



Powell Valley Electric Cooperative News

A message from your General Manager:



Randell Meyers
General Manager
& CEO

Keep your electric bill low when the temps get high

I'm sure you have already noticed, but summer has arrived in Virginia. There are lots of things to enjoy about this time of year. Hammocks, fresh fruits and vegetables, the beach and backyard cookouts are all things that are best enjoyed in the longer days of summer.

One of my favorite things to do on a summer afternoon is to stop by a grocery store and grab a cold soft drink — the ones in glass bottles are the best.

Unfortunately, the long summer days also bring with them sweltering heat and humidity that can make life uncomfortable both indoors and out.

Heat and humidity can also have a significant impact on your monthly energy bill.

Electric co-ops like Powell Valley Electric Cooperative are unique — few other businesses provide their consumers with advice on how to use less of the products they sell. Because we are a consumer-owned utility, we frequently share tips to help our consumers make wise choices when it comes to energy. Our mission is not to sell more energy but to serve our communities.

Nothing has a greater impact on energy use than the weather. In fact, the two largest uses of residential energy in Virginia are cooling followed closely by heating.

Even when you don't adjust your thermostat, you will still see increases in energy consumption when the temperature goes up. Why is that?

Let's say you keep your thermostat on 75 degrees in the summer. If the outside temperature is 78 degrees, your air conditioner only has to cool the inside of your home by 3 degrees. However, if the outside temperature is 95 degrees, your air conditioner has to cool the inside of your home by 20 degrees. It will have to run longer and use more energy to cool the space.

Even though most homeowners see their electric bills rise in the summer, there are some smart and easy things you can do to save money. Check out our list of seven smart ways to save energy this summer on page 21.

Preparing your home for summer can make your living area more comfortable and save you energy and money.

— *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 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.*

Rose Hill Elementary School STEAM

Egg Drop Competition



STEAM (Science, Technology, Engineering, the Arts and Mathematics) students were challenged to design an egg carrier to help the Easter Bunny make his deliveries. The package would hold one raw egg and keep it safe as it was dropped from a bucket truck. Crew Leader John Collins assisted with this challenge by operating the bucket truck. PVEC is certainly proud of the hard work and creativity each student demonstrated during the challenge.

Taking a Closer Look

Powell Valley Electric Cooperative has made many changes since its formation in 1938. Our focus is to continually make your cooperative better than it was before. We have implemented new strategies that have helped to advance the operations of the cooperative.

In the coming months PVEC would like to share with you some of the changes that have taken place and the progress made to improve our service to you. In this issue, we will feature the Billing Department and illustrate how the service and billing procedures have developed throughout the years.

Signing Up for New Service

Years ago, when a new member applied for service the employee in the front office would take that information down by hand. Trying to determine a service location could be problematic. Our employees had to try to pinpoint locations using landmarks and directions such as “down the road past Bradley Keck’s store.”

Today members don’t have to physically come into our office to obtain service. We can fax or email an application to a new member. After completing the application, the new member can have it notarized and return it to us. Today, our members are even able to make payments over the phone, PVEC’s website or even through PVEC’s mobile app.

Billing

We have made great improvements with the billing of electric accounts. Years ago, we would send postcards and ask members to write down the meter reading and mail it back to Powell Valley Electric’s office. Later on, meter readers would travel throughout our service area to obtain meter readings. In 2004, we began using a new type of technology that uses power line carrier technology to read meters. We now rely on our Automated Metering Infrastructure to provide us with billing readings — improving accuracy and greatly reducing the need for manual reads.

Payments

Throughout the years, members have been able to pay their bills in person at any of the cooperative’s three offices. Today, our members can choose from a variety of additional ways to pay their bills. We offer the following payment options: payment at local bank locations, local office depository, automatic bank draft, online payment, phone payment, mobile app payment, and payment through the mail.

to each account. We would like to introduce our employees who work with you, our members, on a daily basis in each service area.

The Jonesville area customer service representatives are Barbara Graham and Tanya Sword. Electric bills that are mailed to Powell Valley Electric are processed through our Jonesville office. Also in the Jonesville area is our assistant billing supervisor, Judy Shelburne. In the Sneedville area, CSR LeeAnn Dalton will take care of your needs. Jennifer Hensley, Summer Upton and Gerry Wright are the Tazewell area customer service representatives. Our billing supervisor, Lisa Tarver, works from our Tazewell office. As billing supervisor, it is her responsibility to ensure billing and customer services are performed in an efficient manner according to policies and procedures.

Today’s Billing and Service Department

Our customer service representatives will assist you from start to finish — from opening an account, making changes to that account, to closing the account. Each month, the billing department generates more than 32,000 bills, and our customer service representatives process payments



Above, L-R, Jonesville: Barbara Graham, Judy Shelburne, Tanya Sword. Right, Sneedville: LeeAnn Dalton. Below, L-R, Tazewell: Summer Upton, Jennifer Hensley, Gerry Wright, Lisa Tarver.



