

News notes

- **It is the construction season,** and if you are planning to develop or build this year, now is the time to call Chugach. Our customer service representatives will help you sign up for service, and our Line Extension Coordinator can help you arrange for both temporary and permanent power for your construction site.
- **Before digging and planting** call the Locate Call Center at 278-3121 (outside Anchorage, 800-478-3121) so they can coordinate locations for buried electric, telephone, cable TV, gas, water, sewer and other utility facilities. You can also learn how to "plant the right tree in the right place" by calling a local nursery for information on low-growing trees and shrubs that should be planted near utility rights of way. In addition Chugach has a certified arborist who is available to help customers determine what type of plants and trees should be planted near utility rights of ways. For more information, call Chugach at 762-7660.
- **Effective with the first billing cycle** in July, the fuel adjustment will change to 2.360 cents per kilowatt-hour.
- **Your member number is worth \$50** if you spot it in the Outlet. Each month member numbers are inserted into the copy. These numbers are in brackets like this {} along with the first two letters of

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How to reach us

Our service center at 5601 Minnesota Drive is open from 8 a.m. - 6 p.m., Monday-Friday, Saturday 9 a.m. - 5 p.m.
Switchboard hours are 8 a.m. - 11 p.m., Monday - Friday.
563-7494
Toll Free (800) 478-7494

The Chugach Outlet

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CHUGACH
POWERING ALASKA'S FUTURE

Chugach members elect Boucher, Cason and Jasper

Chugach held its 52nd annual membership meeting April 25 at the Hotel Captain Cook. One hundred sixty-five members registered for the meeting that drew a crowd of about 375 people.

H.A. "Red" Boucher, Samuel W. Cason and Patricia B. "Pat" Jasper were elected to 3-year terms on the cooperative's board of directors. Jasper finished with 6,409 votes in the election, followed by Boucher with 5,559, Cason with 4,700 and Jarratt with 4,484.



H.A. "Red" Boucher

A proposed bylaw change on the ballot which would have raised the director meeting fee from \$100 to \$300 failed.

Ballots were counted for 8,319 of the 59,606 Chugach members of record. That equated to a vote by 14 percent of the membership, up slightly from the 13.8 percent of the members that voted in the 2001 election.

As usual, voting by mail was the most popular way to cast a ballot. There were 59,606 Chugach members eligible to vote as of the

March 13 record date. A total of 8,687 ballot envelopes were returned by the close of mail voting at noon on April 22. However, 438 of those were invalidated by the Election Committee and never opened nor counted. Unsigned ballot envelopes constituted the bulk of the invalidated envelopes. In all, 269 ballot envelopes were rejected for lack of a signature.



Samuel W. Cason

In addition to the 8,249 valid ballots cast by mail, another 70 members voted in person at the annual meeting. A total of 165 members registered at the meeting, up 1105422 {De} from the 140 members who registered at last year's meeting.



Patricia B. "Pat" Jasper

Immediately following the annual meeting the board met to elect officers for the coming year. Bruce Davison was elected President, Dave Cottrell Vice President, Jeff Lipscomb Treasurer and Chris Birch Secretary.

Chugach names new general manager

The Chugach Board of Directors named Evan J. "Joe" Griffith General Manager at Chugach's April 25 annual membership meeting. Griffith replaced Gene Bjornstad who retired May 3 after serving as Chugach's General Manager since 1994. Griffith was most recently

Chugach's Executive Manager, Finance & Energy Supply.

Griffith has worked at Chugach nearly 13 years and has played a major role in making Chugach a better

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General Manager's message

by Joe Griffith

Introducing myself

I am pleased and honored that the Chugach Board selected me as the new General Manager. While I know that it won't be easy to follow in the footsteps of Former General Manager Gene Bjornstad, I am confident that Chugach's members will enjoy continued success. Gene set a good foundation for us. Now we must continue to build on that underpinning.

Let me tell you who I am.

I grew up in Oklahoma, received an appointment to the U.S. Air Force Academy and spent the next 24 years in various assignments around the world. My last tour was at Elmendorf Air Force Base as the 21st Tactical Wing Commander.

In 1984 I retired from the Air Force rather than leave Alaska and took a job as the Anchorage Assembly's Budget and Program Analyst. During my five years with the Assembly, I learned about my adopted community and joined some of its organizations. I came to Chugach in August of 1989 in a newly created position of Executive Manager, Finance & Planning. There were several landmark accomplishments of which I am quite proud. Accomplishments include such items as: producing the first equity management plan, the first business plan, a long-range transmission system planning study, a generation resource plan, financing out of the Rural

Electrification Administration, and later when I headed up the generation side of the Association, repowering Beluga Units 6 and 7. During this period I also served on the boards of the Chamber of Commerce, Commonwealth North and United Way, among others. Currently I am President of Commonwealth North.

