an estimated savings of nearly \$500,000 over a traditional system and it could be more based on future energy costs.

Additionally, Dalwhinnie has installed high R-value internal walls, state-of-the-art lighting control software, and logs all power usage by hardware device. They have other proprietary measures to reduce their energy requirements and carbon footprint, and will be utilizing LED supplemental light fixtures for their companion greenhouse project located next door (Shining Mountain).

SMPA Energy Programs

Our energy saving and rebate programs can help you utilize new technology for your home or work place. The rebates below were issued in 2017.

е					
•	Rebate	Issued	Total \$	SMPA	Tri-State
WC	Energy Star Appliance	200	\$16,150	\$6,980	\$9,170
ms	LED Bulb	280	\$28,886	\$9,569	\$19,317
gy,	Commercial LED Retrofit	22	\$46,332	N/A	\$46,332
6) ,	LED Outdoor Light	1	\$1,350	0\$	\$1,350
-	Energy Audits	3	\$450	\$450	N/A
zes	Electric Car	1	\$750	\$750	N/A
	Heat Pump	2	\$62,901	0\$	\$62,901
	Market Weatherization	3	\$1,319	\$1,319	N/A
	I.Q. Weatherization	21	\$27,231	\$27,231	N/A
า	I.Q. Solar	26	0\$	0\$	N/A
a-	Solar PV Residential	26	\$55,960	\$55,960	N/A
~	Solar PV Commercial	5	\$30,750	\$30,750	N/A
	Micro-hydro	1	\$1,800	\$1,800	N/A
C-	Total	591	\$273,878	\$134,809	\$139,070

Scholarships

As your local electrical cooperative, SMPA provides support to further the education of the youth in our communities.

SMPA awards multiple scholarships to graduates through affiliated organizations such as Tri-State and Basin Electric and also by using unclaimed capital credits.

The recipients of these scholarships are selected by a committee of college and vocational representatives from around the region. Applicants are judged on their academic success, written essay, community involvement and leadership skills.

This year, a total of \$18,000 is going to help support the further education of local students. Congratulations to these deserving young people.



etlynd Snow MPA Norwood ligh School \$2000 Scholarship





Ouray High School ri-State G&T \$500 Scholarshir









Caleb Jones

SMPA Paradox

Valley Charter

School \$2000

Scholarship



Adrian Schieble Telluride High School Tri-State G&T \$500 Scholarship









Elizabeth Williams SMPA Ouray High School \$2000 Scholarship & Basin Electric \$1000 Scholarship



Helping out our Communities: The 2017 Sharing Success Program

SMPA has teamed up with cooperative partners, CoBank and Basin Electric to offer the 'Sharing Success' grant to local businesses and organizations that seek to turn their innovative ideas into working attractions that bring visitors to our towns.

Recipient: Apple Core Project Demonstration Orchard

Have you ever bitten into an apple and been disappointed by its lack of flavor? According to Jen Nelson, landscaper, master gardener, and co-founder of the Apple Core Project of Western Colorado, "Modern apples, have been modified for their appearance, so the flavor wanes over time."

So-called "heirloom apples," like those found on Wright's Mesa and in the West End, have not been modified. "Part of what makes our apples special is that, at high elevations, they sweeten up," says Nelson "and the increased ultra violet light causes the nutrient content to nearly double."

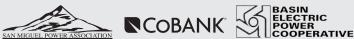
The Apple Core Project of Western Colorado promotes fruit tree preservation through mapping, identifying, grafting, planting, documenting and connecting local resources for preservation. With the Sharing Success Grant, the demonstration orchard will be a perfect spot to showcase this work.

Recipient: Ouray County's Top of the Pines

Just outside of Ridgway, sits one of the area's hidden gems. Top of the Pines is a unique outdoor recreation & environmental education center and open space preserve in Ouray County. Located at the foot of the Sneffels Range, it offers some of the most astonishing views of the mountains in the whole region. Trails, campsites and a ropes course are only a few of the attractions they offer.

The San Miguel Power/CoBank/Basin Electric Sharing Success \$2000 grant helped to provide electricity to the pavilion and the warming hut, and covered the cost of other renovations. Top of the Pines is funded entirely by donations, and SMPA is glad to provide support.









Member Appreciation

When you buy power from SMPA, you're not just a customer; you're a member.

