

# Energizing our Future

2023 ANNUAL REPORT



EIGHTY-FIFTH ANNUAL MEETING OF MEMBERS



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Monday - Thursday 7:00 a.m. - 5:30 p.m.

## Online

www.facebook.com/SanMiguelPower  
www.smpa.com

## Our Mission

It is the Mission of the San Miguel Power Association, Inc. to provide our members with safe, reliable, cost-effective, and environmentally responsible electrical service, while demonstrating both cooperative responsibility and support for the communities we serve.

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

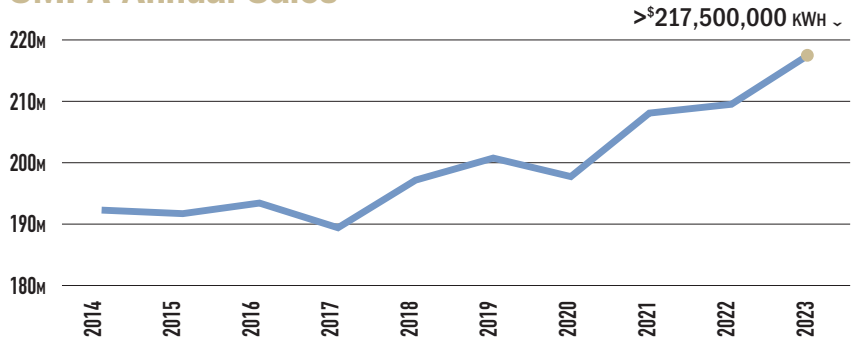
The 85th Annual Meeting of the Members of San Miguel Power Association, Inc. (SMPA) will be held at the SMPA Nucla office (170 West 10th Ave. Nucla, Colorado) on the 6th day of June 2024. Members may attend in person or via virtual interface. A registration link will be provided on the association website, www.smpa.com. The business meeting will begin at 5:30 p.m. This meeting will be held for the following purposes:

- 01 The announcement of elected directors to the Board of Directors for District #1, including parts of Montrose, San Miguel, Ouray and Dolores Counties including Basin, Bedrock, Naturita, Nucla, Paradox, Redvale, Slick Rock and Uravan and for District #4, including parts of Montrose, Ouray and San Miguel Counties including Colona and a portions of Log Hill Village and Telluride.
- 02 The reports of Officers, Directors & Committees.
- 03 Any other business that may properly come before the meeting.

## 2023 SMPA At-A-Glance

15,462	Meters	839	Average Residential kWh Use
56	Employees	618	Net Metered Accts
1,881	Miles of Line	43,842	Peak Demand (kW)
8.22	Meters Per Mile	1938	Year Incorporated
\$0.134725	Per Residential kWh	Tri-State	Power Supplier
\$25	Access Charge	7	Counties Served: Dolores, Hinsdale, Mesa, Montrose, Ouray, San Juan, San Miguel
217.6	Million kWh Sold		

## SMPA Annual Sales



# 2024 Message to Members

## Energizing Our Future



We may all be from different walks of life but—whether we are newcomers, or part of a family legacy, whether we're here for the beauty, the adventure, or the slower pace of small-town living—most of us feel lucky to live on the western slope of Colorado and we want to preserve what we have for the future.

To build that future, however, we need to keep our eyes open to the pressures that surround our home. An increasing cost of living, the looming threat of wildfire, changing weather trends, and a strain on existing infrastructure all threaten to

change our future into something we did not intend. Fortunately, we are not without agency. We can look ahead and take steps that can control our circumstances and steer our future in a direction that we can all live with and love. This forward-looking philosophy is the basis of San Miguel Power Association's (SMPA's) strategic plan, and it's the unifying concept of this report as well as of our offerings at this year's Annual Meeting and of our overall member outreach.

On page 4, you'll see how we are utilizing new paradigms and emergent technologies to protect our habitat and wild places. Many of these opportunities are available because our service organizations are working in partnership. On page 9, you can see how similar partnerships are building coordinated, long-term support for our community initiatives. Here, you can also see how forward-thinking partnerships are working toward local economic development. And on page 7, you can see how SMPA is working with our territory's dedicated problem-solvers to take local actions that coordinate with statewide, national and global movements to address climate change and increasing wildfire risk to protect our way of life.