So you ask, what is your vision for Chugach? Here it is. I believe that the Board and senior management must work even more closely together to attain a degree of business efficiency and effectiveness not seen before in Alaska cooperatives. I believe Chugach 1151863 {Br} should be more of a leader in our community. We provide the grease that makes our economy run and, how well it runs influences what our members pay for the service. I believe that Chugach is at the beginning of a new era. I am proud to have been selected as the leader that will take us into that new era. I intend to be a powerful part of the team that will set new standards and mark a new wave for the future.

The Chugach Board took the following actions at the April and May meetings:

- Voted to accept the International Brotherhood of Electrical Workers offer and 1039973 {Gr} extend the three collective bargaining unit agreements through June 30, 2006
- Approved the NRECA pension restoration plan
- Appointed Evan J. "Joe" Griffith as Chugach's General Manager
- Adopted a resolution changing the Association's registered agent from Eugene N. Bjornstad to Evan J. Griffith
- Voted to adopt and execute the certified copy of the corporation resolution to update new officer information for signing and endorsing checks and signature cards for Chugach's bank accounts
- Voted to distribute vests embroidered with logos and safety slogans to recognize employees for their safety record
- Accepted the final report from election contractor Bob Sramek of Sramek-Hightower CPAs on Chugach's 2002 election
- Approved directors' expenses
- Postponed a motion on a release of information

The Chugach board

Bruce Davison, President . . . (907) 243-5222
Sand Lakedavison@gci.net

Dave Cottrell, Vice President .(907) 278-8878
Rabbit Creek/Alyeska
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Chris Birch, Secretary(907) 346-3265
Valli Vuechrisbirch@gci.net

Jeff Lipscomb, Treasurer . . .(907) 346-5500
Hillsidejwlengineering@alaska.com

H.A. "Red" Boucher, Director .(907) 349-2192
Midtownredbou@alaska.net

Sam Cason, Director(907) 248-4126
Turnagain/Spenard . . .samcason@hotmail.com

Patricia Jasper, Director . . . (907) 243-5678
Jewel Lakejasper@chugach.net

Evan J. "Joe" Griffith , General Manager



President's report

by Bruce Davison

Member attitude survey results

Chugach has conducted quarterly member attitude surveys since 1995. While the second, third and fourth quarter surveys generally have questions about reliability, price and service ... Chugach's first quarter survey is more in depth and includes a number of questions about other areas of Chugach's operations.

The Chugach Board recently received a briefing on this year's first quarter survey and I would like to share some of those results with you. Overall, the survey shows that you believe Chugach is providing reliable service, that you are receiving value for the money which you pay each month and that you are receiving quality customer service.

In every survey Chugach has conducted, members have indicated that reliability is their Number One concern. This year our score reached an all time high with 96 percent of those surveyed giving Chugach an "A" or "B" for reliability.

While members surveyed reported that the number of outages they had experienced had gone up, the grade that they gave us for restoring their power improved.

The second most important concern of our members is the price they pay for their service. During 2002 Chugach began a campaign to inform our members of the need to raise rates and the reasons for the increase. Survey results indicate that our campaign was very effective because nearly 56 percent of the members surveyed were aware that our rates had gone up. Although the Board and management are striving to run a more efficient operation that will result in better value to our members, 89.8 percent of those members surveyed did not think their electric bill was excessively high. In 2000 75.7 percent of those surveyed were satisfied with the rates they paid. This result seems anomalous and I don't have an explanation for it.

Our members' third most important concern is customer service. The Chugach members surveyed that have called our office said that our customer service is at a high level. In fact, our members tell us that our telephone service is at its highest point ever, as is the quality of service for a member making an office visit.

All in all, the survey results indicate the vast majority of members believe the cooperative is serving them well; however, we cannot become complacent or be satisfied with the status quo. The Board and management will strive to be the best electric utility in Alaska and continue to measure our performance based on national and international standards. This is your cooperative. Please let me know if you believe there are areas in which we need to improve.





Election results

The 52nd Chugach Annual Meeting was held Thursday evening, April 25, at the Hotel Captain Cook. Here is a summary of the Association's election.


