



Powell Valley Electric Cooperative News

A message from your General Manager:



Randell Meyers
General Manager
& 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

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.

Conveners of the Common Good

When you think of October, pumpkins, Halloween and fall foliage usually come to mind. But October is notable for another reason — it's National Co-op Month.

This is the time of year when cooperatives across the country celebrate who we are, and more importantly, the members we serve. Cooperatives are different than other types of businesses. When the market declines to offer a product or service, or does so at a very high price, co-ops intervene to fill the need.

Similar to how Powell Valley Electric Cooperative was built by members who came together to bring electricity to our community, cooperatives are conveners of the common good. Your electric co-op exists to provide safe, reliable and affordable energy to you, the members of the co-op. Equally important is our mission to enrich the lives of the members we serve.

As a co-op, we are well-suited to meet the needs of the community because we are locally governed. Powell Valley Electric Cooperative's leadership team and employees live right here in the community. Our directors, who help set long-term priorities for the co-op, live locally on co-op lines. These board members have been elected to the position by neighbors like you.

We know our members (that's you) have a valuable perspective. Our close connection to the community ensures we get a first-hand perspective on local priorities, thereby enabling us to make more informed decisions on long-term investments, such as high-speed internet and equipment or technology upgrades.

Another feature that sets our co-op apart from a traditional utility is one of our core principles, "Concern for Community." This month we will be participating in the Tennessee Electric Co-op Day of Service, an annual opportunity for us to give back to the communities we serve. We participate in the Electric Cooperative Youth Tour, where we take our community's brightest young people to Washington, D.C., for a week-long immersion to experience democracy in action.

Ultimately, the larger community benefits from these programs because of you and your neighbors. You empower the co-op through your membership and through your participation in and support of these programs.

We hope you will think of Powell Valley Electric Cooperative as more than your energy provider, and instead as a local business that supports this community and powers economic development and prosperity for the people.

We will continue to strive to better serve you and your co-op — built by the community, for the community.

— Randell W. Meyers



ANNUAL MEETING EVENTS

We'd like to thank our members for attending the Annual Meeting! Look for comments and photos from the event in the November-December issue.

SCADA Department

This month we would like to share with you information about the SCADA Department. This department works closely with the Engineering Department and outside operations. This Supervisory Control and Data Acquisition (SCADA) system is the computer system that monitors operations of substations, switches, circuit breakers and protective relays. We are able to gather and analyze data from substations and circuits that allows us to make decisions for troubleshooting, maintenance and system improvement purposes.

Substation and Distribution Breakers

Just as the breakers in your home protect your electrical circuits from damage, substation and distribution breakers protect our substations and distribution circuits. Through our SCADA system we are able to monitor, open and close the breakers from the office just like you would if you were at the breaker itself. If a breaker opens up, causing an interruption of power, a SCADA dispatcher can attempt to test into the line to re-energize the breaker without sending a lineman out into the field. Open points between circuits are used when we need to back feed a circuit for maintenance or times of trouble. Dispatchers use SCADA to assist linemen in the field by opening and closing breakers as needed. This decreases the amount of time you may be without power, as well as the cost of sending a lineman to open or close the breaker. We currently have 77 substation and distribution breakers on our system that SCADA has the ability to monitor and operate.

Fault Location

After a breaker operates we can obtain data from the breaker through our SCADA system. Dispatchers enter this data into a fault locator program to assist linemen in locating the cause of the outage.

Generators

Powell Valley Electric Cooperative owns a generating plant located in Kyles Ford, Tennessee. This plant is capable of generating approximately 20 megawatts of power. This power can be used to serve our customers or can be put back on the grid to serve our neighbors when necessary. Our SCADA system allows dispatchers to remotely start and stop these generators when they are needed.

Meet our SCADA Department

Employees of Powell Valley Electric Cooperative's SCADA department monitor our system 24 hours a day, 7 days a week, 365 days a year. If you experience an interruption of service an employee will be here to answer your call and alert the necessary personnel to restore your power. If you need to make a payment to an account after normal business hours, SCADA personnel will be available to assist you. PVEC employees Wanda Combs and Tami Ledford work in the SCADA department and are the persons who answer the phones after normal business hours. In an emergency situation, however, all employees who are needed are called into work.



From top, Wanda Combs and Tami Ledford

POINT BROADBAND

Powell Valley Electric Cooperative (PVEC) is continuously looking for new opportunities to offer its members. PVEC is pleased to be accepting Point Broadband (formerly Sunset Digital) payments at each of the cooperative's offices. To sign up for new service with Point Broadband, you will need to visit point-broadband.com or call 844-407-6468.

Billing Corner:

October – Trick or Treat

October is a month of change. The weather transitions from warm to cool, we trade watermelons and lemonade for pumpkins and hot chocolate, and instead of vacations, our thoughts turn to the coming holiday season.

October is also a time for Halloween and its tricks and treats. The weather can trick us by being comfortably warm one day and uncomfortably cool the next. It's hard to know when you leave your home whether you need to wear a sweater or not! One treat a lot of us enjoy is lower electric bills. The cooler weather reduces the need for air conditioning, yet the temperatures are not yet low enough to demand much from your heat source. Less electricity is being used, so we enjoy a lower electric bill.

There are a few tricksters out there, too: Heat sources with functional problems can rear their ugly heads during these times of cooler weather. And the colder it gets, the bigger a trickster those problematic heat sources can be.

You can keep those heat source tricksters away by changing filters on a monthly basis, having a professional clean and service the heating unit each year, and upgrading old units with newer, efficient models.

