



Powell Valley Electric Cooperative News

A message from your CEO:



Mike Knotts
Interim CEO

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 pve.coop

You may also contact us at info@pve.coop

Mike Knotts
Interim 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.

Co-ops are about the future

Canadian psychotherapist Nathaniel Branden once said, “The first step toward change is awareness. The second step is acceptance.”

We have long been aware that the way people use electricity is changing. The evidence is all around us. From smart thermostats that better control our heat and air conditioning to electric vehicles, continuing advancements in technology and the growing expectations of our consumers impact much of what we do. The struggle facing many utilities is how to accept this change and respond appropriately to the needs of our consumers.

Fortunately, Powell Valley Electric has been preparing for these changes by building a world-class smart grid right here at home. While there is much more to be done to complete it, Powell Valley has some of the most sophisticated technology in the world operating our electric system. The end result is fewer outages, blinks and interruptions to your power. We’ve made huge improvements in the past few years, and there are more exciting changes to come that will make this area as technologically advanced as anywhere in the world. Stay tuned.

October is National Co-op Month, which is the perfect time to highlight the many ways electric cooperatives are unique.

Co-ops are community-led. Your Board of Directors is passionate about looking out for the long-term needs of you and your family. Our co-op belongs to the communities we serve. This focus allows us to quickly adapt to evolving consumer expectations. Our closeness to the community ensures a better response to these needs because we are led by the people we serve.

Co-ops are catalysts for good. We work each day to make our communities stronger and better prepared for the future. For instance, later this month we will participate in the Electric Co-op Day of Service, which is an intentional effort for the state’s co-ops to get our hands dirty by serving our communities. On this day, Powell Valley employees will take a few moments out of our day to focus on giving back. This will be a small but real example of the many ways our co-op impacts the community.

The co-op business model is unique. It is pragmatic, mission-oriented and puts people first. Co-ops strive to be trusted voices in their communities. Co-ops have earned that trust because, while not perfect, they always have their consumers’ best interests at heart and are determined to enrich the lives of those living and working in the communities they serve — now and in the future.

— Mike Knotts



**SAFE,
RELIABLE,
AFFORDABLE
ENERGY.**

**THEN. NOW.
ALWAYS.**

We are proud to
power your life.

OCTOBER IS NATIONAL CO-OP MONTH

Billing Corner:

Location, Location, Location

“Location, location, location” does not just apply to real estate sales. Being able to identify your location is very important! Being able to supply your physical address to first responders, such as police, fire department or the 911 dispatcher, could save your life. Powell Valley Electric Cooperative (PVEC) can also play a part in the first responders helping you. How? We receive calls from first responders needing us to cut power to clear a dangerous situation for them to reach the person in need or to minimize

or stop a problem from occurring. Having your physical address on file with PVEC allows us to respond during a time of need in a quick and efficient manner.

Do we have your physical or 911 address on file? You can verify this by checking your PVEC billing statement to see if the “SERVICE ADDRESS” is completed and is correct or by speaking with one of our customer service representatives at your local office. Keeping us informed, helps us help you! Thank you for allowing us to serve you!

Fall Into a New Habit

With daylight-saving time ending Nov. 4th, remember to change something other than your clock. The National Fire Protection Association recommends that you also change the batteries in your smoke detector. According to NFPA, smoke detectors have cut the number of home fire deaths in half since they were installed in homes during the 1970s. Unfortunately, a third of those smoke alarms won't sound due to dead, missing or disconnected batteries, according to NFPA. While changing your batteries, keep these other smoke alarm tips from NFPA in mind:

- Don't paint the smoke alarm or place decorations near it that might prevent it from working properly.
- Test smoke alarms monthly by using the alarm's test button.
- Replace the batteries in your smoke alarm to keep it in proper working order.
- Your smoke alarm should be replaced once every 10 years.
- Never "borrow" a battery from a smoke alarm.

What's a-Cooking?

Customer service representative, Gerry Wright, shares her recipe for Spicy Buffalo Chicken Dip. Gerry has worked in the Tazewell area since 2012.