Sample Electric Bill

Shown here is an example of a Powell Valley Electric Cooperative monthly bill. We have explained some important sections on your bill and, as always, if you have any questions concerning your bill contact your local PVEC office.

- Account Number:** To help identify your account.
- Service Address:** The 911 address for this location.

3. **Meter Reading Dates:** These are the days of service usage for which your bill is calculated. The current bill due is based on the previous month's usage.

4. **Usage Comparison:** This table compares the current bill with the previous month's bill, and the same billing period last year. Key information includes days of service and average kilowatts used per day.

- Additional Information:** TO BE PAID BY DRAFT – your account will be automatically drafted on the due date. Other messages that may appear on this line are: FINAL BILL – Account is inactive; CR BALANCE DO NOT PAY – Credit balance exists and no payment is required as of the billing date; LEVELIZED – Account is on average balance program.
- Late Payment Charge:** The account will be charged a 1 ½ percent late payment penalty if payment is made after the due date.
- Disconnect Date:** The account will be charged a \$10 processing fee and is subject to disconnection if payment is made after 4 p.m. on this date. No further notices will be mailed.
- Please notify us if your address or telephone number has changed.**
- Due Date:** A payment made after this date will negatively affect your credit with Powell Valley Electric.



Powell Valley Electric Cooperative

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Jonesville Office
P.O. Box 308
Jonesville, VA 24263
(276) 346-6003

Sneedville Office
P.O. Box 193
Sneedville, TN 37869
(423) 733-2207

Tazewell Office
P.O. Box 1528
New Tazewell, TN 37824
(423) 626-5204

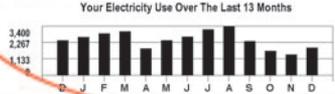
Office Hours: Monday thru Friday 8:00 to 5:00

ACCOUNT NUMBER	NAME	SERVICE ADDRESS	RATE	CYCLE	LOCATION #	METER #
12345001	DOE JOHN	123 MAIN STREET	22	156	12345	7123456

SERVICE FROM	SERVICE TO	# DAYS	BILL TYPE	READING PREVIOUS	READING PRESENT	MULTIPLIER	KWH USAGE	CHARGES
11/24/19	12/23/19	29	0	17545	7641	20	1920	190.23

PERIOD	DAYS SERVICE	TOTAL KWH	AVG. KWH/DAY	COST PER DAY
CURRENT BILLING PERIOD	29	1920	66	6.56
PREVIOUS BILLING PERIOD	29	1460	50	5.13
SAME PERIOD LAST YEAR	31	2420	78	7.53

Your Electricity Use Over The Last 13 Months



Bill Type

0 Regular	5 Pro-rated
1 Estimated	6 Min Pro-rated
2 Minimum and Est	7 Levelized
3 Minimum	8 TMA Loan
4 Final	

TO BE PAID BY DRAFT

CURRENT CHARGES	\$ 190.23
PREVIOUS BALANCE	\$ 148.81
PAYMENT PREVIOUS BALANCE	\$ -148.81
AMOUNT DUE	\$ 190.23

DUE DATE 01/13/18 1 1/2 % LATE PAYMENT CHARGE WILL BE ADDED IF NOT PAID BY THE DUE DATE

*****DISCONNECT DATE IS 4:00 P.M. ON JANUARY 19, 2020****
PLEASE PAY BEFORE THEN TO AVOID A \$10.00 CHARGE AND POSSIBLE DISCONNECTION OF SERVICE. NO MORE NOTICES WILL BE MAILED.

ASK ABOUT THESE MEMBER SERVICES

- Bill Payment by Bank Draft
- Levelized Billing
- Energy Efficient Home Program
- Energy Audits

RETAIN THIS COPY FOR YOUR RECORDS

PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT

ACCOUNT #	BILL DATE	DUE DATE
12345001	12/28/19	01/13/20
CYCLE	CURRENT CHARGES	\$190.23
156	PREVIOUS BALANCE	\$0.00
TELEPHONE #	TOTAL AMOUNT DUE	\$190.23
(423) 626-5204	ENTER AMOUNT PAID	

Powell Valley Electric Cooperative
P.O. Box 308 Jonesville, VA 24263
RETURN SERVICE REQUESTED

AUTO UTOSCH 5-DIGIT 37807



DOE JOHN
123 MAIN ST
NEW TAZEWell TN 37825-1234

POWELL VALLEY ELECTRIC COOPERATIVE
PO BOX 308
JONESVILLE VA 24263-0308



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What's a-Cooking?