Perhaps SMPA's greatest opportunity to secure our future is in our proactive engagement in our power supply pipeline. With our current wholesale power provider undergoing fundamental transformations, our fellow cooperatives signaling new directions and State and Federal regulators issuing the rules that all of these transitions must follow, SMPA



must keep constantly engaged in the debates taking place in Westminster (the headquarters of our power provider, Tri-State Generation and Transmission), in Denver (the State Capitol) and in Washington D.C. (from which the Federal Energy Regulatory Commission (FERC) has issued dictates that will affect how we buy energy and how much we pay for it.)

Through all these engagements, one truth has become exceedingly clear: Timing Matters. Turn to page 3 to understand how our energy usage habits drive the burning of fossil fuels, the buildout of energy infrastructure and the flow of billions of dollars, nationwide. Here, you can learn how the future of our industry and the land upon which it sits, ultimately depends on our behaviors and the choices that we make. Here, we are challenged to cooperate, to think ahead, to imagine, and to energize the future.

### The SMPA Board of Directors:

SMPA directors are elected from the membership, by the membership. They employ the CEO, set the strategic direction of the cooperative, and represent their fellow members in a fair and impartial manner.

DISTRICT **01** Doylene Garvey

DISTRICT **02** Kevin Cooney

DISTRICT **03** Dave Alexander

DISTRICT **04** Toby Brown

DISTRICT **05** Rube Felicelli

DISTRICT **06** Vacant

DISTRICT **07** Terry Rhoades





## Timing Matters.

**Good timing leads to success in so many ways. Now, SMPA wants to show you another way to benefit from great timing. Timing your energy use can provide benefits that are:**

- **(Cost-effective)** Helps SMPA lower costs—good for all rate payers.
- **(Fair)** Helps balance economic participation of members with different energy use patterns.
- **(Clean)** Helps lower carbon emissions.
- **(High-Quality)** Helps promote beneficial electrification.
- **(Flexible)** Helps strengthen consumer choice.
- **(Easy)** By the way, we can help you with rebates and tools!



**When you use electricity is as important as *how much* you use.**

Did you know that the power you use between 4 PM & 9 PM costs SMPA **four times as much**, and has a higher carbon impact than power used during the rest of the day? Moving your home's energy use to off-peak times can help tremendously!

### How do I use good timing to help keep rates low?

Managing energy use during the peak hours of 4 PM to 9 PM can be as simple as making a few simple changes:

- Loading the dishwasher after dinner? Learn how to set the 'Delay' function and use it.
- Do laundry "off-peak."
- Warm up the house before the peak, then turn down the thermostat at 4 PM. (Set an alarm to remind you.)
- Charge outdoor power equipment and EVs during off-peak hours.

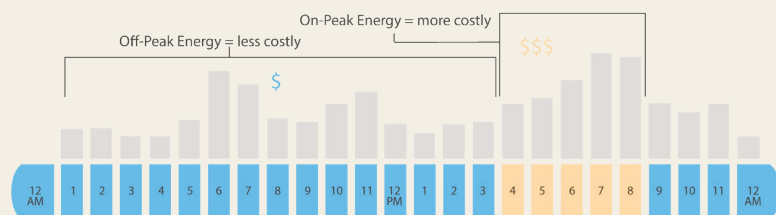


### A Time-based Rate for SMPA?

The increasing prominence of renewable energy such as wind and solar power highlights the importance of matching consumer load to renewable energy supply. One option would be for SMPA to employ a time-based rate, which might encourage more off-peak usage while offering consumers choice, flexibility and control.

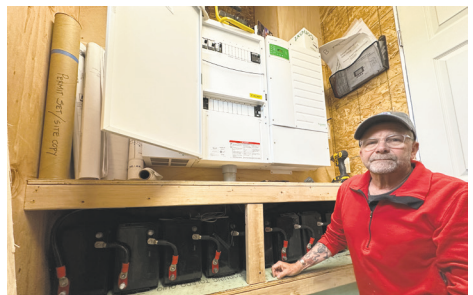
SMPA wants to spend adequate time (months, maybe up to a year) to have a conversation with our members about rates, the future of energy and the positive options of members to electrify and decarbonize.

The prospect of changing our rate structure means engaging in conversation with members, inviting feedback, and taking our time to develop the rate strategy that provides member control and options to electrify and decarbonize.