Ingredients:

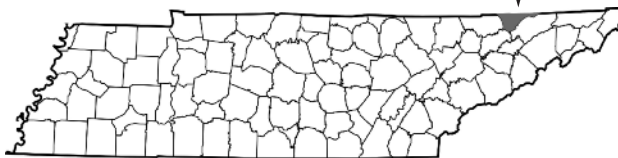
- 2 large cans of chicken (drain well)
- 1 block of cream cheese
- 1 bag of shredded mild cheddar cheese
- 1 small bottle of Hidden Valley Ranch Dressing
- 1 small bottle of Texas Pete Hot Sauce
- 1 bag of tortilla chips

Directions:

Mix drained chicken, cream cheese and shredded cheese until well blended. Put in small slow cooker on low, add ranch and hot sauce to taste. (Remember, the more hot sauce used the spicier the dip will be.) Cook on low for 30-45 minutes. Enjoy!

Local Spotlight:

Hancock County, Tennessee



Hancock County borders Clinch Mountain on its south. Newman's Ridge and the Powell Mountains are on the north where it lies against the southwest border of Virginia. The county was created from parts of Hawkins and Claiborne counties. The act to establish the county was passed by the state legislature in 1844. However, the county was not created until a ruling by the Tennessee Supreme Court. Hancock County is named after the Revolutionary War patriot John Hancock. The county seat is Sneedville, which was named in honor of attorney William H. Sneed.

Some attractions located in Hancock County include Elrod Falls, the Appalachian Quilt Trail, Kyles Ford Hiking Trail and Edward R. Talley Bridge.

Sources: hancockcountyttn.com; tngenweb.org/hancock

DAYLIGHT SAVING TIME

Don't forget to fall back on November 4!
Set your clocks back by one hour.



Plan ahead for power outages

BE PREPARED BEFORE A STORM STRIKES

In the event of a power outage, be prepared by keeping the following items in an easy-to-find emergency supply kit.

■ WATER

Three-day supply, one gallon per person per day.

■ TOOLS

Flashlight, extra batteries, manual can opener, battery-powered or hand-crank radio, NOAA Weather Radio with tone alert.

■ FIRST AID KIT AND PRESCRIPTIONS

First aid supplies, hand sanitizer and at least one week's supply of prescriptions and medications for the family.



Learn more at www.ready.gov

Source: American Red Cross, Federal Emergency Management Agency.

Common sense tells us that it's always a good idea to be as well prepared as possible, and we'd like to help you be prepared, in the event there may be an extended interruption of electricity due to harsh weather. We'd like to share with you the following list of tips that could ease the burden of a power outage:

Keep on hand:

- Flashlights
- Extra batteries
- Candles and matches
- Wood for fireplace or wood stove
- Kerosene, propane or oil lamp and appropriate fuel
- Paper plates and plastic utensils
- Battery-powered radio
- Wind-up or battery-powered clock
- Extra blankets or sleeping bags
- Containers for storing water
- Portable fire extinguisher
- Canned food that doesn't require cooking or other easily prepared foods like fresh or canned fruit, powdered milk, dry cereals, canned tuna, meat spreads and peanut butter
- Manual can opener

Other guidelines to keep in mind:

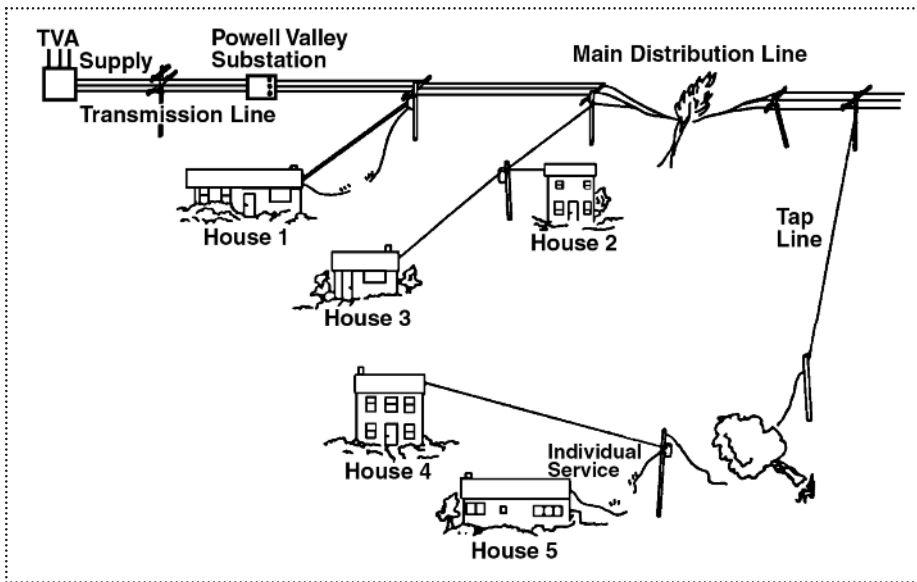
- Never use open combustion units (gas or charcoal, etc.) inside the home.
- Wear extra layers of clothing and use several layers of blankets.
- Do your best not to get wet if you have no way to get dry.
- Close off all rooms that are not in use and do not need to be heated.
- To keep rooms warm, close curtains, shades and drapes. Cover doors and windows.
- Some phones might not work during a power outage. Make sure you have at least one phone that you know will work if the power goes out.
- Keep your refrigerator and freezer door closed! A closed refrigerator will keep food chilled for several hours even if the power is off, but you must leave the doors closed. The more you open the door of a refrigerator or freezer, the more cold air will escape.

