



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.

In the Light of Day

“Nothing good happens after midnight,” my mother frequently reminded me. She was a wise lady, and statistics back up her homespun wisdom. Multiple studies have found that most crime occurs between midnight and 2 a.m.

There are many things that contribute to this late-night spike in crime, but perhaps the greatest factor is the darkness. Successful criminal enterprises are rarely built in the daylight. According to the Department of Justice, 13 separate studies found that improved street lighting had a significant impact on crime, reducing reported cases by 21 percent.

What is it about light that has such an impact on our lives?

Light increases our safety and security. Or put another way, light helps us see to avoid danger. Whether it be a garden hose or other tripping hazard, an unwanted animal or unwelcomed visitor, light helps us recognize and react to situations and threats that are around us, both inside and outside our homes.

This time of year brings with it shorter days and longer nights. It is a great time to consider improving the lighting in and around your home.

Your local hardware store is a great place to find solutions for your lighting needs. New LED options provide lots of light and cost very little money to operate. This can be as simple as changing bulbs, but adding fixtures should be left to experienced DIYers or qualified electricians. Safety first!

Powell Valley Electric Cooperative can also help you with outdoor lighting. We have affordable solutions for homes, businesses and churches. Contact your local Powell Valley Electric Cooperative office for more information on our outdoor lighting program.

Improving lighting is a low-cost way to significantly improve the safety, security and overall comfort of your home. Effective lighting can bring the light of day to the darkest nights.

— Randell W. Meyers

HOLIDAY CLOSINGS

In observance of the upcoming holidays, our offices will be closed on these days:

Nov. 28 for Thanksgiving day
Dec. 24 and 25 for the Christmas holidays
Jan. 1 for New Year's day

As always, cooperative dispatchers will be on duty to take your emergency calls during the holidays.

Powell Valley Electric Cooperative's board of directors, management and employees would like to wish you and your family a joyous and safe holiday season!

Annual Meeting Day!

Annual meeting day — that very special day set aside each year for the meeting of the cooperative's members. More than 350 co-op members gathered at this year's annual cooperative membership meeting that was held at Thomas Walker High School in Ewing, Virginia.

Those who attended had an opportunity to take advantage of the free services throughout the day, which included valuable information on nutrition and agriculture, as well as blood pressure checks. Children present met "Louie the Lightning Bug" and enjoyed artistic face painting done by cooperative employee Shirlene Hall.

Throughout the day, many folks enjoyed taking rides in the cooperative's bucket trucks for a great aerial view of the area. Everyone enjoyed a delicious lunch prepared by the ladies employed as cooks at the school, and inspirational music was provided by Dark Ridge. And as always, all of the cooperative members present at the annual meeting were eligible to win the many terrific door prizes that were given away.

During the morning session the cooperative's annual financial report was presented. Additional reports regarding the operations of the cooperative during the past year were given by the general manager and each of the department heads, and all cooperative employees were introduced to the membership.

Highlights of the report presented to the membership by General Manager/CEO Randell Meyers follow:

It doesn't seem possible that it's been a year since our last Annual Meeting. This year wraps up the 80th year since the organization of your cooperative in the fall of 1938. From the very beginning, it's been an amazing history, and all of us who work for your cooperative are proud to be part of the history of this great organization. As I do each year, I'd like to give you a progress report to let you know how your cooperative stands today and talk about the projects that I consider among the most important and extraordinary.

Our main focus has not changed: keep rates low and the lights burning.

It's been another year of progress for the co-op. As reported, your cooperative is in sound financial condition. We just completed a five-year financial forecast in-house at PVEC and also had our rate consultants, Chris Mitchell Management Consultants (CMMC), prepare a five-year financial forecast. The results of both forecasts indicate we more than likely will not need a rate increase within the next five years.

In addition, we signed the new long-term agreement with TVA that provides for a decrease in our wholesale power bill charges that will amount to a reduction in your bills of a little better than 2%.

There were three options to consider concerning how to apply the credit from the rate decrease: 1. Pass none of it to the customer; 2. Pass part of it to the customer; and 3. Pass all of it through to the customer. The decision was made by your board of directors to pass the entire amount back through to you, the members. You will benefit fully from the decrease, and we think that is good news! You will see the decrease in rates beginning with your October electric bill.

The last few years we have shared with you that we were taking steps to bring broadband to our customers. I'm glad to report that we have been installing fiber in some areas of our system.

