

NOVEMBER  
2020

# UNITED NEWSLINE

Information for the members of United Power, Inc.

## IN THIS ISSUE

- Unclaimed Capital Credits.....2
- Member Choice Grants.....2
- Fort Lupton Office Closure .....3
- Line Crew Helps with Rebuild ....5
- Virtual Community Support.....6

## IMPORTANT DATES

<b>NOVEMBER</b> 28-29	<b>Thanksgiving Holiday</b> Offices Closed
<b>DECEMBER</b> 24-25	<b>Christmas Holiday</b> Offices Closed
<b>DEC 31 -</b> <b>JAN 1</b>	<b>New Year's Holiday</b> Offices Closed
<b>APRIL 14,</b> <b>2021</b>	<b>Annual Meeting &amp;</b> <b>Director Election</b>

## United Power Celebrates EVs During October Event

### Despite Popular Myths, Electric Vehicles are Affordable, Efficient, Safe & Fun

There has never been a more exciting time to consider whether an electric vehicle is right for you and your family. In October, United Power partnered with Nigel Zeid of Boulder Nissan for a special video webinar during National Drive EV Week to educate members and alleviate concerns many have about electric vehicles.

There has been a noticeable growth in electric vehicle (EV) ownership over the past few years as the technology has advanced. It is not uncommon to see electric vehicles on the road, charging outside a local grocery

store that has integrated stations for shoppers or even as part of a vehicle fleet at a local business. United Power employs four electric vehicles as part of its own fleet. Charging stations are becoming increasingly common, as well. Gas stations are one industry beginning to lead the way, retrofitting charging stations into their lots to meet the changing needs of modern drivers. Even as growth continues, though, some still have longstanding concerns about the practicality of such vehicles for their daily lives.

During the cooperative's educational webinar, Zeid walked members around a new Nissan Leaf, demonstrating its capability and functionality and debunking common myths that exist about electric vehicles. The most common concerns, Zeid said, are range anxiety and charging, affordability, and safety.

Addressing these concerns, Zeid challenged members to track their daily mileage driven, pointing out few people are commuting farther than an electric vehicle's range. In fact, the average driver should be able to recoup lost charge overnight on a single home charge, he said. Most electric vehicles offer a range of at least 150 miles when charging overnight

isn't a convenient option, and many batteries are capable of reaching north of 200 miles and up to 300 miles.

In addition, despite the higher upfront cost, electric vehicles are cheaper over time as a result of a cheaper energy source and fewer maintenance visits, not to mention available state and federal rebate programs and tax incentives. Finally, Zeid pointed out electric vehicles come standard with many safety features that are options on other vehicles and are also safer from a technical standpoint.

If electric vehicles currently available aren't exactly what you're looking for, give it time. More options are quickly becoming available. In the next few years, roughly a dozen new electric vehicles are expected to hit the market.

"With a little research, you will quickly realize they're more practical, more functional and more fun than standard gas engine vehicles," said Tyler Bain, a United Power electrical engineer and EV owner.

Members interested in learning more about electric vehicles can learn more and watch the webinar on our website at [www.unitedpower.com/ChooseEV](http://www.unitedpower.com/ChooseEV).



[www.unitedpower.com](http://www.unitedpower.com)

Report an Outage 303-637-1350  
Customer Service 303-637-1300

# We May Have Money for You

United Power is attempting to issue unclaimed capital credit refunds to members who received electric service from the cooperative prior to 2017. If you were a member up to December 31, 2016, you may be eligible to receive a capital credit refund.

## What Are Capital Credits?

Cooperative members periodically receive capital credit refunds, based on their electric use during a specified time period. The amount you will receive is based on the amount of power you used and the rates paid for the time period being retired. If the customer is deceased the credits may be claimed through the estate.

## Who May be Eligible for a Refund?

- If you were a United Power member for any period of time through December 31, 2016 and have moved out of the United Power service territory.
- Accounts of a deceased member may have funds due and the credits may be claimed by the estate.
- Current members may be eligible, but all current members are encouraged to look at the list, especially if:
  - \* You have recently moved;
  - \* Changed your name;
  - \* Added your name to an existing account;
  - \* Did not cash a capital credit check issued in 2016 or earlier.