### Ridgway Resident Makes the Case for Home Batteries

“Without batteries, a net-metered solar system is useless in an outage,” states Terry Schuyler, Ridgway Town Councilman and proprietor of Soleil Services, a local renewable energy grant writing and consulting firm. When Schuyler built his home in Ridgway, he had the local solar installer, Alternative Power Enterprises, add battery backup to his net-metered array. “The reason I installed these batteries was for resiliency, but if SMPA goes to a time-of-use rate, I can also maximize the economics by offsetting the on-peak cost of energy with the much cheaper energy that I generated during off-peak.” ...not a bad side-benefit!



## The SMPA Drone Program

The SMPA drone program began with a strategic objective to prioritize system reliability and resiliency with a focus on wildfire mitigation. Their size, speed, maneuverability and relatively inexpensive operation present undeniable benefits in:

### Wildfire Mitigation

- Multi-perspective line patrol
- Monitoring tree encroachment
- Thermal imaging of line connections
- Rapid damage assessment
- Wildfire identification

### Line Patrol

- Identifying needed maintenance
- Surveying system
- Finding potential outages
- Easing workload



### Mapping / Geographic Information Systems (GIS)

- Real-Time Kinematics (RTK) module
  - Achieves 1 cm positional accuracy
- Job surveying
- Identifying mapping errors
- 3-D system mapping

Recently, the drones have also been providing another service: recruitment. There's a certain "cool" factor about the drones (nicknamed "Goose" & "Maverick") that attracts young participants at trade fairs and career events. While learning about the drones from our certified pilots, they also learn about linework and a viable career path that can help replace a retiring co-op work force.



## Making Headway: SMPA Vegetation Management

As part of a four-year work plan that prioritizes and system improvement, SMPA has recently added to its list of qualified contractors to increase productivity and has been following a strict schedule of trimming and maintenance in order to properly maintain the rights-of-way.

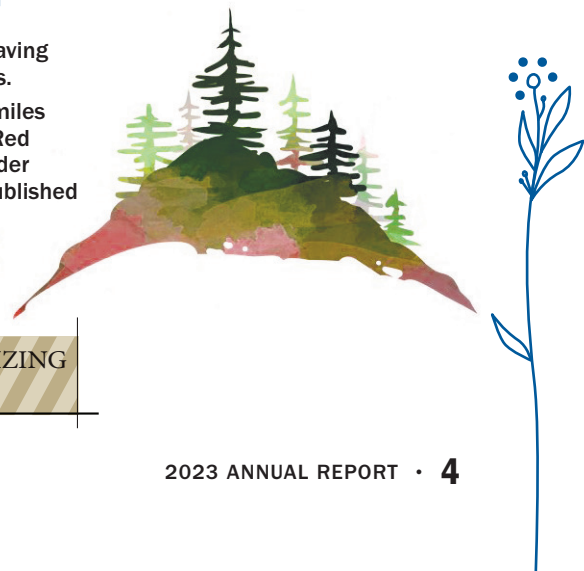


## The Red Mountain Electrical Reliability and Broadband Improvement Project:

This project comprises several stages of re-construction of the aged 44kV transmission line that crosses Red Mountain Pass and provides backup power to Ouray County. In 2023, vegetation management contractor, VM West completed the vegetation management phase of this project, reducing

the risk of wildfires in the area and paving the way for the re-construction phases.

The first re-construction section, 4.5 miles of the line between the Idarado and Red Mountain electrical substations, is under construction as this report is being published in June of 2024.



# 2023 Financial Reports

## How Idle and Seasonal Electric Services Help Active Accounts with Grid Maintenance Costs

Grid maintenance costs are shared by all members who pay a fixed access fee on their monthly bill. Recently defined "Idle" and "Seasonal" accounts may wish to return to a well-maintained grid, following an absence. For this privilege, they help pay costs of grid upkeep, along with remaining active members.

As of March of 2023, the SMPA Rules and Regulations require that at the time of shutoff, these account-holders can opt to continue to pay the monthly access fee to help fund maintenance of the system and their service, or they can retire the service. This latter option would give SMPA the ability to remove power delivery equipment, thus reducing maintenance costs and liabilities. These rules help ensure the equitable recovery of costs.