This is only the first leg of our big adventure to fulfill the board's and my commitment — and that of our employees — to make broadband services available to all members throughout all the co-op's system. Access to broadband is truly "the next, next greatest thing."

The next good news we want to share with everyone is our plan for upgrades to the Sneedville and Jonesville offices and facilities. Our plans are to replace the office in Sneedville and build a brand new office and new warehousing facility. The project has been approved and much of the preliminary work has already been done. We should be able to start within the next 30-45 days.

Our plans are also to build a new warehouse and garage in Jonesville and to renovate the Jonesville office to update it and make improvements that will make it more member friendly.

Another item of good news I want to share is our customer growth. I understand that some of our LPCs (local power companies), our neighbors, are losing members. I'm glad to

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From top, Porter Campbell, 99 years young, recognized as the oldest person present. Youngest person present, 1-year-old Penelope Ellis. Music by Dark Ridge. Free Health Fair. "Louie the Lightning Bug."

report that this year we have not lost any members. In fact, we have gained 155 members. That's a good sign for Powell Valley Electric.

All in all, it's been a great year. There are many positive things happening at Powell Valley Electric, and it is exciting to be a part of it.

We were especially pleased to have with us several special guests at this year's annual meeting. From the Virginia, Maryland & Delaware Association of Electric Cooperatives were Richard Johnstone, president and CEO; Steve Johnson, director of member and public relations; and Board Chair Bob Jones. Visiting from the Tennessee Electric Cooperative Association was Trent Scott, vice president for corporate strategy.

Your cooperative is a member of the Virginia, Maryland & Delaware Association of Electric Cooperatives with headquarters in Richmond and the Tennessee Electric Cooperative Association, headquartered in Nashville.

We were happy to also have with us from the Tennessee Valley Authority, Robbie Ansary, Knoxville customer service manager; Amy Edge, customer delivery general manager for the northeast district; and Program Manager Tom Irwin.

One of the most enjoyable moments of the annual meeting is recognizing the youngest and oldest person present. The youngest person present this year was 1-year-old Penelope Ellis, daughter of Chris and Samantha Ellis of Tazewell. The prize for the oldest cooperative member present was given to a veteran of the Pacific Theater, Porter Campbell, who will turn 100 on Nov. 29.

During the business session, presided over by Board President Roger Ball, incumbent directors Allen Parkey, representing District 4; Dr. John Short, representing District 5; and Gary Russell, representing District 9, were reelected to the board of directors without opposition. Also during the business session a proposed change to the cooperative's bylaws was voted on by the membership. The proposed change concerning open meetings failed, with 19 members voting for the proposed change and 231 members voting against the proposed change. A motion to add a section to the bylaws concerning open meetings to be included with the notice of the next annual meeting, and to be voted on at the next annual meeting, was also defeated by a similar margin.

During the reorganizational meeting of the board, officers reelected were Roger Ball, president; David Kindle, vice president; and Judith Robertson, secretary-treasurer.

Annual meeting day is a special time for all of us and, as always, we thoroughly enjoyed the chance to visit with so many of the cooperative's members! It is a privilege getting reacquainted with those who faithfully attend every year and meeting those who are attending for the first time. Thank you all for coming and making this year's annual meeting another successful one.

BILLING CORNER

Timely Payments = Good Credit

Paying on time pays off! Most bills have payment terms; meeting these terms affects your credit with that organization. Your PVEC bill gives a "Due" date and a "Disconnect" date each month. (The day your bill is due each month varies because of weekends, holidays and number of days in the month.) Paying the full amount on or before the "Due" date will satisfy the payment terms, earn a good payment record with PVEC and save a 1 ½% penalty assessed on the late account balance. Another benefit of making timely payment is avoiding a \$10 late fee and possible interruption of service if paid past the "Disconnect" date.

If at some point you need to turn power on in your name at another location, having a good payment record will allow you to do so without paying a deposit. Since all accounts require deposits, having a good payment record is considered having good credit and the deposit is waived.

Another payoff can come if you move to another utility's system. A favorable letter of credit from PVEC might keep you from having to pay a deposit with that other system. Keep those timely payments coming in!



Jonesville Area Supervisor Jason Stapleton shares safety tips

Please stay away from pad-mounted transformers (the big green box). While safe, they are not meant for touching, climbing or playing. Pad-mounted transformers carry high voltages of

electricity that serve many homes in our communities. Please remember these safety tips.

