



Powell Valley Electric Cooperative News

General Manager's Message



Randell W. Meyers
General Manager
& CEO

Value of electricity continues to shine

How many of us remember dropping into a Powell Valley Electric Cooperative office with our parents and grandparents to pay the light bill? Whether you do that in person, by mail or online today, paying your monthly bill does a lot more than just keep the lights on.

Electricity keeps us connected to our modern world. Consider all the necessities and conveniences we enjoy in part because of the power lines running to the electric meter outside your home.

Count up your televisions, desktop, laptop and tablet computers, printers, your gaming consoles, music and video players and personal assistant devices. Whether they get used every day or just occasionally, the electricity that keeps them working comes from Powell Valley Electric Cooperative.

Have you looked around your kitchen lately? Between the coffee maker and toaster and the microwave and electric skillet, a lot of us have added several other modern small appliances.

If you've got a craft nook or workshop, the power tools and machines you use to cut and shape your projects are either plugged in or recharged from the outlets

connecting your household wiring to Powell Valley Electric Cooperative.

You use electricity to run all these devices, use the stove, heating and air conditioning, and get hot water from the tap — and we still keep the lights on. The good news is, even as we rely more on electricity, it's still a bargain, especially compared to other things we pay for regularly.

Since 2011, medical care, residential rental rates and education have increased at rates of 3 percent or more per year. Butter, meat and egg costs have been up by more than 1 to 2 percent annually, and even bread costs have risen better than a half point on average.

Electricity costs rise about 1 percent a year, but co-ops across the country have reported a decline in average residential use per household since 2010. That means we're doing more things with less energy.

When it comes to value, electricity is a clear winner, and we're always looking for ways to work with you to make it even better. We're working to provide service that's reliable, keep it affordable, and make it even more valuable to our members — you, your family and your neighbors.

— Randell W. Meyers

POWELL VALLEY ELECTRIC COOPERATIVE

420 Straight Creek Road
P.O. Box 1528
New Tazewell, TN 37824

Office Hours: M-F 8 a.m.–5 p.m.

Tazewell Office:

Service Requests: (423) 626-0707
Billing Inquiries: (423) 626-0706
Outages/Trouble: (423) 626-5204
Other Inquiries: (423) 626-5204

Jonesville Office:

Service Requests: (276) 346-6003
Billing Inquiries: (276) 346-6003
Outages: (276) 346-6065
Other Inquiries: (276) 346-6016

Sneedville Office:

All Inquiries: (423) 733-2207

Calls to all PVEC locations will be answered by emergency operators after office hours, on weekends & holidays.

Visit us at www.pve.coop

You may also contact us at info@pve.coop

Randell Meyers
General Manager & CEO

Ronnie Williams
Tazewell Area Supervisor

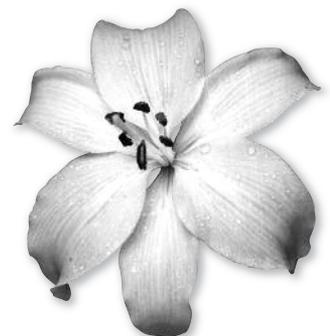
Jason Stapleton
Jonesville Area Supervisor

Joey Southern
Sneedville Area Supervisor

*Powell Valley Electric Cooperative is an
equal opportunity provider and employer.*

Closing Notice

Powell Valley Electric Cooperative offices will be closed March 30th in observance of Good Friday. Our best wishes to all of you for a blessed Easter! As always, PVEC dispatchers will be on duty throughout the holiday weekend to take your emergency calls.



Time for Spring Cleaning!

Help us keep our data clean! Keeping Powell Valley Electric Cooperative informed of any changes of pertinent information helps us to clean out the old data we have on file and keep your account information clean and up-to-date. Notify us when you change your telephone number(s), mailing address, marital status, or other changes that may affect your account.

Having current and correct information on your account helps us to provide the best service. Having a current telephone number allows us to contact you if the need arises; sometimes customers forget to pay their electric bills and we attempt to contact each customer as a courtesy. The phone number we have on file for you is printed on the remittance stub of your bill each month. If there is not a phone number printed, then we may not have a current phone number for you.

Incorrect mailing addresses can cause you to receive your bill late or not at all. (Did you know that the United States Postal Service will not forward utility bills?) We can also email your bill if you are out of town, but have access to your email. (Ask one of our Customer Service Representatives about our Alerts and Reminders program.)

If you get married, divorced or lose your significant other, we need the appropriate documentation to make sure the appropriate person has access to your electric account. Having the appropriate names on your account helps relieve the hassle of red-tape that can occur when someone needs to help with bills and responsibilities during times of illness or loss of a loved one.