Tazewell Area Supervisor Ronnie Williams shares safety tips

Halloween is one of the most anticipated holidays for a child. Oftentimes there is a fine line between holiday fun and child safety. This is why we would like to share some safety tips to help reduce the risk of injury.



- Decorate costumes and bags with reflective tape or stickers and, if possible, choose light colors. Since masks can sometimes obstruct a child's vision, try non-toxic face paint and makeup whenever possible.
- Have kids use glow sticks or flashlights to help them see and be seen by drivers.
- Stay alert for kids during popular trick-or-treating hours.
- When selecting a costume make sure it is the right size to prevent trips and falls.



The Power-Restoration Process

In order to help you understand the power-restoration process that must be followed during a major outage, we would like to illustrate, with the use of the diagram above, the process by which service is restored.

During the restoration process, service priorities must be followed in order to get the power back on as quickly and as safely as possible. Attention must first be given to restoration of service to the main power source — that is to the substation or main three-phase lines, if there are problems affecting them. It's comparable to electric service in your home or business — it would be futile to plug an appliance into a wall outlet if your main switch is thrown. During a major power outage, it would be of no benefit for the cooperative's crews to attempt to restore power to a tap line that serves your home if the problems back at the substation or main distribution line aren't corrected first.

In the illustration, all the houses are without electricity and there is no damage at the substation. When the main three-phase feeder line is repaired, service to houses 2 and 3 should be restored automatically because there is nothing wrong with the line leading to them. The next step would be to repair tap lines leading off the main feeder line. In the diagram, the tree would be removed from the tap line and the line would be repaired. Service would be restored to house 4.

Now, repairs would be made at individual homes. As this work is completed, electric service is restored to houses 1 and 5. Of course, this is an extremely simplified version of the power-restoration process, and the time involved would depend on the extent of damage to an electric utility's system.

Restoration Updates

Powell Valley Electric Cooperative will have updated radio announcements during a major outage regarding power restoration. For your information, we are providing a list of radio stations where you may tune in for updates:

WNNT 1250 AM
Tazewell, Tennessee

WMIK 560 AM
Middlesboro, Kentucky

WFXV 1490 AM
Middlesboro, Kentucky

WLMU 91.3 FM
Harrogate, Tennessee

WCXZ 740 AM
Harrogate, Tennessee

WANO 1230 AM
Pineville, Kentucky

WJNV 99.1 FM
Jonesville, Virginia

WSWV 1570 AM or 105.5 FM
Pennington Gap, Virginia

It's time for an HVAC check-up

Every fall before it gets too chilly outside, call a qualified heating and air-conditioning technician to give your central heating system a once-over. In fact, it's important to have your heating system professionally maintained every fall.

Regularly maintaining your heating will help prevent a breakdown on a cold night during the dead of winter.

Between annual check-ups, you can head off trouble by paying attention to your heating system.

Here's how:

- Replace your system's air filters once every three months. Dirty filters can get clogged and prevent air from flowing through them. That will make your system work harder, which is energy inefficient.
- When you turn the heat on for the first time this fall, listen for banging, rattling or other unusual sounds. They could be a symptom of a malfunction-in-the-making. Call your tech to check it.
- If your windows are steaming up or you see rust or a lot of dirt on your heating vents, something is wrong. A professional can diagnose the problem.
- And if some rooms in your home feel cold, while others are comfortable, that's a sign that something's not quite right. Call for help.