## How Can I Find Out If I Am Due a Refund?

To find out if you are due a refund, visit [www.unitedpower.com](http://www.unitedpower.com), click on 'My Cooperative' and look for the 'Capital Credits' page to view the entire list of unclaimed capital credit accounts.

Lists will also be posted in the lobbies of offices in Brighton, Carbon Valley and Coal Creek Canyon.

Please visit [www.unitedpower.com/contact-us](http://www.unitedpower.com/contact-us) for office hours and addresses.

## My Name is On The List. How Do I Claim My Money?

If you find your name on the list of unclaimed capital credits on our website, download and complete the **Patronage Capital Refund Request form**. If you do not have internet access, call our Capital Credit information line at 303-637-1200, leave a message with your name and mailing address and we will mail you the request form. Please complete this form and mail it back to United Power in order to have your account researched.

**Forms must be received by United Power by May 1, 2021.**

# Final Member Choice Announcements

Member Choice Grants, introduced earlier this year, allowed United Power to provide support for causes and organizations members care about. We asked our members to nominate nonprofits in the co-op service territory they would like to see us support through three rounds of grant presentations in 2020. During this difficult year, our members recognized the needs of others and focused on organizations that met essential needs, such as food insecurity, mental health and positive recreation.

United Power is proud to announce the two nonprofits receiving \$1,000 Member Choice Grants for the third and final round of presentations.

## Pastor's Pantry



Pastor's Pantry, operating out of Whispering Pines Church, was founded in 2001 as a resource for anyone in need in Coal Creek Canyon. It provides both food and essential items, and is open every Thursday from 3 - 5 p.m. or by appointment.

## CO. Therapeutic Riding Center



CTRC offers more than a dozen equine-assisted classes for individuals with a broad range of behavioral, emotional and physical disabilities, and helps more than 500 riders each year. CTRC is currently celebrating its annual fundraiser, Paint the Pony.

# Ft. Lupton Office Closing

November 2020

3

After several years operating a storefront in Fort Lupton, United Power is closing its office located on Dexter Street in the Fort Lupton Safeway shopping center. When offices are able to reopen to the public, members who wish to conduct business in person can visit our Brighton office, located just nine miles from Fort Lupton. The cooperative is also planning to open a self-serve payment kiosk in Fort Lupton to ensure members still have a local payment station that accepts cash, check and card.

Over the past few years, United Power members have steadily requested more self-serve options. The co-op has responded by offering more ways for members to access their accounts and make quick and secure payments without visiting an office.

“The way our members want to conduct business with us is evolving. Before the pandemic, we were noticing a decline in the number of members visiting us in person. The pandemic stopped all in-person services, and our members quickly adapted to using remote tools to manage their accounts,” said Member Services Director Francis Ashu. “Now more of our members are consistently interacting with us over the phone or online and leveraging self-serve payment options instead of visiting our front counters.”

Members can easily review account information and make payments through our online portal, mobile app and pay by phone features. Self-serve payment kiosks are available in our Carbon Valley, Coal Creek and Brighton office with access available after hours. Since the pandemic related closures, our online, over the phone and self-serve support options have allowed United Power to continue to serve our members at a safe distance.

“Through these options, members have easy and safe access to account information from the comfort of their home, and we are able to provide the same level of quality service without the costs associated with operating a storefront location,” Ashu said.

United Power member services representatives and other office personnel have also been working remotely while handling support inquiries. When employees return to the office, member services representatives from the Fort Lupton location will transfer to the Brighton Headquarters. The Brighton, Coal Creek and Carbon Valley offices



house a consolidated mix of line crews, vehicle maintenance, member services, engineering and new construction teams. Whereas, the Fort Lupton office has been a member services-only storefront. Consolidating employee teams to these primary office locations will improve efficiency and save money for the cooperative and our members.

“The co-op has a long history of partnership with the town of Fort Lupton and the town has always welcomed our storefront location. We thank you for your hospitality over the years,” said Bryant Robbins, Acting Chief Executive Officer. “Be assured that this office closure doesn’t diminish our commitment to serving the Fort Lupton community – we remain as dedicated as ever to providing you with co-op power and supporting the community you call home.”

