



CURRENT COMMUNICATOR

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Honest • Fair • Responsible

MEMBER NEWSLETTER OF CENTRAL VIRGINIA ELECTRIC COOPERATIVE

“Improving the quality of your life in a quietly impressive way.”

Owner’s Manual

Volume 25, Number 1

CVEC Owner’s Manual A catalog of information for CVEC member-owners

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Path of Restoration

I own a power company?

YES, YOU DO!

YOU and the other residential, commercial, and industrial members, who receive energy from Central Virginia Electric Cooperative, each own a portion of this not-for-profit utility.

We have no investors other than you, the member-owner. We do not have “profits” that go into executive bonuses or shareholder dividends. We do business a bit differently.

CVEC is democratically controlled, governed by nine members who have been elected by you, the member, to form our Board of Directors. They ensure that CVEC is well managed with the most reliable and affordable service available.

Each month, you and other members contribute to the cost of financing the poles, lines, and substations ... paying only your fair share. Any money that remains at the end of the year is invested in the distribution plant (*representing 31% member equity*) until it is later returned to members as a capital credit refund.

Over the years, CVEC has returned more than \$12 million to members.

CVEC works hard to maintain and to improve the distribution system in order to meet and exceed members’ high expectations for reliable service. In addition, the Co-op has a strategy to acquire the most affordable energy now, and we project stable energy costs into the future. ♡

We are not for profit, but for service!

FACTS & FIGURES

Co-op structure: CVEC, a not-for-profit public service corporation, is owned by those we serve. It is governed by representatives elected by and from the general membership.

Co-op membership: Any person, firm, corporation, or public body who controls the property to be served may become a member of CVEC by:

1. Executing the Membership Application and/or Service Contract;
2. Agreeing to purchase distribution service from the Cooperative; and
3. Agreeing to comply with and be bound by the Certificate of Incorporation of the Cooperative, CVEC's Bylaws and any Amendments thereto, and by such rules and regulations that may be adopted by the Board of Directors.

Board of Directors: Each year at CVEC's Annual Meeting, members elect three fellow members to represent them as Directors of the Board, one Director from each of the three Districts (West, South & East). Members may vote at the meeting or by mail-in proxy ballot. The Board holds monthly meetings, sets Co-op policy and hires a President/CEO who is responsible for operations.

Patronage capital: As a not-for-profit co-op, CVEC returns any excess revenue that exceeds the cost of providing service. The funds are utilized for a period of time, typically for new construction or for other infrastructure purposes, before being returned to the members. CVEC attempts to avoid substantial excess revenues, but is required, as a qualified federal loan recipient, to maintain minimum financial ratios. 💡

IT'S YOUR BUSINESS!

As a member on the CVEC grid, you have a vote in how your power company is operated and managed.

Look for your mail-in proxy in our May Annual Report issue of the

Current Communicator.

Join us for our **annual members' meeting** the fourth Wednesday evening of June.



DIVISION I / WEST DISTRICT
800 Cooperative Way,
Arrington

DIVISION II / SOUTH DISTRICT
281 Co-op Lane, Appomattox

DIVISION III / EAST DISTRICT
31 Cooperative Way, Palmyra

BY PHONE:

800-367-2832 | Option 0

BY EMAIL:

ms@mycvec.com

BY MAIL:

PO Box 247

Lovingson, VA 22949

**Offices are open from
8:30 AM to 5 PM, M-F.**



MEET YOUR DIRECTORS:

WEST DISTRICT: Representing the counties of Albemarle, Augusta, Greene, & Nelson:

- H. T. Brown, Jr. | Massies Mill
- Henry Chiles | Batesville
- Jace A. Goodling | Afton

SOUTH DISTRICT: Representing the counties of Amherst, Appomattox, Buckingham, Campbell, Cumberland, & Prince Edward:

- Frank H. Baber III | Cartersville
- Robert M. Duncan | Columbia
- R. Kinckle Robinson | Appomattox

EAST DISTRICT: Representing the counties of Fluvanna, Goochland, Louisa, & Orange:

- George N. Goin | Scottsville
- Roberta I. Harlowe | Troy
- Gloria W. Vest | Palmyra

Phillip D. Payne IV | CVEC Attorney

CVEC EXECUTIVE TEAM:

Gary Wood | President & CEO

Bruce Maurhoff | Senior Vice President & COO

Tina Mallia | Vice President & CFO

Melissa Gay | Executive Team Assistant

MANAGEMENT TEAM:

Alan Scruggs | Operations

Joseph Key | Engineering Services

Robert Harris | Reliability & System Engineering

Matthew Wood | Information Technology

Cheryl Sandas | Finance & Accounting

Greg Kelly | Communications & Public Relations

Lynne Beardsley | Human Resources & Member Services

DIVISION SUPERINTENDENTS:

J. C. Goodwin | Division I

Colleen, Nelson County

Corey Robinson | Division II

Town of Appomattox

Eric Carter | Division III

Palmyra, Fluvanna County

SERVICES & PROCEDURES

AMR metering: The Co-op utilizes automated meter reading (AMR) equipment to retrieve your daily and monthly kilowatt usage. AMR also allows CVEC to remotely verify that your meter has power, to check the voltage levels, and to verify your last meter reading. CVEC still periodically inspects the equipment to verify your kilowatt-hour usage.

