

14	11	10	14	12	9	14	11	15	13	10	15
JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
28	25	24	28	26	23	28	25	29	27	24	XX

**UTILITIES BOARD AGENDA**

**Tuesday, June 23, 2020 @ 12:00 Noon**

**Visitors/Guests By Conference Call (701) 802-5220 Access Code: 6047681#**

	P	A	1	2	3	4	5	6	7
Brooke	---	---	---	---	---	---	---	---	---
Thrall	---	---	---	---	---	---	---	---	---
Leonard	---	---	---	---	---	---	---	---	---
Boxley	---	---	---	---	---	---	---	---	---
Crespin	---	---	---	---	---	---	---	---	---
Williams	---	---	---	---	---	---	---	---	---
Steerman	---	---	---	---	---	---	---	---	---
Hourieh	---	---	---	---	---	---	---	---	---
Denman	---	---	---	---	---	---	---	---	---
Owen	---	---	---	---	---	---	---	---	---

1. Minutes from June 9, 2020 Meeting \_\_\_\_\_
2. Approval of Purchase Orders 89468 thru 89495 \_\_\_\_\_
3. Payment of Bills \_\_\_\_\_
4. Consider Approval of Irrigation Contract – Neil Parmely  
\_\_\_\_\_
5. May 2020 Financial Report  
\_\_\_\_\_
6. System Operating Report  
\_\_\_\_\_
7. Adjournment  
\_\_\_\_\_

Individuals with disabilities needing auxiliary aid(s) may request assistance by contacting Lamar Light and Power, 100 N Second Street, Lamar CO 81052, phone: 719.336.7456. We would appreciate 48 hours advance notice of the event so arrangements can be made to locate the requested auxiliary aid(s).

**LAMAR UTILITIES BOARD  
MINUTES OF THE UTILITIES BOARD MEETING  
June 9, 2020**

The Lamar Utilities Board met in regular session in the Utilities Board Room at 12:00 p.m. with Chairman Thrall presiding.

Present: Jay Brooke, Doug Thrall, Patrick Leonard, Clifford Boxley, Kirk Crespin, Don Steerman, Houssin Hourieh, Lisa Denman, Leala Owen, Linda Williams

Absent:

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**Minutes of Previous Meeting – May 26, 2020**

Boardmember Brooke moved and Boardmember Boxley seconded to approve meeting minutes of May 26, 2020.

Voting Yes: Brooke, Thrall, Leonard, Boxley

Voting No: None

**Purchase Orders #89433 through #89467**

Boardmember Boxley moved and Boardmember Leonard seconded to approve purchase orders #89433 through #89467 in the amount of \$780,792.86.

Voting Yes: Brooke, Thrall, Leonard, Boxley

Voting No: None

**Payment of Bills**

Boardmember Leonard moved and Boardmember Boxley seconded to approve payment of bills: Vouchers #49886 through #49942 for a total of \$166,418.00.

Voting Yes: Brooke, Thrall, Leonard, Boxley

Voting No: None

**Consider Approval of Bid #1986 – Line Materials and Wire**

Boardmember Brooke moved and Boardmember Boxley seconded to approve and award Bid #1986 – Line Materials and Wire to Wesco Denver in the amount of \$9,709.54.

Voting Yes: Brooke, Thrall, Leonard, Boxley

Voting No: None

**System Operating Report**

Superintendent Hourieh reported that sales of electricity through May 2020 is up approximately 2.92% when compared to the same period of time in 2019. Residential sales were up approximately 0.68%, irrigation sales were up 71.6% and commercial/industrial sales were up approximately 1.35%. These three customer classes represent an estimated 96% of the total system sales.

Superintendent Hourieh reported that during the semi-annual wind turbine maintenance, metal shavings were discovered in T-4's gearbox filter. They have sent an oil sample for testing and have requested Renew Energy to conduct a borescope inspection.

Superintendent Hourieh reported that they have formally filed a complaint against SECPA to enforce LUB's right to serve MVWA's well in accordance with the October 6, 1970 PUC decision No. 76027. A hearing in this matter is set before an Administrative Judge on August 17, 2020 at 9:00 a.m. in Denver. Copy of formal complaint included in packets.