United Power remains committed to serving the Fort Lupton area with more than just electricity. Our crews continue to be dispatched from our Carbon Valley Service Center and our Brighton Headquarters for outages, and you will still see us working in the area to conduct system maintenance. You’ll still see our employees involved in the community, and our name on banners at ball parks and as a supporter of local organizations and community events. As your electric cooperative, we’re here to power what matters, no matter where you live in the service territory.

# 2021

## ANNUAL MEETING & DIRECTOR ELECTION

### WEDNESDAY APRIL 14, 2021

**12:00 p.m.** Mail-in ballots must arrive at P.O. Box  
**6:30 p.m.** Virtual Meeting Begins  
Registration details will be posted online

*If conditions allow, an in-person meeting will also be held at **Riverdale Regional Park & Fairgrounds** (9755 Henderson Road, Brighton, CO 80601).*

[www.unitedpower.com/annual-meeting](http://www.unitedpower.com/annual-meeting)

## BALLOTING DEADLINES

**Balloting in the 2021 Director Election will be conducted via MAIL-IN VOTE ONLY.**

**FEBRUARY 12, 2021**

Director Nominations by Petition Deadline at 4 p.m.

**MARCH 15, 2021**

Ballots are mailed to members

**APRIL 14, 2021**

Mail-in Ballots must arrive at the P.O. Box by 12 p.m.

## MEET THE CANDIDATES

Attend a Meet the Candidate Forum to learn more about each of the candidates vying to serve on the Board of Directors. The following events are free to members. RSVPs are not required..

**THURSDAY, MARCH 18, 2021 | 6:30 p.m.**

Riverdale Regional Park, Rendezvous Room  
9755 Henderson Road, Brighton, CO 80601

**FRIDAY, MARCH 19, 2021 | 7:30 a.m.**

Coal Creek Canyon Community Center  
3158 Highway 72, Golden, CO 80403

**MONDAY, MARCH 29, 2021 | 6:30 p.m.**

Carbon Valley Service Center  
9586 E. I-25 Frontage Road, Longmont, CO 80504

**TUESDAY, MARCH 30, 2021 | 7:30 a.m.**

Fort Lupton Recreation Center  
Multi-Purpose Room 3  
203 S. Harrison Ave, Fort Lupton, CO 80621

Meet the Candidate forums subject to change or cancellation.



# Beware of Scam Calls

Today, we use technology to power our lives more than ever before. While technology has become a helpful way to navigate everything from news and current events to shopping and vacation planning, there are some who use it for more deceitful means - phone scamming.

Phone scammers attempt to impersonate a representative from a respected organization, such as the IRS or United Power, to gain information or payment from a victim. Many of these scams are elaborate and sophisticated, even using spoofing software to disguise their phone number so that it appears to be coming from a recognized number ("caller ID spoofing"). It's important to be cautious when you receive an unexpected call requesting a payment.



Recently, residential and business members on United Power's lines have reported receiving calls demanding payment for "past due" amounts on electric bills. The callers are demanding, and often insist that members make an immediate payment using a prepaid debit card.

In an effort to protect your information and money, we want to remind our members how we communicate past due account balances and collect payment.

## Know How United Power Does Business

- **United Power does not collect payments at member homes or businesses.** Never give money to people who may be posing as utility workers. If you are not sure about an employee's identification, ask the employee for identification or call United Power at 303-637-1300.
- **United Power never calls members in person to collect overdue electric bills.** While we may occasionally call to reach out with assistance information, notice of delinquency or disconnection is sent by mail and then United Power will follow up with our automated phone system. A recorded message will instruct you to initiate a payment.
- **United Power will never require prepaid debit as the only form of payment.** Members may initiate payment in a variety of ways: online through the SmartHub portal; by phone, mail, payment kiosk or in person using cash, check or debit.



## When in Doubt, Check it Out

Verifying the status of your utility accounts is your best defense against scam attempts. To keep up with the current status of your electric account, reference your monthly billing statement from United Power, check your account via SmartHub or call United Power's Member Services Department at 303-637-1300. If you are ever in doubt about a potential scam call, hang up and call United Power.