Contractors: CVEC uses private contractors for numerous tasks such as pole inspections, rights-of-way work, and meter changeouts. We send notification ahead of time, by mail and/or by phone, if contractors will be working in your neighborhood. Their vehicles will be marked as a CVEC Contractor and some individuals will have an ID card with the same identification.

During construction, and particularly during rainy periods, work trucks may leave ruts in the work area. Following the construction work, a second crew will return to make necessary repairs.

Current diversion: On occasion, CVEC has found meters that have been tampered with by members in an effort to reduce their recorded energy consumption. While meter tampering is both illegal and unfair to other Cooperative members, it could also prove to be fatal. Never tamper with CVEC equipment, and call us if you see anything that appears out of the ordinary. Also, an anonymous report can be submitted online. At mycvec.com, do a search for **Report Power Theft**.

Locked gates: If you have security locks on your property gates, please contact CVEC to ensure that your power company has access to power lines and meters at all times.

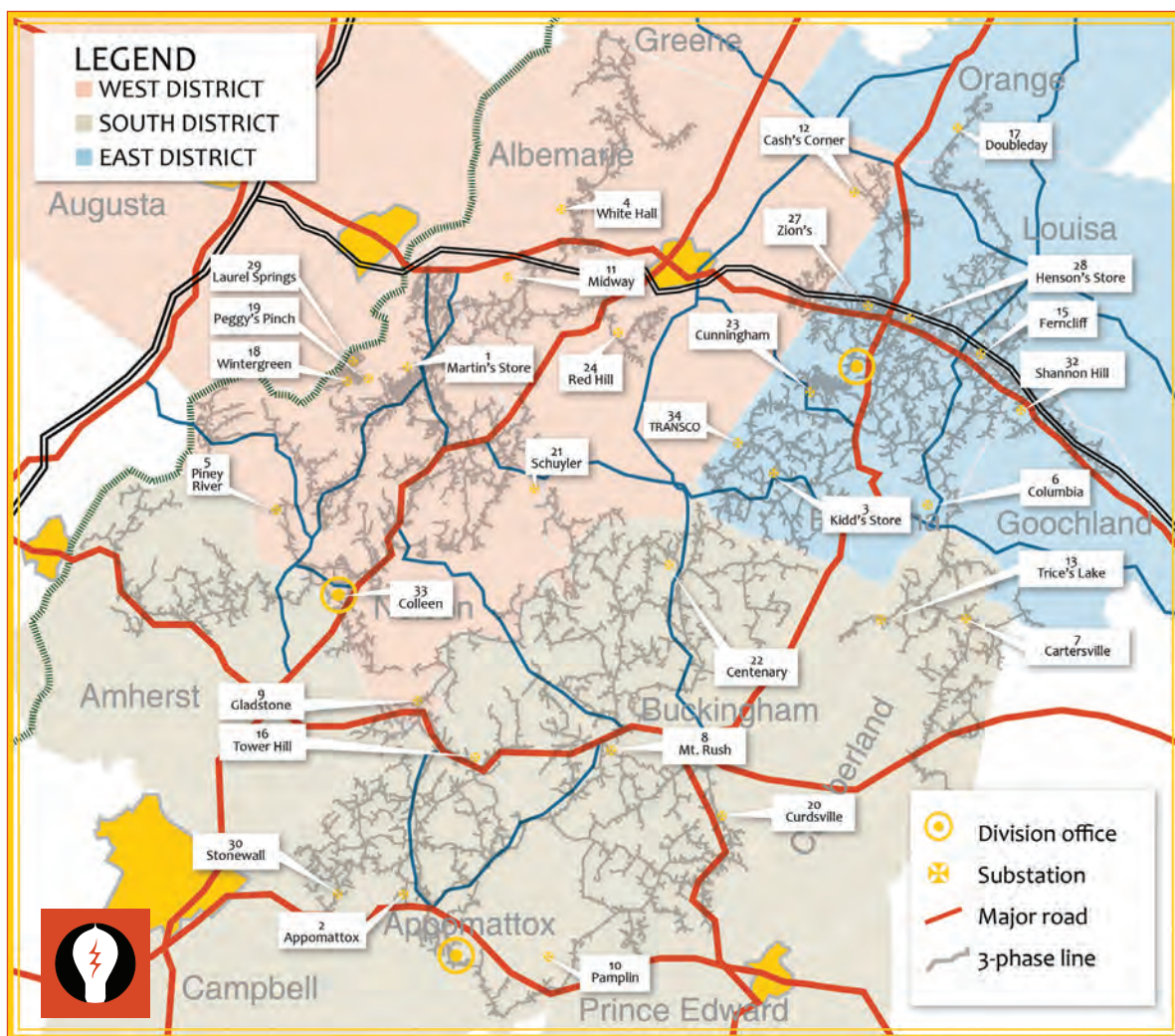
Meter testing: CVEC provides a meter base and meter. Though the meter is an accurate recording device, some members may want to have the meter tested when their monthly bill is higher than expected. Meters are extremely reliable. If anything, they tend to run more slowly as they age. CVEC will test your meter if you believe it is in error, but a fee will be charged if the meter is shown to be accurate and had been tested in the past 24 months.