Superintendent Hourieh reported that due to wind there were 3 poles damaged, 2 were stubbed and 1 was replaced along with 50kVA pole mount transformer which caused a fuse blow and the South Recloser to operate at the Santa Fe substation. The incident occurred last Saturday afternoon.

Superintendent Hourieh reported that the Wollert fire case has been dismissed with Prejudice and was agreed upon that each party bear their own attorney's fees and cost.

Superintendent Hourieh reported that the Governors order to extend hold on utility disconnect orders will end on June 13, 2020. If at this time no other order is put into place disconnects will be printed on June 15, 2020. He also requested guidance on amount of time given to customers that request payment arrangement.

Utility Board members had discussion regarding the payment arrangement and will make motion to extend the arrangement to 12-months payment plan.

Boardmember Brooke moved and Boardmember Leonard seconded to approve new payment plan during the COVID-19 utility arrears, March 1-June 13, 2020 bills in arrears will pay current amount billed and previous month's arrears will be split over 12-months.

Voting Yes: Brooke, Thrall, Leonard, Boxley  
Voting No:

### **Adjournment**

There being no further business to come before the Board, Boardmember Leonard moved and Boardmember Boxley seconded that the meeting adjourn.

Voting Yes: Brooke, Thrall, Leonard, Boxley  
Voting No:

The meeting adjourned at 1:42 p.m.

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Linda Williams – City Clerk

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Doug Thrall – Chairman

MAY 26, 2020

## PURCHASE ORDERS

## FOR BOARD APPROVAL

DATE:	P. O. #	BID #	COMPANY	ITEM	AMOUNT
4-Jun-20	89470		Renew Energy Maintenance LLC	BORESCOPE	\$2,635.00
10-Jun-20	89477	1986	Wesco Distribution Inc	LINE HARDWARE	\$9,709.54
17-Jun-20	89493		CIRSA	DEDUCTIBLES W/C & PROPERTY	\$3,048.93
BOARD APPROVAL TOTAL:					\$15,393.47

\*\* ESTIMATES: FINAL PURCHASE ORDER BASED ON ACTUAL COST. \*\*

MAY 26, 2020

## PURCHASE ORDERS

DATE:	P. O. #	BID #	COMPANY	ITEM	AMOUNT	APPROVED
11-Jun-20	89468		John Deere Financial	OIL JUGS	\$55.98	
30-Apr-20	89469		Airgas USA LLC	HYDROGEN	\$636.29	
4-Jun-20	89471		Stuart C Irby Corp	FR PANTS FOR HV WORKERS	\$2,341.47	
8-Jun-20	89472		Blazer Electric Supply Co	LOCK NUTS / CONNECTORS / CONDUIT NIPPLE	\$82.61	
9-Jun-20	89473		Grainger	FRN FUSES	\$202.51	
9-Jun-20	89474		Anixter Inc	LINE FUSES	\$121.50	
10-Jun-20	89475		Ark Valley Distributing	PLANT SUPPLIES	\$403.62	
10-Jun-20	89476		O'Reilly Automotive Stores Inc	STEERING WHEEL COVER	\$37.98	
10-Jun-20	89478		Tri County Ford Inc	CLUTCH FAN	\$304.47	
4-Jun-20	89479		Stuart C Irby Corp	FR WORK SHIRTS	\$648.24	
11-Jun-20	89480		Steerman Law Office PLLC	PROFESSIONAL SERVICES	\$1,181.25	
11-Jun-20	89481		Atmos Energy	UTILITIES	\$138.05	
11-Jun-20	89482		Tri County Ford Inc	REPAIRS UNIT 35 WATER LEAK FROM ENGINE	\$557.81	
15-Jun-20	89483		Stuart C Irby Corp	FR HOODIES	\$2,300.00	
16-Jun-20	89484		John Deere Financial	WEED KILLER / BOLTS	\$241.17	
17-Jun-20	89485		Imperial Supplies LLC	FIRST AID KITS	\$568.95	
15-Jun-20	89486		UPS	FREIGHT	\$159.57	
15-Mar-20	89487		Quality Dry Cleaners	LAUNDRY SERVICES	\$26.60	
15-Jun-20	89488		Tri County Ford Inc	VALVE ASSEMBLY MODULATOR UNIT 14	\$196.13	
16-Jun-20	89489		Valley Glass Company LLC	DESK SCREEN	\$1,425.50	
16-Jun-20	89490		Coloradoland Tire and Services	TIRES UNIT 53	\$821.38	
17-Jun-20	89491		VISA	CLOUD EMAIL / PUMP / DEF PUMP	\$1,125.63	
17-Jun-20	89492		United Reprographic Supply Inc	MAINTENANCE CONTRACT ON OCE PLOTWAVE	\$842.00	
17-Jun-20	89494		Colorado Dept of Revenue	QUARTERLY PUC ADMIN FEE	\$2,194.29	
17-Jun-20	89495		Office Depot	OFFICE SUPPLIES	\$401.87	