Power Hours: Because you are a member, your questions and opinions are important to us. Last year, we hosted get-togethers that we call "Power Hours" at which we could meet you and discuss things that are important to you. Watch for these events next year as well.

Member Appreciation Days: Every fall, we try to show how much you mean to us, by decking out our lobbies with goodies and gifts. Watch for advertisements, then swing by and see us!

Employees

30 + Years of Service
David Kelly, System Planner45 (Retired March, 2018)
Duane DeVeny, Service Planner35
Rick Gabriel, Supervisor, Purchasing/Stores32
Paul Enstrom, Safety & Reg. Comp. Coordinator31
26 - 29 Years of Service
Scott Davidson, Journeyman Line Technician
Frances Lendin-Graybeal, Member Service Rep26
21 - 25 Years of Service
Clint Colson, Working Foreman25
Claude Barrett, Area Service Technician24
Shawna Sinks, GIS Specialist24
Lester Oltjenbruns, Systems Technician23
Tammi Magallon, Plant Accountant23
Marvin Walisky, Service Planner23
Daniel Hubert, Journeyman Line Technician21
Gay Carver, Billing Representative21
Carla Reams, Manager of Admin. & HR21
Keri Kling, Billing Representative21
16 - 20 Years of Service
Renee Koski, Custodian20
Mark Castle, Journeyman Line Technician20
Grant Kennedy, AMI Technician19
Jon Puderbaugh, Working Foreman18
Preston Joseph, Journeyman Line Technician17
Calvin Rutherford, Manager, Finance & Accounting
(Retired, September 2017)17
11 - 15 Years of Service
Johnathan Smith, Journeyman Line Technician15
Penny Gabardi, Member Service Representative14
Michael Morlang, Equipment Technician14
KJ Johnson, Journeyman Line Technician14
Bart Reams, Journeyman Line Technician13

Eric Pot	torff, Area Service Technician	13
Brad Bo	oulden, Working Foreman	12
Bob Co	ulson, Facility Maintenance Technician	12
Kim Nic	kolaus, AMI Technician	12
Jackie S	Sinclair, GIS/ROW Specialist	12
Tom Mo	Leod, Area Service Technician	11
Byrd Wi	Iliams, Service Planner	11
Darcy W	Veimer, Journeyman Line Technician	11
6 - 10 Y	ears of Service	
Jeff She	ea, Working Foreman	9
Brad Za	aporski, General Manager/CEO	9
Scott R	eed, Journeyman Substation Technician	8
Bill Rile	y, Manager of Engineering	7
Becky F	Riley, Member Service Representative	6
Joshua	Hainey, Senior Accountant	6
Wiley Fr	reeman, Manager of Member Services	6
0 - 5 Ye	ars of Service	
Jeremy	Fox, Supervisor of Service Planning	4
Duane	Oliver, Manager of Operations	4
Alex Sh	elley, Communications Executive	3
Paul Ho	ora, Key Accounts Executive	3
Kelly Tr	uelock, Accounts Payable Accountant	2
Dustin \$	Smuin, Senior Mechanic	2
Chris Fa	alk, Apprentice Line Technician	2
Greg Ja	mes, Mechanic/Warehouseman	2
Danielle	e Rodriguez, Executive Assistant	1
Doug Te	ea, Manager of Technical Services	1
Kerri Tro	osper, Member Service Representative	1
Bill Mer	tz, Chief Financial Officer	<1
Mike Th	nerriault, Staff Engineer	<1
Mark Pr	rezbindowski, IT Specialist	<1
Hugh H	ardman, Apprentice Line Technician	<1
Terry So	chuyler, Energy Services Executive	<1

Offering Help and Hope

The destruction of Hurricane Harvey literally "hit home" with our Key Accounts Executive, Paul Hora. Having grown up in the Houston suburb of Dickenson, TX, Paul decided to spend a week emptying floodravaged homes and battling mold for those who couldn't do it themselves.

Paul was shocked by the support offered by SMPA and its members. All told, he collected over \$4000 in relief. He was also joined by three other volunteers, including SMPA colleague, Communications Executive, Alex Shelley. SMPA recognizes Paul & Alex for demonstrating the cooperative spirit in a time of need.



"I will come again and conquer you because. as a mountain. vou cannot grow, but as a human, I can."