Miss Utility: Always call **811** or **800-552-7001** at least 3 business days before you dig on your property. This service is free.

www.VA811.com

New service: CVEC provides up to 1400 feet of line for a new residential service. The member is responsible for the cost of any line extension over that distance. This policy allows CVEC to recover its investment without passing costs along to our other members. Similarly, requests for relocation of utility poles or comparable work will

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Questions? Contact ms@mycvec.com or call 800-367-2832 | Option 0

SERVICES & PROCEDURES

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be accommodated, if possible, and you will be charged our cost.

Reclosers: Service outages can occur when a tree or animal comes in contact with our lines. When the contact is only temporary, CVEC relies on installed devices known as reclosers to prevent an extended outage. A recloser will try to re-energize the line up to three times and often prevents an unnecessary outage. Your clocks might be blinking when you arrive home, but you'll have power!

Rights-of-way: CVEC's 4650 miles of distribution line can be damaged and service interrupted by trees that grow up into the lines or if side branches grow into the 40-foot wide rights-of-way. Periodically CVEC crews or contractors will trim, bushhog, or spray plants in the rights-of-way to ensure reliable service. You can help your Co-op, family, and neighbors by keeping an eye out for "danger trees" beyond the boundary of the power line rights-of-way. "Danger trees" are those that are unhealthy, leaning, and more likely to fall into the power lines during a storm. CVEC has been cutting and trimming almost 4000 trees each year, and we welcome your help by reporting a danger tree to forester@mycvec.com. Share a picture if possible.

Security lights: CVEC provides members with pole-mounted security lights, as well as decorative lighting, for a fixed monthly rate. Call us for details.

Medical equipment: If someone in your household depends on electrically-operated medical equipment, such as dialysis machines, oxygen machines, or heart monitors, you should contact CVEC to ensure that we have a note on file.

CVEC cannot guarantee uninterrupted service due to inclement weather, so we advise that you also make arrangements for alternative

power before an emergency arises, whether with a home generator, in a community shelter, or with family or friends.

Standby generators: If you use a standby generator during power outages, remember improper generator hookup can create serious problems in safety and service. It's very important that you have a properly installed transfer switch which will isolate your home from the distribution lines. If the switch is not used, feedback from the generator onto our power lines could endanger the lives of crews working to restore your power. Please contact CVEC if you have questions about proper generator installation. ⚡

Through Touchstone Energy, a nationwide cooperative, CVEC members are offered **Cooperative Connections**, a discount program for food, travel, office products and pet supplies, to name a few. It also includes discounts on vision, dental, and pharmacy purchases not covered by health insurance. Touchstone recently released a mobile app for smart phones, increasing the convenience of the program. Download the app from the Google or Apple store or with the QR codes below.



 **HONEST
FAIR &
RESPONSIBLE**

STAY AWAY FROM POWER LINES! CALL US IF YOU SEE A PROBLEM.

ALWAYS KEEP US INFORMED OF YOUR CURRENT PHONE NUMBER. IT WILL HELP IN AN OUTAGE.

CVEC RESPONDS 24/7 TO OUTAGE REPORTS BY PHONE, TEXTING, & MOBILE APP.

BE SURE YOU ARE USING THE CORRECT ACCOUNT NUMBER TO ENSURE THAT YOUR ACCOUNT IS RECEIVING CREDIT FOR PAYMENTS MADE!

