



## FAQ's

Here are some frequently asked questions. If these questions and answers aren't what you are looking for, please contact us and we will answer any questions you may have.

### [Contact Us](#)

Who do I call if the power goes out?

If your power goes out call 1-877-428-3972 (Battle River Power Coop)

If this is a life threatening emergency call 911

What is an REA?

REA stands for Rural Electric Association. Some 65 plus years ago in order to get power in rural Alberta some forward thinking farmers took it upon themselves to cut the brush and trees, put poles in the ground and strung the wire to get electricity to their farms. This is how the REA's was born. Hooking up power one farm to the next keep the lines going. The Province then broke up the areas into individual REA's. This is how Lindale REA came to be. Today the Lindale REA is financially stable, maintaining its assets which is its transmission lines. The REA is ran by a board of directors and you as a member have a vote on how your REA Cooperative is managed at the yearly Annual General Meeting. All members are owners following the Cooperative principles.

Who to call for a new service?

The Lindale REA has signed a contract with Battle River Power Coop for all our day-to-day maintenance, meter reading and billing, pole replacement, vegetation management and new installations. Call 1-877-428-3972 and you will be directed to the correct person for your needs.

What do you do to install a new service in the Lindale REA AREA?

After Battle River Power Coop does an onsite visit and produces you with a quote. The Lindale REA Board of Directors has to approve the quote. You will receive a Member Contract to sign to become a Lindale REA member. Once the contract is signed you will forward all other paper work supplied by Battle River Power Coop along with full payment. Your service should be installed within six weeks once full payment is received.

What to do if you purchase a home in the Lindale REA service area?

Call or email the Lindale REA and we will get you the correct information. You will need a copy of your legal land title, site ID number, and previous owners name if possible. You will need to sign a Lindale REA member contract to become a member

If you sell your property that is a Lindale REA service?

Call Battle River Power Coop at 1-877-428-3972 and let them know the details to get your billing stopped at the correct date of property transfer

How to choose a Retailer?

There is a list of Retailers listed on the Lindale REA's web site ([www.lindalere.com](http://www.lindalere.com)) or you can go to the UCA-helps web site for comparison purposes. Choosing a retailer is customer choice. However, some things to watch for are length of agreement (1, 2, 3, 5 years), admin fees and Opt out clauses. If you don't choose a retailer you would be billed through the RRO (Regulated Rate Option), this rate fluctuates with the electrical market.

What is Vegetation Management (Brushing)

Trees have to be trimmed, slashed, mulched or removed (preferred) under power lines to adhere to safety codes. In your REA contract you have agreed not to plant trees under the power lines on your property. Vegetation Management is very expensive to maintain, so we asking our Lindale REA members to do their due diligence when it comes to landscaping your property.

How are the Lindale REA Board members elected?

Any member in good standing that does not have affiliations with a competitor may put their name forward to sit on the board. Directors are elected at the Annual General Meeting for a three year term. Contact any director or secretary for further information