



GRAND VALLEY POWER

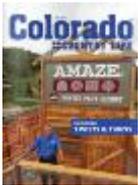


Manager's Corner

JUNE, 2016

CO-OPS FACE STRICT FEDERAL AUTOMATED CALLING REQUIREMENTS BY TOM WALCH, GENERAL MANAGER

Great service is a cornerstone of Grand Valley Power's success. We recognize that great service requires effective communication with our members. That's why we try to keep the members up-to-date on key issues and developments with the *Colorado Country Life* magazine. In recent years we have also used other tools that advancing technology makes available to us to apprise consumers about important account and service matters. For example, Grand Valley Power has utilized automatically-dialed telephone calls with pre-recorded messages (sometimes called "robo-calls") to reach out to a large number of consumers in a cost-effective way. These calls are used to provide consumers information about planned outages, service interruptions, tree-trimming activity, and courtesy past due reminders and disconnect notices.



Unfortunately, efforts by the Federal Communications Commission (FCC) to crack down on automatically placed calls and text messages to wireless devices will prevent us from continuing this practice.



Federal
Communications
Commission

Grand Valley Power is working with the National Rural Electric Cooperative Association (NRECA) on this issue, and comments have been submitted to the FCC. Still pending before the Commission is a petition by the Edison Electric Institute and American Gas Association arguing that by simply providing a utility a phone number constitutes consent to receive non-telemarketing service-related calls. Until the FCC rules on this petition, Grand Valley Power will no longer be able to



provide account information via automatically-dialed telephone calls unless express consent is received. If you wish to continue receiving the automatically-dialed telephone calls and text messages from Grand Valley Power, please stop by or call our office or visit our website – www.GVP.org/content/messages - to obtain a consent form and make sure we have your current contact information on file.



We understand how important it can be for our consumers to receive the information communicated with these calls. It is our hope that the FCC will issue a new order addressing the issue by the end of the year. We'll keep you updated on this important issue, but in the meantime, let's keep the lines of communication open. Stop by our office, call or visit www.GVP.org, and make sure we have your current contact information on file.

AROUND MESA COUNTY



Brave the Shave

Help Conquer Childhood Cancer

Saturday, June 25 from 11:00 – 4:00

Lincoln Park Barn at 12th and North in Grand Junction, CO

Be a hero for kids with cancer and join our local St. Baldrick's fundraiser! Get involved and you'll be giving hope to infants, children, teens and young adults fighting childhood cancers.

The St. Baldrick's Foundation is a volunteer-driven charity that funds more in childhood cancer research grants than any organization except the U.S. government. Grand Junction's 5th annual St. Baldrick's Foundation fundraiser will be held on Saturday, June 25, 11AM-4PM at the Lincoln Park Barn.