Jeremiah Day shares his wife Mary's recipe for Fresh Apple Cake. Jeremiah has worked in the Tazewell area since 2016.

Ingredients:

- Cake**
- 3 cups chopped apples
 - 2 cups sugar
 - 2 ½ cups plain flour
 - 1 teaspoon baking soda
 - 1 teaspoon vanilla
 - ½ cup oil
 - 3 eggs
 - 1 teaspoon salt
 - 2 teaspoons baking powder
 - 1 cup chopped pecans

Icing

- 8 oz. cream cheese (softened)
- ½ stick butter (softened)
- 1 teaspoon vanilla
- 1 box powdered sugar

Directions:

To prepare the cake, mix all ingredients and bake for one hour at 350 degrees.

To prepare the icing, mix ingredients until creamy and spread over cooled cake.

Local students earn electric co-op college scholarships

Hannah Heath and **Alexis Williams** have each earned \$1,000 college scholarships awarded by the Education Scholarship Foundation of the Virginia, Maryland & Delaware Association of Electric Cooperatives (VMDAEC).

Hannah is from New Tazewell and is a senior at Cumberland Gap High School. **Alexis** is from Cumberland Gap and also attends Cumberland Gap High School.

The students were eligible for consideration because their parents are consumer-members of Powell Valley Electric Cooperative.

"We commend these students on their outstanding achievements," said Robbie F. Marchant, chair of the VMDAEC Education Scholarship Foundation Committee and a director at Shenandoah Valley Electric Cooperative. "The electric co-ops support them as they pursue their education and then we hope they return to their communities to do great work."

Recipients are chosen based on a competitive screening process that considers both financial need and academic achievement. Applicants must be a senior graduating from either high school or home school in 2019.

They must also provide evidence of their acceptance into a post-high-school

educational institution or program. These grants can be used to pay for tuition, fees and books.

This year, the Foundation is awarding 58 Worth Hudson scholarships to students who live in areas served by electric cooperatives in Delaware, Maryland and Virginia. The scholarships are named in honor of Worth Hudson, the Foundation's first chairman and former chairman of the board of directors of Mecklenburg Electric Cooperative in Chase City, Virginia. Since 2001, the Foundation has provided almost 700 scholarships to graduating high school students totaling over \$500,000.

The Foundation is funded through tax-deductible donations and bequests from individuals, proceeds from benefit fundraising events and CoBank's Sharing Success Program.



Sneedville Area Supervisor Joey Southern shares safety tips

June is National Safety Month

June is National Safety Month and safety starts at home. Join the observance by checking for electrical accidents waiting to happen in your home. Here's how:

- Inspect every appliance in your home to determine if it is still in working order. Turn each one on and then off, as you listen to the sound of the motor. Inspect plugs and cords for damage.
- If you have young children at home, plug wall outlets with child-safety caps.
- When you replace appliances, buy the ones with a rating from a testing laboratory like UL.
- Choose light bulbs with the correct wattage for each lamp and overhead light fixture. You'll find the maximum safe wattage imprinted on the fixture.
- Put away extension cords. They're designed for temporary use.
- If you're hiding any cords under the carpet, move them. Covering cords can cause them to overheat and start a fire.

Seven smart ways to save energy this summer

With the long, hot days of summer just around the corner, Powell Valley Electric Cooperative provides some simple tips to save energy and money. There are some small things you can do to have a big impact on your electric bill. Taking a little time now can pay off big as temperatures rise.

1. **Use blinds and shades to keep you cool inside.** Close draperies on windows in direct sunlight to keep the heat out.
2. **Make wise choices with the thermostat.** The smaller the difference between the outside temperature and the thermostat setting will reduce your cooling bill. Keep your thermostat as high as you can while remaining comfortable. We recommend 75 degrees. Programmable thermostats can automatically adjust the temperature when you are not home or awake.
3. **Keep your HVAC unit in good working condition.** Be sure your filters are clean. This is a cheap but essential thing to do every month or so. Schedule regular maintenance to clean and maintain your system.
4. **Use fans to increase comfort.** Running a fan will allow you to increase your thermostat setting by 4 degrees without reducing comfort, but remember to turn fans off when you leave the room. You can also use bathroom and kitchen fans to move humidity outside.
5. **Seal the hot air out.** A tube of caulk and some weather stripping can go a long way. Seal cracks to keep hot air out and cool air in.
6. **Avoid using appliances and lights that create heat.** Replace traditional lighting with LEDs that produce no heat. On hot days, avoid using ovens or stoves and instead use the microwave or grill outside.
7. **Plant some trees.** This takes some time to pay off, but it will eventually. Trees can shade your home and have a significant impact on your energy bill. Just be sure to remain mindful of your electric cooperative's right-of-way. Don't place trees underneath power lines, and call to have underground utilities located before performing any digging task.