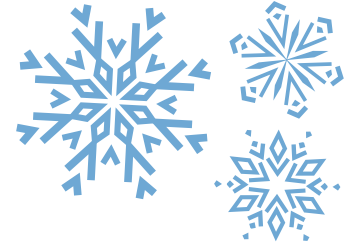




Be Prepared for Winter Storms



In Alberta, extreme cold weather and winter storms can happen suddenly, last for several days and significantly impact our daily lives. Winter storms can create power outages, reduce our ability to travel safely and create challenges for daily family living and livestock health and safety. By taking the time to prepare in advance, you can lessen the impact of a severe storm on your family and farm.



1 Determine the type of severe weather, and associated risks, expected in your region. Be sure to listen to radio, TV and other communication channels. Realize the difference between the various weather warnings to determine the extent of preparedness required.

- **Winter Storm Watch** – Issued 48 to 60 hours in advance when circumstances are favourable for the development of hazardous conditions.
- **Winter Storm Warning** – Issued when a combination of hazardous winter conditions are occurring or expected to develop no more than 12 to 14 hours in advance.
- **Blizzard Warning** – Issued when winds of 40 km/h or more are expected to cause widespread reductions in visibility to less than 1 km due to blowing snow and expected to last for at least four to six hours accompanied by extremely low wind-chill.
- **Snowfall Warning** – Issued when hazardous amounts, which may vary across the county, are expected to fall over a 12 or 24-hour period.

2 Make a family emergency plan, so that everyone knows what to do, what their responsibilities are and where to go in case of an emergency. Planning for a winter storm can also help prepare you for many other types of emergencies. For important information on how to prepare, visit www.alberta.ca/build-an-emergency-kit.aspx. This website includes content on making an emergency plan, building an emergency kit, pet preparedness, farm animals and livestock, sheltering in place and many more resources.

3 Prepare an emergency kit (with supplies), so that you and your family can be self-sufficient for at least 72 hours during a severe storm. Key items would include but are not limited to:

- **Water** – at least two litres of water per person per day; include small bottles that can be carried easily in case of an evacuation order
- **Food that won't spoil**, such as canned food, energy bars and dried foods (replace food and water once a year)
- **Equipment that is battery or manually operated**, such as flashlights, radio and can opener, ensuring you have additional batteries, and
- **Ensure an emergency to-do list is available** and followed for both companion animals and livestock.

Visit the FENN REA Website

FENN REA's website went live in March 2018 and can be accessed by typing www.fennrea.com in your address bar. The site is designed to be an additional resource for FENN REA members and to further the REA's positioning as a co-operative utility providing services in its rural service area. So take a few minutes and visit your website – every visit optimizes the website and makes it more visible to Internet search engines.

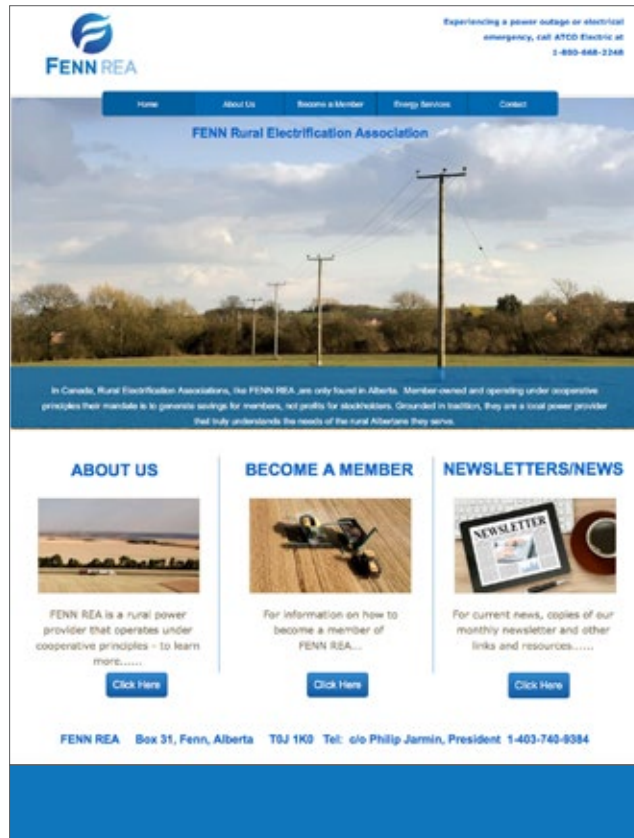
About Us

This page speaks to the history of REAs in Alberta and includes a map of the FENN REA service area.

Become a Member has details on membership.

Newsletters & News

has time sensitive information, links to various industry resources and past newsletters to view or download.



Contact information and direct email is located on the **Contact** page. Outage and emergency numbers are located upper right of each.

The **Energy Services** page has information on electricity provision within the FENN REA area and a one-year history of the Regulated Rate Option (RRO).

The FENN REA Compliance Plan is accessible to members as a download by clicking [here](#) on the page.

Complaints about contraventions of the Code of Conduct Regulation may be made to the Alberta Utilities Commission or the Market Surveillance Administrator. The Alberta Utilities Commission can be reached via phone: 1-780-427-4903 or email: consumer-relations@auc.ab.ca. The Market Surveillance Administrator can be reached via phone: 1-403-705-3181 or email: compliance@albertamsa.ca. The Alberta Utilities Commission and the Market Surveillance Administrator are independent of FENN Rural Electrification Association Ltd. and the regulated rate suppliers and affiliated providers. For a copy of the plan, please click [here](#).

Regulated Rate Option (RRO)

The RRO rate may increase or decrease from month to month as it is priced on the open market and subject to many factors relating to supply and demand. If you do not have a contract with an electricity retailer, then you receive the default RRO rate.

For October 2022, the RRO is priced at \$0.22443 per kWh, which is reflected on your enclosed bill. For November 2022, the Battle River Power Coop monthly RRO billing rate for FENN REA members is \$0.18882. The RRO rate is also listed on www.fennrea.com.

Members are free to purchase electricity services from a retailer of their choice. For a list of retailers, visit ucahelps.alberta.ca or call 310-4822 (toll free in Alberta).

Information on FENN REA's Code of Conduct Compliance Plan can be found on our website: www.fennrea.com