## READER REWARDS

NOVEMBER  
2020



### Three Winners Every Month!

1<sup>st</sup> place: \$100 Lowe's Gift Card  
2<sup>nd</sup> place: \$50 Lowe's Gift Card (two winners)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Mail entry form to: United Power • Reader Rewards  
500 Cooperative Way • Brighton, CO 80603

## Reader Rewards Online

[www.unitedpower.com](http://www.unitedpower.com)



Save a stamp! Visit [www.unitedpower.com](http://www.unitedpower.com) and click on 'Co-op & Community' to enter Reader Rewards online. Answer the question below with your online entry:

## Do you participate in Round-Up? If so, let us know why.

By submitting this entry I agree to allow United Power to publish my name in subsequent issues of United Newsline if I am selected as a winner.

## UNITED POWER PRIDE



In this edition, *United Newsline* goes to college. The *Newsline* joined Maria Wagner and daughter Danielle, of Brighton, in Texas for a tour of Texas Christian University.

## United Power Pride Photos

Snap a photo with the *United Newsline* and you'll get a \$100 bill credit if we print it. Submit your photo along with your name, address, email and a description of the photo online at [www.unitedpower.com/unitedpowerpride](http://www.unitedpower.com/unitedpowerpride).

## East Troublesome Fire & Strong Winds Badly Damage Granby Cooperative's Infrastructure

United Power dispatched a crew to Granby to assist Mountain Parks Electric in its rebuild effort after receiving significant damage from the East Troublesome Fire in late October. United Power joins four other cooperatives as part of the rebuild in coordination with the Colorado Rural Electric Association.

The East Troublesome Fire erupted north of Granby and west of Grand Lake on October 14. Fueled by strong winds and beetle kill, the fire quickly turned into a blaze that consumed more than 100,000 acres overnight. As a result of the fire and winds, Mountain Parks Electric, the cooperative serving residents in the area, reported nearly 500 damaged or destroyed poles, not including damage to other critical infrastructure, miles of line and meters.

Mechanics crews at United Power helped put together a fleet including many essential pieces of equipment to make the rebuild as quick and safe as possible. Crews are expected to spend the next two weeks helping rebuild the most critical elements of Mountain Parks' infrastructure.

Other cooperatives assisting in the rebuild are Gunnison County Electric, Highline Electric, Southeast Colorado Power and White River Electric. Cooperatives work together to strengthen one another and more effectively serve our members.



## RECIPES



### Pumpkin Pie Pudding

- 1 3/4 cup whole milk
- 3/4 cup pumpkin puree
- 1/2 cup light brown sugar
- 1/3 cup cornstarch
- 6 large egg yolks
- 1 tsp pumpkin pie spice
- 1/2 tsp kosher salt
- 3 Tbsp unsalted butter, at room temp
- 1 tsp vanilla

Combine milk and pumpkin in medium saucepan. Set on stove over medium-low heat, stirring occasionally until just starting to steam. Meanwhile, in a medium heatproof bowl, combine brown sugar, cornstarch, egg yolks, salt and pumpkin pie spice and whisk until smooth.

When pumpkin milk is hot, add a small splash to sugar-egg mixture and whisk to combine. Continue adding small splashes until you've added about 3/4 of milk. Pour tempered egg mixture back into saucepan. Heat over medium heat, whisking slowly but constantly until mixture thickens into pudding. Remove from heat and add butter and vanilla.

Press mixture through fine-mesh sieve into heatproof bowl. Cover and refrigerate to cool.

### Share Your Recipes

Earn a free gift if we publish your recipe.

ONLINE: [www.unitedpower.com](http://www.unitedpower.com)

MAIL: United Power Recipes  
500 Cooperative Way  
Brighton, CO 80603

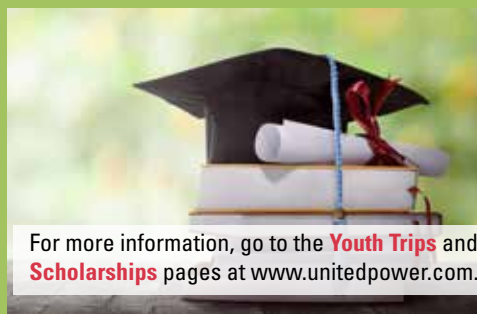
## Scholarship Applications Available No Youth Trips Scheduled for 2021

**Scholarships – Totaling nearly \$20,000**  
**Application Deadline: Jan. 29, 2021**

United Power awards 17 academic scholarships to outstanding students served by the cooperative. Scholarships include awards for students attending an accredited university or college in Colorado or pursuing a specific degree program, as well as 10 book scholarships. Applications are now available.