PURCHASE ORDER TOTALS

\$32,408.34

**CITY OF LAMAR  
LAMAR UTILITIES BOARD  
PAYMENT REGISTER**

<b>PAYMENT</b>	<b>HP/ VD</b>	<b>VENDOR NAME</b>	<b>ITEMS</b>
49943		1 DOUBLE T LAUNDRY SERV	1
49944		1 THADDEUS R WERTZ	1
49945		1 JUDITH HAGEDORN	1
49946		1 ROY LEE G O'BRYAN	1
49947		351 PERA OF COLORADO	4
49948		436 A R P A	1
49949		442 401K VOLUNTARY INVESTMENT PLAN	2
49950		666 COMMUNITY STATE BANK	1
49951		910 PEOPLES CREDIT UNION	1
49952		2055 CITY OF LAMAR	4
49953		2056 CITY OF LAMAR-PAYROLL	1
49954		136 AMERICAN ELECTRIC COMPANY	2
49955		169 STEERMAN LAW OFFICE PLLC	1
49956		245 TRI COUNTY FORD INC	5
49957		440 CITY OF LAMAR-L&P SALES TAX	1
49958		895 O'REILLY AUTOMOTIVE STORES INC	1
49959		1062 VALLEY GLASS COMPANY LLC	1
49960		1167 ARK VALLEY DISTRIBUTING	1
49961		2161 CIRSA	3
49962		2252 ATMOS ENERGY	2
49963		2297 QUALITY DRY CLEANERS	2
49964		2513 QUEST INC	1
49965		2639 BLAZER ELECTRIC SUPPLY CO	1
49966		2739 JOHN DEERE FINANCIAL	3
49967		3008 COLO DEPT OF REVENUE	1
49968		3104 UNITED REPROGRAPHIC SUPPLY INC	1
49969		3432 SENSUS	1
49970		4183 UPS	1
49971		6056 GRAINGER	3
49972		6059 TECHLINE LTD	1
49973		6061 WESCO DISTRIBUTION INC	1
49974		6123 COLORADOLAND TIRE & SERVICES	1
49975		6168 ANIXTER POWER SOLUTIONS LLC	1
49976		6183 ZORO TOOLS INC	3
<b>BANK TOTALS</b>	<b>PAYMENTS:</b>	<b>34 VOIDS:</b>	<b>0</b>

**Board Meeting Date: June 23, 2020**

**LAMAR UTILITIES BOARD  
AGENDA ITEM INFORMATION**

**ITEM TITLE: Consider Approval of Irrigation Contract – Neil Parmely**

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**INFORMATION:**

The attached irrigation contract is between LUB and Neil Parmely. The contract is for a 20 horsepower irrigation pump, in which ownership of the well has transferred to Mr. Parmely. Per the irrigation contract, Mr. Parmely will be charged \$10.00 per horsepower resulting in a minimum annual payment of \$200.00 and an \$18.00 monthly service charge.