<b>REVENUES</b>	<b>2023</b>	<b>2022</b>
Residential	\$19,207,090	\$18,152,364
Commercial	\$12,845,875	\$12,368,802
Irrigation	\$207,310	\$204,780
Street Lights	\$52,549	\$43,534
Other	\$206,563	\$156,052
Deferred Revenue / (Revenue Deferral)	(\$200,000)	-
<b>TOTAL OPERATING REVENUE</b>	<b>\$32,319,387</b>	<b>\$30,925,532</b>
<b>EXPENDITURES</b>	<b>2023</b>	<b>2022</b>
Cost of Purchased Power	\$16,641,315	\$16,337,687
Transmission Expense	\$96,783	\$79,565
Distribution Expense-Operation	\$3,773,683	\$3,836,073
Distribution Expense-Maintenance	\$2,184,854	\$1,796,497
Consumer Accounts Expense	\$1,305,843	\$1,236,254
Customer Service and Informational Expense	\$581,453	\$526,968
Administrative and General Expense	\$3,120,016	\$3,113,439
Depreciation and Amortization Expense	\$2,673,172	\$2,626,140
Interest on Long-Term Debt & Other	\$1,158,811	\$1,177,466
Other Deductions	\$12,251	\$10,000
<b>TOTAL COST OF ELECTRIC SERVICE</b>	<b>\$31,548,181</b>	<b>\$30,740,089</b>
<b>MARGINS</b>	<b>2023</b>	<b>2022</b>
Operating Margins	\$771,206	\$185,443
Non-Operating Margin	\$381,010	\$308,357
Capital Credits	\$358,770	\$177,366
Revenue Deferral	-	-
<b>PATRONAGE CAPITAL OR MARGINS</b>	<b>\$1,510,986</b>	<b>\$671,166</b>

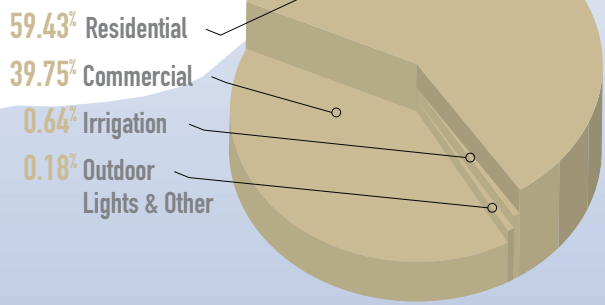




ASSETS	2023	2022
Total Utility Plant	\$104,971,775	\$101,263,503
Less: Reserve for Depreciation	(\$38,818,101)	(\$37,045,515)
Net Utility Plant	\$66,153,674	\$64,217,988
Reserve Funds & Investments	\$19,555,872	\$19,504,178
General Funds	\$2,142,440	\$3,111,229
Special Deposits	\$850,104	\$963,051
Accounts Receivable	\$3,480,177	\$3,439,991
Material Inventory	\$2,015,937	\$2,128,219
Prepayments & Other Assets	\$193,414	\$157,729
Deferred Charges	\$119,972	\$117,997
<b>TOTAL ASSETS</b>	<b>\$94,511,590</b>	<b>\$93,640,382</b>

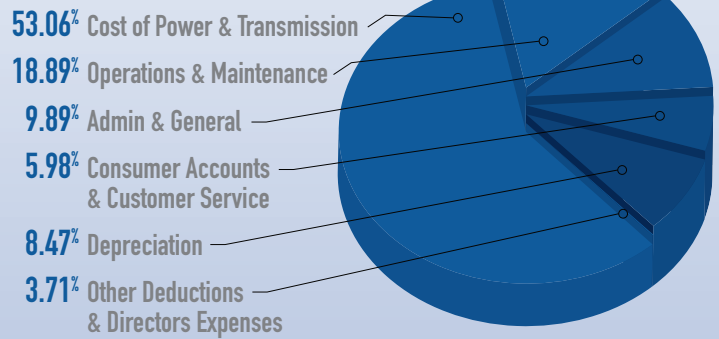
LIABILITIES & EQUITIES	2023	2022
Total Equities & Margins	\$47,556,098	\$46,751,591
Total Long Term Debt	\$31,408,659	\$33,208,986
Notes Payable	\$2,000,000	-
Current & Accrued Liabilities	\$8,580,440	\$8,454,124
Deferred Credits	\$4,966,393	\$5,225,681
<b>TOTAL LIABILITIES AND EQUITIES</b>	<b>\$94,511,590</b>	<b>\$93,640,382</b>

### ELECTRIC SALES REVENUE



Revenues by class. Values shown do not consider revenue deferral.