### Update to 2021 Youth Trips

Each year, the co-op offers students in its service territory the opportunity to build leadership skills through summer youth trips. However, in an abundance of caution for our members and employees, United Power



For more information, go to the **Youth Trips** and **Scholarships** pages at [www.unitedpower.com](http://www.unitedpower.com).

will not participate in either the Cooperative Youth Leadership Camp or Youth Tour in 2021.

We value these opportunities for our local high school students and future leaders in our communities, and hope to be able to offer these trips again in 2022.



# Commitment to the Virtual Community

United Power was forced to shift gears while planning its annual meeting in March as heightened concerns over the rapidly spreading COVID-19 pandemic forced the closure of the Riverdale Regional Park & Fairgrounds and many other local businesses. While many maintained hopeful expectations that the pandemic would begin to play itself out as summer weather faded, a third wave has instead continued the halt to in-person community activities and organizational fundraisers.

Reaching members via virtual format is hardly a new concept, but until this year it has never been the preferred method for encouraging community members to participate with one another. For United Power, that meant turning around months of planning to offer members a virtual annual meeting that still drew their interest and encouraged participation. The cooperative wasn't alone in navigating this journey, and often supported others holding similar events.

## Joining the Virtual Classroom



United Power electrical engineer Tyler Bain joined a Brighton High School engineering class in September via Zoom live from one of the cooperative's substations to talk about where electricity comes from, how it is generated and what kind of schooling it takes to become an electrical engineer. He also discussed renewable energy with the students.

## Decorating Virtual Ducks



United Power has long participated in and supported the annual Duck Derby hosted by the Rotary Club of Northglenn-Thornton. The duck race helps raise money for the Rotary Club to support scholarships, food banks and other local projects. This year, due to COVID-19, the club hosted its first virtual Duck Derby with an online "Best Dressed Duck" contest, which United Power entered, of course. Although our authentic, one-of-a-kind cow duck did not win, we are still proud to be a supporter of all the work the Rotary Club does.

## Scarecrows in Fort Lupton



Thinking creatively for ways to entertain and engage businesses and residents this Halloween season while maintaining safe social distancing, the City of Fort Lupton and Fort Lupton Chamber of Commerce sponsored a unique scarecrow contest throughout the community. United Power introduced the first-ever lineman made of hay into the contest. Early thoughts on the new lineman include the suggestion that he stay clear of energized line.

## Assisting the Career Path

Each year, the Adams County Education Consortium hosts its career expo for middle school students. This year's virtual event will feature 2-hour sessions over the course of two days in late November where students can learn more about potential career paths. United Power will both sponsor and participate in the annual event in its new first-ever virtual event.

# Giving A Little, Helping A Lot

## Operation Round-Up Board Members Answer "Why I Round Up?"

"I round up as this is a way I can join with other United Power members and personally help those in our community who are less fortunate, especially during these times of economic stress and high unemployment."

**Dale McCall, Chairman**

"It's the little bit (of change) that does a lot (of good). And it's so easy (sing it)!"

**Bonita Welsh**

"It is just the right thing to do!"

**Barb Rodgers**

"Rounding up is such an easy way to make a positive difference for those in need. When my few cents every month are added to the money donated by others, the Round-Up Board is able to support our members throughout our service area. I encourage everyone to 'round-up.'"

**Joan Kniss**

"A very small donation by the many United Power members adds up to a significant amount of money, which can be used to help members in need — that is our honor, to help friends and neighbors."

**Steve Whiteside**

**Do you round up? Tell us why on our Facebook or Twitter, and your answer could be featured in our December United Newslines.**

Operation Round-Up is a voluntary member-funded foundation that supports local nonprofits offering services to members in need. Donations average just \$.50 per billing statement, or just \$6/year. To show your support and sign up for Operation Round-Up, go to [www.unitedpower.com](http://www.unitedpower.com). To increase your contribution, please call our Member Services team at 303-637-1300.