UTILITIES BOARD FO THE CITY OF LAMAR  
(IRRIGATION CONTRACT)

In consideration of the mutual agreements hereinafter stated, it is hereby agreed by and between the parties hereto as follows:

The Utilities Board of the City of Lamar, hereinafter called the Board, hereby agrees to provide electrical service as hereinafter stated to the undersigned customer, and Neil E. Parmeh hereinafter called the Customer, agrees to pay a minimum charge of \$10.00 per horsepower connected per year in accordance with approved rates.

The Customer further agrees to take electrical service at 10600 St Hwy 196, Prowers County, Colorado, for a period of five (5) years from the date hereof in accordance with all applicable rules, rates and regulations of the Board as approved by the Public Utilities Commission of the State of Colorado.

Minimum charge for service hereunder shall be in accordance with applicable rate schedule. At the option of the Board, the minimum shall be payable in advance and will be credited on a monthly basis until used up.

The Customer further agrees that this agreement shall constitute the granting of full easement rights which are necessary for the above service to the extent to which he is legally qualified and able to grant.

The summary of cost and account numbers is as follows:

Annual Minimum \$10.00 HP	\$ <u>200.00</u>
Advance Payment Credit	\$ <u>0.00</u>
Rate, P.U.C. Number	# <u>Sheets #11, #19, #20</u>
Revenue Account Number	# <u>54-442</u>
Customer Account Number	# <u>062-27-3650</u>

IN WITNESS WHEREOF, the parties hereto have set their hands this 15<sup>th</sup> day of June, 2020.

ATTEST:

UTILITIES BOARD OF THE CITY OF LAMAR

\_\_\_\_\_  
Clerk  
WITNESS;  
[Signature]

By \_\_\_\_\_ Chairman  
[Signature]  
Customer

Board Meeting Date: June 23, 2020

**LAMAR UTILITIES BOARD  
AGENDA ITEM INFORMATION**

**ITEM TITLE: May 2020 Financial Report**

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**INFORMATION:**

The LUB Financial Statements for May 2020 include the balance sheet, income statement, year to date income and year to date monthly comparisons with 2019.

**Balance Sheet**

There are no significant changes to the balance sheet. Cash is down \$20,707 from April and accounts receivable increased by \$42,292.

**Income Statement**

The total operating revenue for the month is \$1,019,299 operating costs of \$1,020,925 resulting in gross operating loss of \$1,626. When the non-operating revenues and expenses are taken into consideration there is a net loss for the month of \$172,245.

**YTD Income Statement**

Total operating revenues for the year are \$5,144,171 and total operating costs are \$4,715,942 resulting in gross operating income of \$428,229. When the non-operating revenues and expenses are taken into consideration there is a net loss of \$409,657 year to date.

**YTD Comparison with Last Year**

When compared to 2019 you will notice that revenues from retail sales are up approximately \$132,192 or 3% comparing May 2020 to May 2019 and overall operating expenses are up approximately \$184,068 or 4% resulting in a net loss of \$409,657 for the year.