- Never touch, climb or play on pad-mounted transformers. Never put fingers, sticks or other objects through cracks in the transformer.

- Keep areas surrounding the pad-mounted transformer clear so that workers can safely maintain transformers as needed. Keep shrubs and structures at least 10 feet away from the transformer doors and 4 feet away from the sides.
- Never dig near a pad-mounted transformer. They are surrounded by underground cables. Hitting the cable could result in electrical shock or disruption of service. Always call 8-1-1 before you dig.
- Report problems. If you notice anything amiss, like an unlocked transformer or one that has been damaged, please contact us immediately.

MEET OUR EMPLOYEES

Over the past several months, we have introduced Powell Valley Electric Cooperative employees from the different departments. These employees understand the importance of electricity in the lives of the people in our area and are committed to providing you with the service you depend upon. It takes a team effort to successfully achieve PVEC's goal and we want to assure you that our goal has never changed — to provide the best possible service at the lowest possible cost. So this month we would like to present the remaining Powell Valley Electric Cooperative employees.

- The Accounting Department assists with the planning, organizing, directing and coordinating of the accounting functions of the cooperative, administers the employee benefit program, processes payroll and accounts payable. Employees Shirlene Hall, John McDaniel and Kim Sandlin work in the Accounting Department.
- Harold Daniels, plant/production engineer, is responsible for the building maintenance and oversees building construction projects in all three areas.



From left, Hoy Watson, Travis Tolliver, Kim Sandlin, John Hoyle, Jessica Smith, John McDaniel, Shirlene Hall, Charles "Bo" Goodin, Sandra Smith and Harold Daniels. Inset, Daniel Goldsmith.

- PVEC's senior mechanic, Daniel Goldsmith, keeps the cooperative's fleet of trucks and equipment performing in an efficient and economical manner, which will enable cooperative personnel to provide efficient and prompt service to members.
- Purchasing agent/warehouseman, Hoy Watson, orders, receives and issues line materials for the three areas and maintains the Tazewell warehouse.
- Member services representative, Jessica Smith, has varied duties including administering programs offered through the Tennessee Valley Authority, such as heat pump financing, new homes and energy efficiency incentives.

She also assists with the publication of the cooperative's magazine.

- Administrative assistant, Sandra Smith, provides information, support and services to management, the general manager and the members to ensure that the functions and activities of the cooperative are coordinated and administered in an efficient and effective manner.
- John Hoyle, director of special projects, is responsible for preparing joint-use contracts, power contracts and power generation reports and is also involved with other special projects, including assisting engineering as needed.
- Travis Tolliver, the director of technical services and maintenance, is responsible for the maintenance and operations of the cooperative's 10 electrical substations, the 20-megawatt generator station located in Kyles Ford and electrical line equipment.
- Assistant manager, Charles "Bo" Goodin, assists the general manager with day-to-day operations. Charles also supervises the Engineering, SCADA, TWACS departments and the pole-inspection program.
- Randell Meyers, general manager/CEO, directs, through his staff, the day-to-day operations of the cooperative, implementing board policies and procedures, and works directly with the board in the development of these policies and procedures. The general manager presents issues affecting the cooperative to its board of directors.

Winter Peak

Every month of the calendar year has a peak hour. Unlike PVEC's commercial accounts that are billed on their highest 30-minute demand, TVA bills PVEC for our highest 60-minute demand. Demand charges set during the 60-minute period influence PVEC's wholesale power bill. This is why we want to share with you information about the winter peak months.

The winter peak months, November through March, will soon be here, so we want to offer tips for these months. Winter peaks are most likely to occur during the morning hours between 6 a.m. and 9 a.m. when you are getting ready for school and work. There are several things that we can do to lower the peak that will not change our way of life.

Here are a few ways to Beat the Peak:

1. **Dial down the heat.** Adjust your home's thermostat down a degree or two between 6 a.m. and 9 a.m. After these peak hours, set your thermostat back to its normal setting.
2. **Delay use of appliances.** Postpone certain household chores that involve major appliances like washing machines, clothes dryers and dishwashers. Wait until after 9 a.m. before doing laundry or washing dirty dishes.
3. **Flip the switch.** Turn off all unnecessary lights during peak hours.