



## *New Year Greeting from the Chairman of the Board*

*—Bob Bryant*

On behalf of the Board of Directors and Staff of the Rocky REA, I would like to take this opportunity to wish you a Merry Christmas and a Happy, Prosperous New Year in 2016.

In 2015 the Rocky REA grew with the construction of 35 new services and the upgrade of many kilometers of power line. In the interest of continuing to improve services to our members, implementation of a new integrated software system has begun. To date accounting and payroll systems are functioning well. In the next few months Customer Self-Serve, Analytics, Budgeting and Operations Modules will be rolled out. The Customer Self-Serve module will give you, the member, online access to your account information as well as the ability to make payments via credit card. Analytics and Budgeting will provide financial and operations managers with readily available information. The Operations modules will improve our service to members in many areas including power outages and service requests.

As the Rocky REA continues to grow, the Board and management continue to plan responsibly for the resources required to sustain this growth. In 2015 land was purchased for the replacement of our overextended yard. Plans are underway to build a new facility within the next four years. Human resources and equipment have been established at levels that will sustain the coming growth.

A system wide vegetation audit was conducted in 2015 that will ensure a systematic approach to minimizing power outages caused by vegetation overgrowth. Within the bounds of the pole testing program instituted in 2010 we continue to identify and replace poles that have reached the end of their useful life. Both the pole testing program and the vegetation audit have determined that our system is in good condition.

On the retail energy front, the board and management once again took measures to ensure a stable and cost

effective supply of power well into the future. Contracts are now in place to purchase the majority of our power at favorable rates to the end of the year 2020.

In order to improve defenses against hostile takeover activity the members passed a Supplemental bylaw increasing the quorum required to vote yes to a sales vote from 10% to 75%. This ensures that the majority of the membership has the opportunity to vote on such a pivotal decision.

Our annual Scholarship program was a great success in 2015, with 12 applications submitted. Once again we would like to extend our congratulations to Bernard Couve de Murville and Sydney Alstott, graduates of St. Dominic Catholic School and Caroline School respectively. These exceptional students were awarded \$1,000 each for academic excellence which will be used towards their post-secondary education.

In 2015, our Capital Assistance Program was improved. The program now provides a loan of up to one-hundred (100) percent of the cost of building a new service at low interest rates. This program is of particular significance to our young members who have difficulty affording the full cost of building their electric services.

The Board and staff of the Rocky REA continue to work with the provincial government and local partners to expand the scope of services provided to our members and the community in the areas of electric distribution, computer services, telecommunication, green energy initiatives and a suite of services to enable people to enjoy longer, higher quality and safer lifestyles in the comfort of their own homes.

It is with great pleasure that I commend my fellow board members, management and staff for the commitment and hard work demonstrated in the past year. On behalf of the Board of Directors, I would like to thank you for your support and wish you all the best in 2016.



### Holiday Office Hours 2015

December 24 - 8:00 - 12:00	December 25 - Closed
December 28 - Closed	December 29 - 8:00 - 4:00
December 30 - 8:00 - 4:00	December 31 - 8:00 - 4:00
January 1 - Closed	January 4 - 8:00 - 4:00

Did you catch the Rocky REA trucks at the Parade of Lights on November 28?

Our staff had a great time handing out candy canes and wishing community members a Merry Christmas!

Special thanks to Hertz Equipment Rentals for donating two generators for this event.

We look forward to taking part again next year!



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