Keep in mind that even if you don't change the thermostat inside your home, as temperatures get lower outside, your electric usage will increase. The heat source works longer and harder, using more electricity, causing your monthly bill to increase even though you haven't changed your thermostat setting.

We hope you enjoy all the treats this beautiful season of change has to offer, and the treat of a lower electric bill this October!

Powering Up

When electricity goes out, most of us expect power will be restored within a few hours. But when a major storm causes widespread damage, longer outages may result. Co-op line crews work long, hard hours to restore service safely to the greatest number of consumers in the shortest time possible. Here's what's going on if you find yourself in the dark.

1 High-Voltage Transmission Lines

Transmission towers and cables that supply power to transmission substations (and thousands of members) rarely fail. But when damaged, these facilities must be repaired before other parts of the system can operate.

2 Distribution Substation

Each substation serves hundreds or thousands of consumers. When a major outage occurs, line crews inspect substations to determine if problems stem from transmission lines feeding into the substation, the substation itself, or if problems exist down the line.

3 Main Distribution Lines

If the problem cannot be isolated at a distribution substation, distribution lines are checked. These lines carry power to large groups of consumers in communities or housing developments.

4 Tap Lines

If local outages persist, supply lines, called tap lines, are inspected. These lines deliver power to transformers, either mounted on poles or placed on pads for underground service, outside businesses, schools, and homes.

5 Individual Homes

If your home remains without power, the service line between a transformer and your residence may need to be repaired. Always call to report an outage to help line crews isolate local issues.

graphic by Funnel Inc.

Plan ahead for power outages

It is impossible to predict what type of obstacles Mother Nature may send our way, and that is why we make preparations throughout the year for these unforeseen circumstances. Severe weather has the potential to affect all our lives, so we want you to be prepared also. We make an effort at least once a year to share with you some tips that could help make these situations a little more bearable.

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.

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:

WNTT 1250 AM
Tazewell, Tennessee

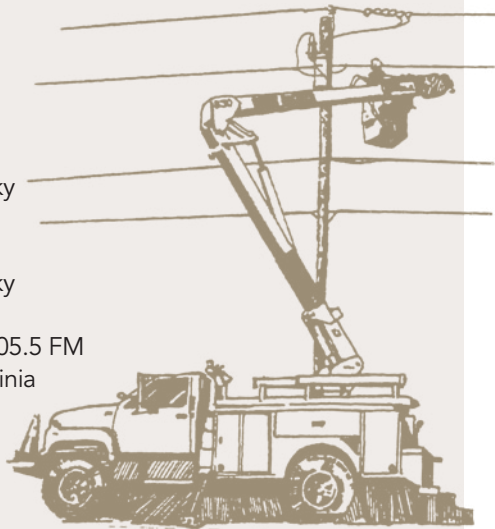
WJNV 99.1 FM
Jonesville, Virginia

WFXV 1490 AM
Middlesboro, Kentucky

WMIK 560 AM
Middlesboro, Kentucky

WSWW 1570 AM or 105.5 FM
Pennington Gap, Virginia

WANO 1230 AM
Pineville, Kentucky



What's a-Cooking?

David Smith shares his mother's recipe for Mexican Fruit Cake. David has worked with the cooperative since 2018.

Cake Ingredients:

- 2 cups sugar
- 2 teaspoons baking soda
- 2 eggs
- 2 cups self-rising flour
- 20-ounce can crushed pineapple (do not drain)
- 1 cup nuts

Frosting Ingredients:

- 8-ounce package cream cheese
- ½ stick margarine
- 2 cups powdered sugar
- 1 teaspoon vanilla

Directions:

Mix all cake ingredients well by hand. Bake at 350 degrees for 45 minutes in a greased 9-by-13-inch pan.

To make frosting, cream margarine and cream cheese. Add powdered sugar and vanilla. Pour over cake while still hot and sprinkle top with additional nuts if desired.



Tazewell Area Supervisor Ronnie Williams shares safety tips

Halloween is a favorite holiday for all to enjoy. To ensure everyone has a safe Halloween this year, review these Halloween safety tips from safekids.org.

Walk safely

1. Cross the street at corners, using traffic signals and crosswalks.
2. Look left, right and left again when crossing, and keep looking as you cross.
3. Put electronic devices down, keep heads up and walk, don't run, across the street.
4. Teach children to make eye contact with drivers before crossing in front of them.
5. Always walk on sidewalks or paths. If there are no sidewalks, walk facing traffic as far to the left as possible. Children should walk on direct routes with the fewest street crossings.
6. Watch for cars that are turning or backing up. Teach children to never dart out into the street or cross between parked cars.

Trick or treat with an adult

1. Children under the age of 12 should not be alone at night without adult supervision.
2. If kids are mature enough to be out without supervision, they

should stick to familiar areas that are well lit and trick or treat in groups.

Keep costumes creative and safe

1. Decorate costumes and bags with reflective tape or stickers, and, if possible, choose light colors.
2. Choose face paint and makeup whenever possible instead of masks, which can obstruct a child's vision.
3. Have kids carry glow sticks or flashlights to help them see and be seen by drivers.
4. When selecting a costume, make sure it is the right size to prevent trips and falls.

Drive extra safely on Halloween

1. Slow down and be especially alert in residential neighborhoods.
2. Take extra time to look for kids at intersections, along medians and on curbs.
3. Carefully enter and exit driveways and alleys.
4. Eliminate any distractions inside your car so you can concentrate on the road and your surroundings.
5. Drive slowly, anticipate heavy pedestrian traffic and turn your headlights on earlier in the day to spot children from greater distances.