## A Few Things to be Aware of when Considering Rooftop Solar

United Power has a long history of supporting our rooftop solar members. The cooperative has been nationally recognized for the amount of interconnected solar on its system, and recently surpassed 5,000 rooftop solar connections. That being said, several members have contacted us with questions about some things they are being told by door-to-door solar salespeople. We'd like to take this opportunity to dispel some common myths regarding rooftop solar:

### **Myth #1: Colorado State Law requires me to install solar on my roof.**

This is not true. The state recently passed legislation that requires homebuilders to offer rooftop solar options or make-ready wiring for solar on newly constructed homes, but this does not apply to existing households.

### **Myth #2: United Power contracts solar installers to offer rooftop solar.**

United Power does not have any contracts to work with rooftop solar installers. If a solar sales representative claims to be working with or on behalf of the cooperative, that should be a red flag. Members are free to work with any solar vendor they choose, and United Power will let you interconnect with our system. Learn

more about our interconnection agreement and other helpful tips before considering solar at [www.unitedpower.com/going-solar](http://www.unitedpower.com/going-solar).

### **Myth #3: By installing rooftop solar, you will no longer receive a United Power bill or will save against future electric rate increases.**

You will still receive a bill for the electricity you consume when the sun isn't shining and your home is utilizing services from the grid. United Power is actively working to reduce electric rates for all our members, so long term financing forecasts from solar salespeople with future rate increases from United Power may be misleading.

If you have any questions or would like to speak with a United Power energy advisor, please contact us at 303-637-1300. We also have several online resources available for members considering rooftop solar on our website at [www.unitedpower.com](http://www.unitedpower.com). You can even view and download meter data on your electric usage through our Power Portal for a more in-depth analysis.

You can learn about United Power's investments in solar for all our members at [www.unitedpower.com/innovating-energy](http://www.unitedpower.com/innovating-energy).

## Online Account Management & Paperless Billing

United Power's free online member portal is your way to conveniently manage your account without visiting an office location. Through the online portal, you have the ability to view and pay your bill, sign up for payment options like Paperless Billing and Auto Pay, and even view usage history and trends with the addition of Power Portal. Our online account portal is available both online and as a mobile app for both iPhone and Android devices.

When you sign up for Paperless Billing, you will stop receiving a paper bill in the mail and you will receive an e-mail notification when your statement is available. You can then make a payment how you prefer: online, over the phone or at a payment kiosk.

If you don't currently have an online account, you can sign up for one at [www.unitedpower.com/smarthub](http://www.unitedpower.com/smarthub).

### **Sign Up for Paperless Billing**

- From SmartHub, select **My Profile** from the menu options.
- Select Update **My Printed Bill Settings** from the options.
- Toggle **Paperless Status** button from OFF to ON to stop receiving printed bills.
- Click Yes to confirm.
- In the app, toggle Go Paperless in Settings to enroll in paperless.

# Inside This Issue

NOVEMBER  
2020



Your Touchstone Energy® Cooperative



## Supporting Co-op Rebuild

United Power line crews are helping Mountain Parks rebuild after severe fire.

Page 5



## Considering Solar

Some important things to consider when a solar sales representative shows up.

Page 7

## We May Have Money for You

United Power is attempting to issue unclaimed capital credit refunds to members who received electric service from the cooperative prior to 2017. You or someone you know may be eligible. Read more inside.

Page 2

## STAY CONNECTED WITH YOUR CO-OP

**email**.....UnitedNewsline@UnitedPower.com

**online**.....www.unitedpower.com

**f**.....facebook.com/UnitedPower

**t**.....twitter.com/UnitedPowerCoop

**Member Services**..... 303-637-1300

**Outage Line**..... 303-637-1350

## CONGRATS READER REWARDS WINNERS

**1<sup>st</sup> Place:** Patricia Hunter, Pinecliffe

**2<sup>nd</sup> Place:** Victoria Shiley, Frederick  
Debbie Keen, Fort Lupton

See your name listed as a winner? Call 303-637-1248 to claim your Reader Rewards.

**Board of Directors** Ursula J. Morgan  
**Chairman** Beth Martin  
**Vice-Chairman** Tim Erickson  
**Secretary** Keith Alquist  
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**Chief Operating Officer** Bryant Robbins  
**Chief Financial Officer** Laurie Burkhardt  
**Government & Regulatory**  
**Relations Officer** Troy Whitmore  
**Chief Energy Resource Officer**  
 Dean Hubbuck

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Information for the members of United Power, Inc.

# UNITED NEWSLINE

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Your Touchstone Energy® Cooperative



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