### COST OF ELECTRIC SERVICE



## Microgrids: The Future of Energy Resiliency

What do a Sheriff's Office, a High School and an art gallery have in common? In our territory, it's that they'll all have the ability to stay powered up during a grid outage in their area—and it's thanks to a technology called a "microgrid."

What's a microgrid, you might ask? Colorado's Department of Local Affairs (DOLA) defines a microgrid as a group of interconnected loads (like lights, climate control, communications equipment or power outlets) and distributed energy resources (a battery-backed solar array for example) within clearly defined electrical boundaries. This complete electrical grid can act as a single controllable entity with respect to the containing grid, and, with battery backup, it can continue running on its own, if the main grid goes down.

The first entity to ask SMPA for help installing one (actually two) of these microgrids was the San Miguel County Sheriff's Office, back in 2022. The Sheriff's office had several "mission critical" loads that it didn't want to fail—even in the event of a widespread power outage. SMPA assisted San Miguel County in applying for a DOLA \$1.1M grant that included two Solar PV / Energy Storage Microgrid Systems for two different Sheriff Office locations.

This year, the Telluride School District unveiled its own battery-backed solar array—now, the largest solar array in the valley—atop the middle/high school

roof. The battery energy storage system can provide backup power during a local power outage, and, under normal operations, can lower the school's contribution to the system peak demand, thereby reducing carbon emissions.

The Town-owned public room on the ground floor of Ridgway's arts-oriented live/workspace, Space-to-Creat, may soon be able to serve as a resilience hub for residents and visitors, since the Town is also planning to install a microgrid there. This is thanks to a grant from DOLA's Microgrids for Community Resiliency (MCR) program and to SMPA for rebates, consultation and grant-writing services, provided by contractor, Soleil Services LLC.

Microgrids provide the benefit of resiliency, and they can also help reduce upward pressure on SMPA's electric rates by significantly reducing the system peak, which also reduces the overall demand for fossil-fuel-generated electricity and the need to expand transmission infrastructure. The only question is, 'who's next?'

The Towns of Silverton, Rico, Ophir and Ridgway have all secured state or federal planning monies to explore the feasibility of installing local microgrids for their own resiliency. If these projects come to fruition, combined with what's already been done, it might be said that we are building—in a very real sense—the grid of the future.



SMPA's Energy Services Supervisor, Phil Zimmer explains the operation of the Telluride middle/high school's battery-backed solar array at the system launch event in April of 2024.



### What Good has come of the Green Fund?

What's the point of having a regenerative fund set aside for green projects within SMPA's service territory? It channels member interest into climate action without affecting the retail electric rates. Moreover, it helps make measurable progress on local climate action goals.

Did you know that LED bulbs and appliance upgrades, purchased with the help of green fund rebates have prevented an estimated 1468 metric tons of CO2 emissions? That's equivalent to 286 average home's annual electricity use. Super cool!

...want to know how you can help? Consider signing up to be Totally Green. Learn more at <https://www.smpa.com/content/sign-totally-green>



\*for rebates distributed from 2020-2022



\*for rebates distributed from 2020-2022

**1,468** metric tons of CO2 emissions annually averted  
 = 286 homes' average annual electricity use





# Beneficial Electrification

## Energy Workforce Development Program

EcoAction Partners, in collaboration with the Telluride Foundation and San Miguel Power Association (SMPA), has launched the Energy Workforce Development Program to bolster renewable energy and energy efficiency technology deployment in the region. This initiative aligns with the 2021 Regional Climate Action Plan, focusing on Energy Supply, Building Energy Use, and Transportation electrification.



The program offers classes in air source heat pumps, photovoltaics, building science, and electric vehicle charging infrastructure. It also offers compensation for time spent working towards installer certifications. With residential and commercial energy use contributing significantly to the region's greenhouse gas emissions, the program aims to address these challenges by fostering a well-trained workforce.