**Lamar Light and Power**  
**Balance Sheet**  
**As of May 31, 2020**

**ASSETS AND DEFERRED OUTFLOWS**

**Current Assets**

**Cash & Cash Equivalents** 2,198,203

**Plant Replacement Funds** 7,966,027

**Total Cash & Cash Equivalents** 10,164,230

**Accounts Receivable**

**Customer Receivables** 1,496,937

**Uncollectible Accounts Receivable** (103,039)

**Total Accounts Receivable** 1,393,897

**Other Current Assets**

**Due from General Fund** 655

**Inventories** 796,560

**Accrued Interest Receivable** 0

**Electric Shop Clearing** 0

**Machine Shop Clearing** 1,534

**Total Other Current Assets** 798,749

**Total Current Assets** 12,356,877

**Fixed Assets**

**Prelim Survey & Investigate** 271,103

**Fixed Assets, Plant** 34,006,264

**Fixed Assets, Total Accum Depre** (22,395,631)

**Total Fixed Assets** 11,881,736

**Other Assets**

**Lamar Work Order (17)** 205,316

**Jurisdictional Work Order (18)** 24,518

**Total Other Assets** 229,834

**Deferred Outflows of Financial Resources**

**Deferred Outflows** 287,930

**Deferred Outflows - Pension Timing** 217,946

**Deferred Outflows - Pension Experience** 166,436

**Deferred Outflows - Proportionate Share** 30,814

**Deferred Outflows - Timing** 16,227

**Deferred Outflows - Experience** 1,137

**Total Deferred Outflows** 720,490

**TOTAL ASSETS AND DEFERRED OUTFLOWS** 25,188,937

**Lamar Light and Power**  
**Balance Sheet**  
As of May 31, 2020

**LIABILITIES & EQUITY**

**Accounts Payable**

Monthly Accounts Payable	867,743
<b>Total Accounts Payable</b>	867,743

**Other Current Liabilities**

Payroll Liabilities	(4,179)
Customers Deposit	347,212
Accrued Interest on Deposit	32,917
Bond Interest Payable	18,375
Bonds, Current Portion	344,854
Due to General funds	48,531
Sales Tax	(10,690)
Accrued Vacation & Sick	285,745
Vending Proceeds Held in Custody	510
ARPA Clearing	(5,283)
<b>Total Other Current Liabilities</b>	1,057,991

<b>Total Current Liabilities</b>	1,925,735
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**Long Term Liabilities**

2004 Bond Issue-L/T Debt	771,123
<b>Total Long Term Liabilities</b>	771,123

<b>Total Liabilities</b>	2,696,857
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**Deferred Inflows of Financial Resources**

Net Pension Liability	2,649,906
Deferred Inflows - Pension Prop	175,907
Deferred Inflows - Pension Earnings	763,963
Net OPEB Liability	240,339
Deferred Inflows - Proportionate Share	17,518
Deferred Inflows - Earnings	4,021
<b>Total Deferred Inflows</b>	3,851,654

Retained Earnings	19,050,082
Current Year Earnings	(409,657)
<b>Total Equity</b>	18,640,425

<b>TOTAL LIABILITIES, DEFERRED INFLOWS AND NET POSITION</b>	25,188,937
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**Lamar Light and Power**  
**Income Statement**  
**For the Period Ending May 31, 2020**

Ordinary Income/Expense	May-20	Budget	Over Budget	% of Budget
<b>Income</b>				
<b>Residential</b>	405,417	501,157	(95,740)	81%
<b>Commercial</b>	446,493	612,284	(165,791)	73%
<b>Irrigation</b>	113,384	73,836	39,548	154%
<b>Other</b>	53,132	53,334	(202)	100%
<b>Customer Reconnect</b>	874	4,188	(3,314)	21%
<b>Total Income</b>	<u>1,019,299</u>	<u>1,244,798</u>	<u>(225,499)</u>	<u>82%</u>
<b>Operation</b>				
<b>Personnel Expense</b>	91,812	104,223	(12,411)	88%
<b>Production Expense</b>	793,773	789,048	4,726	101%
<b>Repairs &amp; Maintenance</b>	104,815	142,089	(37,274)	74%
<b>Supplies</b>	22,556	34,406	(11,850)	66%
<b>Insurance &amp; Claims</b>	4,492	23,333	(18,841)	19%
<b>Interest</b>	3,476	3,378	97	103%
<b>Total COGS</b>	<u>1,020,925</u>	<u>1,096,478</u>	<u>(75,553)</u>	<u>93%</u>
<b>Gross Profit</b>	(1,626)	148,320	(149,946)	-1%
<b>Other Revenue</b>				
<b>Non-Operating Revenue</b>	81,177	83,333	(2,156)	97%
<b>Interest</b>	3,467	4,333	(866)	80%
<b>Non-Operating Expense</b>	(31,851)	(33,178)	1,328	96%
<b>Depreciation</b>	(75,000)	(75,000)	-	100%
<b>Charter Appropriation</b>	(148,412)	(119,246)	(29,167)	124%
<b>Total Other</b>	<u>(170,619)</u>	<u>(139,757)</u>	<u>(30,862)</u>	<u>122%</u>
<b>Net Position</b>	<u>(172,245)</u>	<u>8,562</u>	<u>(180,807)</u>	<u>-2,012%</u>