- Total number of members of record for the 2002 election:59,606
- Total number of returned mail ballot envelopes:8,687
- Number of validated returned mail ballot envelopes:8,249
- Number of members that registered at the annual meeting:165
- Number of in-person ballots issued at the annual meeting:72
- Number of in-person ballots cast at the annual meeting:70
- Total number of ballots cast in the 2002 election:8,319
- Percentage of the record date membership that voted: 14 percent
- Director election (three seats on the board to 1030181 {Ha} be filled by the three candidates receiving the most votes)
 - H.A. "Red" Boucher5,559
 - Samuel W. Cason4,700
 - Peter Jarratt4,484
 - Patricia B. "Pat" Jasper6,409
- Proposed amendment to the bylaws: "Director meeting fee" 3,522 "yes", 4,207 "no" (failed)


Planting tips


Chugach is a Tree Line USA certified utility. As part of the continuing certification process, Chugach educates its members on planting near power lines and in rights of way. Chugach has a brochure that recommends "planting the right tree in the right place." It helps customers determine what types of plants and trees are the right ones to be planted near utility 233485 {Ha} rights of way. In addition, Chugach provides information on planning landscaping and planting tips. Here are a few planting tips:

-  Remove vegetation and loosen the soil. The planting site should be a saucer-shaped area at least three times the diameter of the root ball, but only as deep as the height of the root ball.
-  Slope and roughen the sides of the site.
-  Do not remove the container or burlap until you are ready to plant the tree as it will help to keep the root system moist.
-  Remove all twine and tags from the trunk. When ready to plant,

remove or cut away the container, wire basket or burlap from the root ball. Separate and spread the roots.

 Set the tree in the prepared site. The trunk flare or collar (just above the point where the roots begin to branch) must be above ground level. Planting too deeply can kill the tree.

 Use soil from the planting site as backfill (remove large rocks and loosen the compacted soil).

 Soak the planting site thoroughly. Apply composted mulch two to four inches deep around the tree but at least six inches away from the trunk. Do not fertilize until the following spring.

Call 762-4736 to request a copy of Chugach's brochure that recommends the types of trees and shrubs that are suitable for planting near power lines and power line rights of way. For more information on planting the right tree in the right place, call Chugach's Utility Arborist, Chris O'Brien at 762-7660.

Chugach names new general manager

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organization and a successful Alaskan corporation. As the chief financial officer, he headed up the team that completed the recent \$180 million bond issuance that was a significant refinancing accomplishment for Chugach. Another major accomplishment was overseeing Chugach's refinancing of its Rural Electrification Administration debt in 1991. Since 1997 he has also headed the power production division at Chugach.

Griffith retired from the Air Force in 1984. He was a fighter pilot, instructed at the USAF Fighter Weapons School, conducted missile operational tests and evaluations, served at the Pentagon as Deputy Director of Operations, and was the 21st Tactical Fighter Wing

Commander at Elmendorf Air Force Base. Griffith worked for five years for the Anchorage Assembly as the Budget and Program Analyst after leaving the Air Force.

He is involved in the community through Commonwealth North and the Chamber of Commerce. His other community service includes serving on the American Red Cross Board of Directors, the board of the Armed Services YMCA and the United Way board.

Griffith graduated with an Engineering Science degree from the USAF Academy, and received a Master of Science degree in General Engineering from the Oklahoma State University.

News notes

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the member's name. If you find a number like this that matches the member number printed on your bill, call our service center at 563-7366 to claim your prize. You may win for the current or previous month's issue.

Frequently called numbers

Main number	563-7494
Toll free	(800) 478-7494
Customer service	563-7366
Customer service fax	762-4678
Business and commercial	762-7876
Credit	563-5060
Power theft hotline	762-4731
Danger tree hotline	762-7227
Regulatory Commission of Alaska (800) 390-2782 or 276-6222	

Online www.chugachelectric.com

Payment options

You may pay your bill by mail, NetPay, automatic debit from your checking account, in-person at our service center or by using our curbside drop box or Speed!Pay terminal. You may be able to pay by phone if your bank or credit union offers this service. Current payments may also be made at any Anchorage branch of the First National Bank of Anchorage. You may pay your bill by using Chugach's online NetPay at www.chugachelectric.com.

To report a power outage

In Anchorage	762-7888
Outside Anchorage	(800) 478-7494

Residential Service Costs

Customer Service charge	\$.625/month
Kilowatt-hour charges:	
Energy charge8034¢
Fuel adjustment	2.360¢
State tax	0.036¢
Total kwh	10.430¢