For more information or to apply, visit <https://www.ecoactionpartners.org/energy-workforce>

## Electric Lawn Tool Rebates Add to the Benefits

When choosing between gasoline-powered and electric powered equipment like lawn mowers, leaf blowers, and chainsaws, most experts recommend electric for environmental benefits. Electric tools produce no on-site emissions and use electricity generated from decreasing amounts of fossil fuels. Noise is also lower with electric options, unlike the 95-decibel level emitted by gas mowers, which can pose health risks. New incentives, like rebates from SMPA, Tri-State Generation, Telluride Foundation, and Pinhead Climate Institute, make electric equipment more financially appealing, with rebates potentially exceeding 25% of the cost. Check out the rebates at <https://www.smpa.com/energy#berebates> for savings.



	ISSUED	SMPA	TRI-STATE	TOTAL\$
Energy Audits	7	\$700.00	0	\$700.00
Electric Vehicle	37	\$23,250.00	\$750.00	\$24,000.00
EV Charging	18	\$9,719.09	\$7,068.24	\$16,787.33
Air Source Heat Pumps	99	\$202,973.03	\$102,963.33	\$305,936.36
Outdoor Power Equipment	76	\$12,965.63	\$6,779.12	\$19,744.75
Solar PV	63	\$20,300	\$0.00	\$20,300.00
Electric Commuter Bicycles	11	\$1,500.00	\$1,500.00	\$3,000.00
Heat Pump Clothes Dryers	7	\$990.00	\$360.00	\$1,350.00
Electric Water Heater	68	\$17,450.00	\$1,480.00	\$18,930.00
Fridge or Freezer Disposal Only	12	\$830.00	\$720.00	\$1,550.00
Induction Cooktops Rebate	11	\$4,350.00	\$3,350.00	\$7,700.00
Smart Thermostats Rebate	6	\$200.00	\$200.00	\$400.00
Refrigerators	30	\$2,100.00	\$0.00	\$2,100.00
Clothes Washers	57	\$2,010.00	\$0.00	\$2,010.00
Green Medalion Home	54	\$27,000.00	\$0.00	\$27,000.00
Clothes Dryer	27	\$810.00	\$0.00	\$810.00
Washer Front Load	3	\$120.00	\$0.00	\$120.00

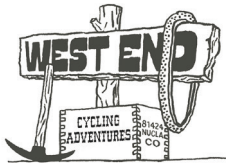
# Community

## What the Heck is “Bikepacking?”

Ask those new to gravel cycling and bikepacking about The Grand Loop Race, or the West End Gravel Rush and they may respond with a blank stare. However, off-road and gravel cycling has a devoted following of endurance athletes, and many of our region’s most popular and well-regarded athletic events started in just the same way.

Utilizing trail systems, originally carved during historical mining booms, then later re-established as mountain bike trails by the Colorado Plateau Mountain Bike Association (COPMOBA), the

organization called the West End Cycling Adventures is helping to build awareness and excitement about these long-distance, multi-day mountain-biking adventures on the West End of Montrose County. Through our Community Focus Donation program, SMPA, in partnership with Basin Electric, is proud to support this grassroots movement that can promote health, economic activity and an appreciation for the natural and historic beauty of this landscape.



## Sharing Success Winners Announced

Every year, San Miguel Power Association (SMPA), in conjunction with our national cooperative partner, CoBank, offers \$20,000 in economic development grants to communities seeking to promote economic growth and stimulate local work opportunities while building prosperity and community.

Capping off the year of 2023, the SMPA Board voted to award Sharing Success grants to two local projects that aim to leverage the natural beauty and outdoor exercise potential of their surroundings to encourage visitors to stay and play.

Congratulations to:

### The Ouray Ice Park

Ouray Ice Park visitors account for 60 percent of the town’s winter economy. However, recent water shortages have hampered operations. Last year, the Ice Park secured the right to pull water from an alternative source. Now the Ice Park is building a delivery system that will transport this water to the park.



### Rico Campsites

Today, the Town of Rico has a significant lodging shortage. The proposal is to build 6 campsites on unique riverfront property, owned by the Town. The campsites, combined with other recreation amenities can transform the property into a regional recreational hub with compelling year-round outdoor activities and community events / festivals / gatherings. The planned result will catalyze tourism and create economic growth for the community.

## Scholarship Winners

Congratulations to the 2024 San Miguel Power Association Collegiate and Vocational Scholarship Winners! We see bright futures ahead!