**Lamar Light and Power**  
**YTD at 41.67%**  
**Income Statement**  
**For the Period Ending May 31, 2020**

Ordinary Income/Expense	May	Budget	Over/Under Budget	2,020
<b>Income</b>				41.7%
<b>Residential</b>	2,177,517	2,505,985	(328,468)	6,013,883
<b>Commercial</b>	2,476,414	3,061,663	(585,249)	7,347,404
<b>Irrigation</b>	238,511	369,210	(130,698)	886,032
<b>Other</b>	240,011	266,689	(26,678)	640,002
<b>Customer Reconnect</b>	11,718	20,939	(9,221)	50,250
<b>Total Income</b>	5,144,171	6,224,486	(1,080,314)	14,937,571
<b>Operation</b>				
<b>Personnel Expense</b>	449,493	521,156	(71,663)	1,250,674
<b>Production Expense</b>	3,478,373	3,945,553	(467,181)	9,468,570
<b>Repairs &amp; Maintenance</b>	529,181	710,503	(181,322)	1,705,071
<b>Supplies</b>	103,843	172,045	(68,202)	412,876
<b>Insurance &amp; Claims</b>	137,993	116,676	21,317	280,000
<b>Interest</b>	17,060	16,893	166	40,541
<b>Total COGS</b>	4,715,942	5,482,827	(766,885)	13,157,732
<b>Gross Profit</b>	428,229	741,659	(313,430)	1,779,839
<b>Other Revenue</b>				
<b>Non-Operating Revenue</b>	383,049	416,700	(33,651)	1,000,000
<b>Interest</b>	17,033	21,668	(4,635)	52,000
<b>Non-Operating Expense</b>	(146,923)	(165,905)	18,982	(398,141)
<b>Depreciation</b>	(348,984)	(375,030)	26,046	(900,000)
<b>Charter Appropriation</b>	(742,062)	(596,276)	(145,786)	(1,430,948)
<b>Total Other</b>	(837,886)	(698,843)	(139,043)	(1,677,089)
<b>Net Position</b>	(409,657)	42,816	(452,473)	102,750

**Lamar Light and Power**  
**YTD Comparison 41.67%**  
**Income Statement May 31, 2020**

Ordinary Income/Expense	May 2020	May 2019	Changes
<b>Income</b>			
<b>Residential</b>	2,177,517	2,157,043	20,474
<b>Commercial</b>	2,476,414	2,457,166	19,248
<b>Irrigation</b>	238,511	147,275	91,236
<b>Other</b>	240,011	232,963	7,048
<b>Customer Reconnect</b>	11,718	17,533	(5,814)
	<u>5,144,171</u>	<u>5,011,979</u>	<u>132,192</u>
<b>Operation</b>			
<b>Personnel Expense</b>	449,493	405,168	44,325
<b>Production Expense</b>	3,478,373	3,288,548	189,824
<b>Repairs &amp; Maintenance</b>	529,181	601,581	(72,400)
<b>Supplies</b>	103,843	98,937	4,906
<b>Insurance &amp; Claims</b>	137,993	117,694	20,298
<b>Interest</b>	17,060	19,945	(2,886)
<b>Total COGS</b>	<u>4,715,942</u>	<u>4,531,875</u>	<u>184,068</u>
<b>Gross Profit</b>	428,229	480,105	(51,875)
<b>Other Revenue</b>			
<b>Non-Operating Revenue</b>	383,049	473,856	(90,806)
<b>Interest</b>	17,033	23,094	(6,061)
<b>Non-Operating Expense</b>	(146,923)	(145,763)	(1,160)
<b>Depreciation</b>	(348,984)	(350,197)	1,213
<b>Charter Appropriation</b>	(742,062)	(710,441)	(31,621)
<b>Total Other</b>	<u>(837,886)</u>	<u>(709,451)</u>	<u>(128,435)</u>
<b>Net Position</b>	<u>(409,657)</u>	<u>(229,346)</u>	<u>(180,311)</u>

Board Meeting Date: June 23, 2020

**LAMAR UTILITIES BOARD  
AGENDA ITEM INFORMATION**

**ITEM TITLE: System Operation Report**

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**INFORMATION:**

In continuous efforts to improve system reliability and efficiency, our line crew have installed a 288 kva, 200 Amp, 24.9kv voltage regulator that has been serviced by Solomon Corporation. The voltage regulators are on the East end circuit that feeds Bristol, Hartman, and Holly. This regulator will help reduce line losses and maintain proper voltage on that circuit.