Let's clean out the cobwebs, remove the dust and get ready to enjoy a beautiful springtime. We appreciate the opportunity to serve you!

Maintaining the Cooperative's Rights-of-Way

Powell Valley Electric Cooperative (PVEC) has over 3,500 miles of transmission and distribution power lines and has a responsibility to maintain its rights-of-way along those lines. After extensive evaluation, PVEC has determined that the best and most effective way to maintain its rights-of-way includes the herbicide ground-spraying program. The Cooperative has been very pleased with the results of this program and it believes that you will be impressed with the results as well. PVEC has the responsibility to provide reliable and economical power to all consumers. This requires a good, clear right-of-way.

As a landowner you have the right to take care of your own property. If a landowner does not want herbicides used on his/her property, PVEC will provide him/her the opportunity to clear his/her own property to PVEC's specifications. This clearing must be done at the property owner's expense. If the landowner chooses to clear his/her own right-of-way, always remember that working around power lines is extremely dangerous and should only be done by someone specially trained and qualified for that type of work.

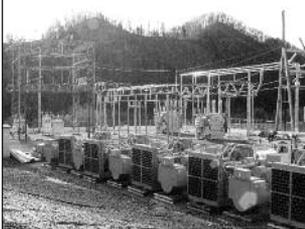
Members affected by the 2018 Right-of-Way program will be notified through their electric bills. If you have questions or comments about this program, feel free to give us a call at your local area office: Jonesville (276) 346-6003, Sneedville (423) 733-2207 or Tazewell (423) 626-5204. This herbicide application is one of the many efforts used by PVEC to provide maximum reliability of service at the lowest possible rates.

Blast from the Past —

Generator Project

In 2000 Powell Valley Electric Cooperative installed 11 diesel-powered generators at the cooperative's Kyles Ford Substation in conjunction with a peak generation project with the Tennessee Valley Authority. This generation station has the capacity to generate 22 megawatts of electricity.

PVEC was the first electric utility in the Tennessee Valley to participate in such a project with TVA. Today, PVEC continues to lease the generation facilities to TVA and generates electricity when requested. In fact, during the extreme temperatures in January, TVA requested that the generators be started. This project is just one of the innovative projects that has kept the Cooperative from having a rate increase.



Above, prior to completion.
Below, completed project.



PVEC/TVA GENERATION PROJECT

First distributor-owned generation in the Tennessee Valley

11 diesel-powered Caterpillar generators
22 megawatts of generating capacity

Each generator:

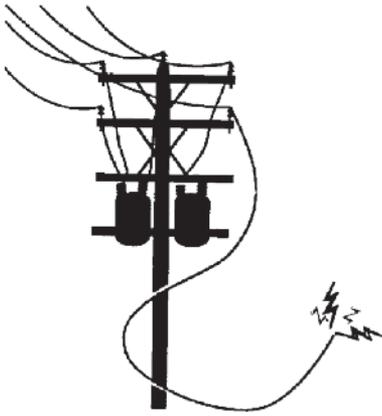
Weights 33,000 pounds
Is 7-1/2 feet wide by 18-1/2 feet long
Rated at 2,628 horsepower

Fuel consumption at full generation - 1300 gallons/hour
60,000 gallons of fuel storage capacity on site

TVA called upon the generation for the first time on July 10, 2000

Performance data:

Contributed 1,907 MWH to help meet TVA's peak load
1,063 MWH in July
844 MWH in August
Average hourly output during peak times - 20 MW



We're On the Job – 24/7

If your power is out, call us any time, day or night. Powell Valley Electric works around the clock to keep your power on. Our phone lines are open 24 hours a day, seven days a week, in case you need to report an outage.

In the event of a power outage at your home, Powell Valley crews work to restore your power in the fastest and safest way possible. We recommend you follow these steps if your power is interrupted:

- Check to see if your neighbors have power. If they do, check your circuit breaker box. If you have a tripped breaker, it will be in the "OFF" position or somewhere between "OFF" and "ON." To reset the breaker, push the lever all the way to the "OFF" position and then back fully to the "ON" position.
- If no circuit breakers have tripped, call your local Powell Valley Electric office to report your power outage.
- When you venture outside after a storm, check the area for downed power lines. If you see one, contact Powell Valley Electric immediately. Don't allow anyone to touch or drive over a downed power line. Always assume a downed power line is dangerous.

PVEC Director McNiel meets with legislators in Richmond

Powell Valley Electric Cooperative Director Dale McNiel met with legislators Tuesday, Jan. 30, during the Virginia, Maryland & Delaware Association of Electric Cooperatives' (VMDAEC) legislative day.