**Norwood High School SMPA College Scholarship (\$3K) Scholarship & Basin Electric (\$1K) Scholarship:**  
Dilyn Alexander



**Nucla High School SMPA College Scholarship (\$3K) Scholarship:**  
Shania Joseph



**Ouray High School SMPA College Scholarship (\$3K) Scholarship:**  
Lily Feeser



**Ridgway High School SMPA College Scholarship (\$3K) Scholarship:**  
Ely Patterson



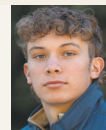
**Tri-State Scholarship (\$500) Scholarship:**  
Angelica Saldin,  
Telluride High School



**Telluride High School SMPA College Scholarship (\$3K) Scholarship:**  
Kiara Warren



**Tri-State Scholarship (\$500) Scholarship:**  
Loudon Doemland,  
Telluride High School



**Ouray High School SMPA Vocational Scholarship (\$3K) Scholarship:**  
Landen Hill



**Telluride High School SMPA Vocational Scholarship (\$3K) Scholarship:**  
Carson Slaughter

# 2023 Meeting Recap

## Meeting Minutes: San Miguel Power Association (SMPA) Annual Meeting of Members

**DATE:** June 8th, 2023

**LOCATION:** Online and In-person at SMPA Ridgway Office (720 N. Railroad St., Ridgway, CO)

**ATTENDEES:** Dave Alexander (Board Vice President), Brad Zaporski (General Manager and CEO), Doylene Garvey (Board Secretary and Treasurer), Diego Lopez (Keynote Speaker), SMPA Board Directors, Members of San Miguel Power Association, Online Audience

### Meeting Commencement:

- Dave Alexander, serving as the Board Vice President, called the meeting to order.
- Acknowledged the 84th Annual San Miguel Power meeting of Members, welcoming both online and in-person attendees.

### CEO's Report - Brad Zaporski:

- Highlighted major advancements made by San Miguel Power in 2022, particularly focusing on fire mitigation strategies.
- Discussed the installation of high-definition cameras equipped with artificial intelligence for early fire detection and collaboration with the Fire Protection district.
- Presented the successful implementation of a microgrid system in collaboration with San Miguel County to enhance community resilience.
- Noted the advocacy efforts for legislation supporting microgrid systems, resulting in significant grant awards for future projects.

- Addressed potential challenges with Tri-state's regulatory changes and announced a 6.6% increase in wholesale power bills.
- Emphasized the cooperative's commitment to mitigating cost increases and maintaining affordable rates through strategic planning.

### Treasurer's Report - Doylene Garvey:

- Provided a recap of the previous year's financial performance and outlined the current financial position of San Miguel Power Association.
- Reported on revenues, member equity, dividends, and investments in infrastructure.
- Highlighted financial ratios meeting or exceeding established targets, ensuring long-term optimization.
- Concluded with assurance of sound financial health based on independent auditor assessment.

### Board President's Report:

- Recognized the importance of member engagement in decision-making processes, citing recent discussions on idle services policy changes.
- Acknowledged efforts to address community needs, particularly in affordable housing, through cooperative initiatives.
- Expressed commitment to securing a power supply arrangement aligned with the cooperative's goals.
- Concluded with gratitude to members and stakeholders for their ongoing support.

### Election Results for District 2:

- Announced Kevin Cooney's re-election as Director for District 2, meeting all qualifications and deadlines.

### Keynote Speaker Introduction - Diego Lopez:

- Introduced Diego Lopez, Executive Director of the Save Energy Coalition, as the keynote speaker.
- Provided background on Lopez's expertise in energy and transportation solutions, emphasizing the importance of his insights on EVs and vehicle-to-grid technology.

### Keynote Address - Diego Lopez:

- Diego Lopez provided insights into the significance of electric vehicles (EVs) and their potential impact on energy consumption.
- Discussed EV charging infrastructure, costs, and routes, along with opportunities for monetary savings through energy programs and grants.
- Introduced the concept of vehicle-to-grid (V2G) technology and its potential benefits for consumers and the energy system.

### Conclusion:

- After an audience Question and Answer period, the meeting concluded with the dissemination of valuable information on EVs, energy efficiency, and cooperative initiatives.
- Appreciation expressed to all attendees, speakers, and participants for their engagement and contributions.

### Adjournment:

- The meeting adjourned at 7:37 PM.