The crew also replaced a 40 ft wooden pole at County Road NN and Rd 8 which broke off due to high wind. The crew has also been performing general line maintenance and tree trimming.

We are working with KnowBe4 an IT company that specializes in system security and simulated phishing platform. The plan includes baseline testing, system protection, and training focused on phishing, spoofing, and social engineering indicators. Our goal is to protect our network from hacking and be able to recover in case we get attacked.

COVID-19 Update:

The Governor did not extend his order on banning disconnections of utilities for nonpayment on accounts by customers that are affected by COVID-19. The new Executive Order D-2020-098 directs utilities to waive disconnection, reconnection fees, and suspend accrual of late payment fees for residential and small business customers who have missed payments during the pandemic.

On June 9<sup>th</sup> the Board approved extending the payment plan from 6 months to 12 months during COVID-19 utility arrears from March 1<sup>st</sup> – June 13, 2020.

We have also received an updated Guidance from the Executive Director of Colorado Energy Outreach. The Guidance has been changed to allow claims made for home cooling in addition to home heating. This means our customers who meet the income criteria will qualify for LEAP funding. However, the season expires at the end of July. If for whatever reason customers do not meet LEAP guidelines, the state has made other resources available at EOC and the legislature just appropriated \$4.8 million to support non LEAP low income bill payment with the passage of HB 20-1412.

In an effort to connect our customers with the bill pay resources EOC has produced the following:

“Many people are struggling with economic hardships as a result of COVID-19. If you have been impacted by the pandemic and have fallen behind on the payment of your home energy bills, help is available to qualifying households today. Please apply to the Colorado State LEAP Program or Energy Outreach Colorado’s Bill Payment Assistance Program. Learn more at <https://www.energyoutreach.org/programs> or call 1-866-HEAT-HELP (1-866-432-8435). We are here to help.”

# Security Awareness Training and Simulated Phishing Platform

Helps you manage the ongoing problem of **social engineering**

## KnowBe4 Security Awareness Training

Old-school security awareness training doesn't hack it anymore. Today, your employees are frequently exposed to sophisticated phishing and ransomware attacks.



### Baseline Testing

We provide baseline testing to assess the Phish-prone™ percentage of your users through a free simulated phishing attack.



### Train Your Users

The world's largest library of security awareness training content; including interactive modules, videos, games, posters and newsletters. Automated training campaigns with scheduled reminder emails.



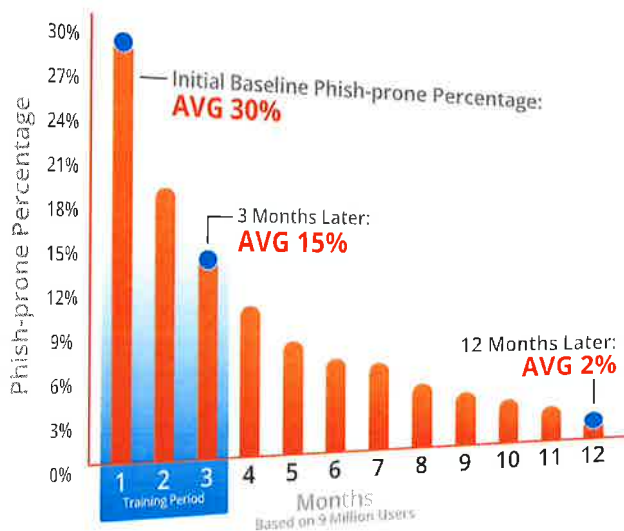
### Phish Your Users

Best-in-class, fully automated simulated phishing attacks, thousands of templates with unlimited usage, and community phishing templates.



### See the Results

Enterprise-strength reporting, showing stats and graphs for both training and phishing, ready for management. Show the great ROI!