-Sir Edmund Hillary

2017 Annual Meeting Minutes

- 1. The 78th Annual meeting of the San Miguel Power Association (SMPA) members was called to order on June 8, 2017 at 5:38 pm by Board President, Rube Felicelli.
 - a. Board members present: Doylene Garvey, Assistant Secretary/Treasurer (District 1); Robert Justis, Vice President (District 2); Dave Alexander, Secretary Treasurer (District 3); Jack Sibold (District 4); Rube Felicelli, President (District 5); Debbie Cokes (District 6); and Terry Rhoades (District 7)
- 2. Opening Ceremonies included the National Anthem, Invocation & Introduction of Guests.
- 3. Determination of a Quorum: SMPA staff advised President Felicelli that 92 members were registered and present for the meeting, meeting the required quorum of at least 50 members.
- 4. Reading of Notice of the Meeting and Proof of Publication and/or mailing thereof: Secretary/Treasurer Dave Alexander read the Notice of Meeting and advised members that the appropriate legal notices regarding the meeting had been published in all newspapers within the service territory.
- 5. Reading of the unapproved minutes of the 2016 Annual Meeting of the Members and the Treasurer's Report and the taking of necessary action thereon: The 2016 Annual Meeting minutes and the Treasurer's Report were published in the annual report. A motion was made by Member, Tom Austin and seconded from the floor to waive the reading of the minutes. The motion was voted on and carried.
- 6. Scholarship Award Announcements: The Scholarship Awards were announced with several students present to accept their checks.
- 7. President's Report, Rube Felicelli: President Felicelli welwinner was Rube Felicelli. comed members to the meeting. He spoke about the Board's Strategic Objectives, highlighting SMPA's impeccable safety culture, improving service by implementing ner was Terry Rhoades. beneficial technology, and lastly, financial stability, noting that we have not had a rate increase despite larger energy 13. Prize give-away: Every member attending the meeting costs in over four years. Director Felicelli explained The received a \$10 bill credit and a matted and signed photo New Normal and urged members to take the solar power by John Coffman. Additional door prizes given via drawing pledge and to initiate action. throughout the meeting.
- 8. General Manager's Report, Brad Zaporski: Manager Zapor-

2017 Annual Report 1 14

14. Adjournment: The meeting was adjourned at 7:23 pm.

ski introduced himself to the members. He reported that his first year was not without challenges. He explained that in order to increase reliability we have focused on tree trimming and vegetation management. Natural causes still manage to cause outages, noting one of the larger outages in Illium Valley when a large boulder hit a transmission line. This brought attention to the Telluride/Mountain Village Reliability project that is in progress. This is one of the largest projects that SMPA has taken on and would not be possible without the partnership of Tri-State. Financially, SMPA is healthy. One of the challenges for our local economy in 2017 was the announcement of the Nucla power station closing. Manager Zaporski also explained some of the larger Tri-State future projects that are underway. He also stressed what SMPA does to continue to increase efficiency by naming several local businesses that have utilized our rebates and LED retrofits.

9. Keynote Speaker, Sue Hansen: Sue's message was that change is inevitable and uncomfortable. She used humor as a way to show our membership that although in the energy field the times are changing, we can evolve and laugh to move through the rough patches.

10. Unfinished Business: None presented.

11. New Business, Question and Answer Session: Members posed questions and made comments regarding SMPA's relationship with Tri-State, Tri-State policies regarding coal versus renewable energy, our Qualifying Facility rates, SMPA's election and ballot procedures, and measures that members can take to be more energy efficient.

12. Announce Election Results by independent Election Monitor Jim Link:

- a. District No. 5: Candidates: Joe Shults and incumbent Rube Felicelli. There were 241 total valid votes, and the
- b. District No. 7: Candidates: Dawn Glanc and incumbent Terry Rhoades. There were 380 total votes, and the win-





SMPA is an equal opportunity provider and employer. San Miguel Power Association is an equal opportunity provider and employer. In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability. age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retallation for prior civil rights activity, in any pro-gram or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident. Person with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Cherer at (202)720-2600 (voice and TTV) or contact USDA through the Federal Relay Service at (800)877-8339. Additionally, program information may be made available in languages other than English. To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at http://www.ascr.usda.qov/complaint filing cust.html and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

(3) email: program.intake@usda.gov.