## Re-Introducing SmartHub

In 2023, we rolled out an update to your online and mobile member portal. The new product prioritized easy payment options, and the most frequently used information, while better aligning the web and mobile interfaces. It's improved product design, based on user feedback. As always, thanks for using this paperless option!



**REINTRODUCING SMARTHUB**

Visit [smpa.com/content/smarthub-online-bill-pay](https://smpa.com/content/smarthub-online-bill-pay)

Save time and money by managing your account at anytime from anywhere.

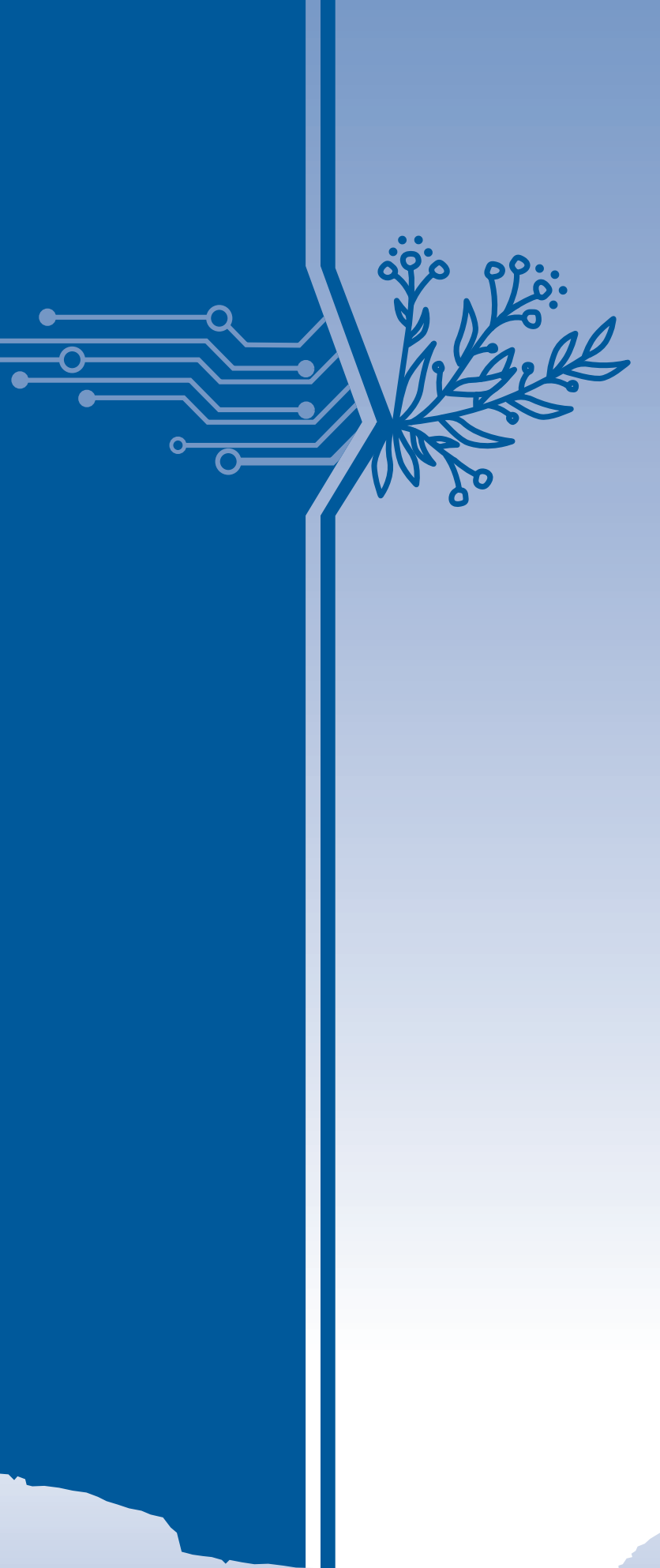
## SMPA Nucla Office Lobby Remodel

In 2023, SMPA followed through on its promise to complete the Nucla office project, improving the business space and affirming our commitment to in-person service and community presence.

Features of the new office space include:

- 1 a fresh, updated atmosphere.
- 2 enhanced security and zone delineation.
- 3 improved ergonomics to alleviate repetitive work fatigue.





SAN MIGUEL POWER ASSOCIATION

A Touchstone Energy® Cooperative 

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(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](mailto:program.intake@usda.gov).