## The System Really Works

With KnowBe4's massive database, we analyzed nearly 9 million users over the course of 12 months, and our 2019 research uncovered surprising results. The overall industry initial Phish-prone percentage benchmark turned out to be a troubling 30%.

Fortunately, the data showed that this 30% can be brought down more than half to just 15% in only 90 days by deploying new-school security awareness training. The 365-day results show that by following these best practices, the final Phish-prone percentage can be minimized to 2% on average.

See how your company's phish-prone percentage compares to your peers! The **Industry Benchmarking** feature is included with your subscription.

# Find Out How **Effective** Our Security Awareness Training Is

KnowBe4 is the world's largest integrated platform for awareness training combined with simulated phishing attacks. Join our tens of thousands of customers who have mobilized their end users as a last line of defense.

## KnowBe4 Security Awareness Training Features



### Unlimited Use

We offer three Training Access Levels, giving you access to our content library of 900+ items based on your subscription level. Unlimited access to all phishing features with flexible licensing. No artificial license ceilings and 10% overage allowance. Powerful new features added regularly.



### Engaging, Interactive Browser-based Training

The interactive training gives your users a fresh new learner experience that makes learning fun and engaging. Currently available in 21 local languages, your users now can **choose the language they're most comfortable with** for the entire training interface, helping deliver a more immersive training experience. With the **optional gamification feature**, users can compete against their peers on leaderboards and earn badges while learning how to keep your organization safe from cyber attacks.



### Upload Your Own Content

Want to supplement your KnowBe4 security awareness training content with your organization's custom training or other corporate training content? Upload your own SCORM-compliant training and video content and manage it alongside your KnowBe4 ModStore training all in one place - at no extra cost!



### New! Assessments

Find out where your users are in both security knowledge and security culture to help establish baseline security metrics. Use the **skills-based assessment** and the **security culture survey** to measure and monitor your users' security knowledge and sentiment to a security-aware culture over time.



### Custom Phishing Templates and Landing Pages

Apart from the thousands of easy-to-use existing templates, you can customize scenarios based on personal information and include simulated attachments to create your own targeted spear phishing campaigns. Each Phishing Email Template can have its own Custom Landing Page, which allows for point-of-failure education.



### Phish Alert Button

KnowBe4's Phish Alert add-in button gives your users a safe way to forward email threats to the security team for analysis, and deletes the email from the user's inbox to prevent future exposure. All with just one click!



### Social Engineering Indicators

Patented technology turns every simulated phishing email into a tool IT can use to dynamically train employees by instantly showing them the hidden red flags they missed within that email.



### User Management

KnowBe4's **Active Directory Integration** allows you to easily upload user data and saves you time by eliminating the need to manually manage user changes. You can also leverage the **Smart Groups** feature to tailor and automate your phishing campaigns, training assignments and remedial learning based on your employees' behavior and user attributes.



### Security Roles

Allows you to define unlimited combinations of level access and administrative ability that you'd like specific user groups to have. With **delegated permissions** you have the ability to limit roles to only display specific data or allow for the phishing, training, and user management of specific groups.



### Advanced Reporting Feature

60+ built-in reports provide holistic views and detailed reporting on your key awareness training indicators over time. Leverage Reporting APIs to pull data from your KnowBe4 console and for multiple accounts, Roll-up Reporting makes it easy to view results in aggregate.



### Virtual Risk Officer™

The new innovative Virtual Risk Officer (VRO) functionality helps you identify risk at the user, group and organizational level and enables you to make data-driven decisions when it comes to your security awareness plan. Leverage the User Event API to push custom security-related events from your third-party platforms (like Mimecast or Splunk) to the KnowBe4 Console, influencing your users' risk scores accordingly.



### PhishER

As you phish and train your users they will start reporting potentially dangerous emails to your incident response team. The increase of this email traffic... can present a new problem! PhishER, is an optional add-on for managing the high volume of messages reported by your users and helps you identify and respond to email threats faster.

**Did you know that 91% of successful data breaches started with a spear phishing attack?**

Get your free phishing security test and find out what percentage of your employees are Phish-prone

[www.KnowBe4.com/PST](http://www.KnowBe4.com/PST)