McNiel, of Jonesville, Virginia, joined more than 150 people attending VMDAEC's annual event, which included representatives of Virginia's 13 member-owned electric cooperatives.

Following a breakfast reception, attendees spent the morning visiting with legislators and their aides, outlining the position of Virginia's electric cooperatives on legislation being considered by the 2018 General Assembly. Topics of concern include cooperatives' commitment to clean and renewable energy sources, their ability to charge just and reasonable fees for pole attachments, and their role as an economic development partner in bringing broadband to rural Virginia.

"With nearly half of the commonwealth's state senators and delegates having served fewer than five years, this annual event is critical to help our elected officials learn more about electric cooperatives and the role we play in serving rural areas," said McNiel.



Powell Valley Electric Cooperative Director Dale McNiel (right) greets Del. Terry Kilgore during the annual electric cooperative Legislative Day Jan. 30 in Richmond.

Sneedville Area Supervisor Joey Southern shares safety tips

When the weather warms up, we tend to focus on projects like spring cleaning, home repairs and yard work. I want to share with you five tips for working safely with and around electrical equipment this spring.



1. Look up before setting up a ladder to paint or climb on the roof. Your ladder should not come within 10 feet of an overhead power line. Touching a power line with anything puts you at risk of injuries or worse.
2. Unplug your power tools when you're finished using them. One reason: Anything that's plugged in continues to draw some electricity, even when it's turned off. Another: A plugged-in tool could overheat and cause a fire.
3. Don't use damaged tools, even if they still work. Tools with frayed power cords or cracked body parts are dangerous. They could overheat or malfunction while you're working.
4. Remember the best advice your mother ever gave you about electricity: It can be dangerous around water. Don't use your hose while you've got power tools plugged in nearby. If the grass is wet, don't stand on it while you're using an electrical tool.
5. Teach your children how to work and play safely around electricity. Caution them about climbing trees or flying kites too close to power lines. Remind them to never touch a power line if they see one on the ground.

Change your clocks, change your batteries

The second Sunday in March will trigger Daylight Saving Time, when we “spring ahead” and set our clocks one hour later. That’s also the best day to change the batteries in smoke alarms and carbon monoxide detectors — even if the batteries aren’t dead.

If you don’t have fire alarms and CO detectors, your family is at risk. The alarms will loudly warn you if smoke or gas is present in your home — so you can get out.

Carbon monoxide is a clear, odorless gas that is deadly but hard to detect. If you don’t have an alarm, it’s unlikely you will know if your home has a CO leak.

Carbon monoxide doesn’t come just from cars. Your gas furnace or stove is a potential source of the gas. The U.S. Environmental Protection Agency offers these tips for poison prevention:

- Keep gas appliances properly adjusted.
- Use electric space heaters, not gas space heaters.
- Install an exhaust fan, vented to the outdoors, over a gas stove.
- Open flues when wood-burning fireplaces are in use.
- Choose properly sized wood stoves with tight-fitting doors that are certified to meet EPA emission standards.
- Have a trained professional inspect, clean and tune up your central heating system — including furnaces, flues and chimneys — annually. Repair leaks promptly.
- Do not idle your car inside the garage.



What’s a-Cooking?

Billing Supervisor Lisa Tarver shares her Sweet Potato Casserole recipe. Lisa has been employed with the cooperative since 2006.

Ingredients

- 3 cups cooked sweet potatoes (mashed)
- 1 cup white granulated sugar
- 1 teaspoon vanilla
- ½ stick butter (melted and separated)
- 2 eggs (beaten)
- ½ cup milk
- 1 cup brown sugar
- ½ cup flour
- 1 cup chopped pecans

Mix mashed potatoes with white granulated sugar, vanilla, ½ stick melted butter, milk and eggs (whip mixture for fluffy consistency). Tip: Add some flour to potatoes if using canned potatoes or if the mixture is watery. Pour into greased baking dish.

For crumble topping: Combine brown sugar, flour, ½ stick melted butter, and chopped pecans and spread on top of potatoes. Bake at 350 degrees for 25-35 minutes.

ALWAYS CALL BEFORE YOU DIG

One free, easy call gets your utility lines marked AND helps protect you from injury and expense.

Safe Digging Is No Accident: Always Call 811 Before You Dig

Know what's below. Always call 811 before you dig. Visit call811.com for more information.

811
Know what's below. Call before you dig.

U.S. Department of Transportation
National Transportation Safety Board
JOHN DEERE
TRAVELERS
Common Ground Alliance