Questions? Contact ms@mycvec.com or call 800-367-2832 | Option 0

BILLING & PAYMENTS

Fuel assistance: Ever have trouble paying your monthly energy bills during very cold or hot weather? You may wish to contact one these local services for assistance:

DEPT. OF SOCIAL SERVICES	
Albemarle	P: 434-972-4010 F: 434-972-4080
Amherst	P: 434-946-9330 F: 434-946-9319
Appomattox	P: 434-352-7125 F: 434-352-0064
Buckingham	P: 434-969-4246 F: 434-969-1449
Campbell	P: 434-332-9585 F: 434-332-9699
Cumberland	P: 804-492-4915 F: 804-492-9346
Fluvanna	P: 434-842-8221 F: 434-842-2776
Goochland	P: 804-556-5332 F: 804-556-4718
Greene	P: 434-985-5246 F: 434-985-5266
Louisa	P: 540-967-1320 F: 540-967-0593
Nelson	P: 434-263-7160 F: 434-263-8605
Orange	P: 540-672-1155 F: 540-672-9118
Prince Edward	P: 434-392-3113 F: 434-392-8453
OTHER IMPORTANT NUMBERS	
Alliance for Interfaith Ministries	
Charlottesville	434.972.1702 434.972.1704
CPAC	
Nelson	434-263-5573
Cumberland	804-492-4926
Golden Rule	
Palmyra	434-286-2328
Hope Community	
Farmville	434-315-8990
Lynchburg Community Action	
Lynchburg	434-846-2778
MACCA	
Fluvanna	434-842-2521
Louisa	540-967-9522
Nelson	434-263-8119
Monticello Area Community	
Charlottesville	434-295-3171
Salvation Army	
Charlottesville	434-295-4058
Lynchburg	434-845-5939
STEPS, Inc.	
Primary office	434-696-1117
United Way	
Fluvanna	434-842-3757
Unity in Community Outreach	
Roseland	434-277-5770

Access MyCVEC: You can view your current and past bills, watch your daily and monthly usage, update address information, and more ... search **Access MyCVEC** at mycvec.com.



eBilling: Go Green! Sign up for e-billing and your monthly invoice will be delivered to the email address of your choice. Paper billing will be discontinued.

You will find more info about all of the following procedures on our website at [My Account > Understanding My Bill](#).

Estates: An account of a deceased member must be closed with any balance refunded to the estate. The service can then be transferred to a relative or another person as a new account/membership. See the guidelines online.

How to read your bill: Ever feel confused about all of the info found on your bill? There's a graphic "primer" online at mycvec.com.

How we meter & bill: CVEC reads meters on a daily basis and the usage data is sent back to our substation via the powerlines. Once a month, we convert a monthly read into a bill for services used.

- On a monthly cycle, we bill each account for the month's kilowatt-hour consumption.
- After the bill is issued, the member has 20 days to pay for the previous month's usage.
- In another 10 days, the next monthly reading is taken and another bill is issued. If the prior bill has not been paid, the new bill includes the current due amount and the past amount due, a late fee, and a 10-day Disconnection Notice is printed on this bill.

Levelized budget billing: If you would like for your electric bill to be about the same every month, regardless of fluctuations in the weather, you should sign up for CVEC's Levelized Budget Billing Plan. To determine your monthly payment, CVEC calculates an amount based upon a rolling average of your usage in this and the previous eleven months. There is no settle-up month and you can sign up for Levelized Budget Billing ANY month of the year. Find details and sign up for this service online.

Pay-as-you-go service: Pay-as-you-go works like a prepaid cell plan ... you pay up front for electricity you will use later. Pay as often as you like, whenever you wish. And just like your prepaid cell service, we'll warn you before you run out of electricity! Further, you can now check your electricity balance and electricity usage as often as you like when you log on to your account at the CVEC eBiz page. No more monthly surprises when you open your CVEC bill! More info online.

Pick your bill date: You can set up the due date for your power bill so it always comes due soon after **YOU** get paid! Prompt paying members should visit mycvec.com > My Account > Payments for more info and eligibility requirements.



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METERING & BILLING

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Security deposits: CVEC may require that a new applicant or a long-term member pay a security deposit as dictated by a credit check or disconnection for non-payment. The amount of the deposit shall not exceed the two highest consecutive electric bills for that service location. For more information on security deposits, please refer to CVEC's Terms and Conditions for Providing Distribution Service. This document is online at www.myCVEC.com > [About CVEC > Principles](#).

Summary billing: Members who have multiple meters and bills can have them all itemized in one bill. Our Summary Billing option is free and simple. Give us a call if you'd like to use this option: **800-367-2832 | Option 0**.

Third party notification: CVEC will send a copy of your monthly electric bill to a designated friend or family member. If you travel or live alone, this service offers assurance that you won't miss a monthly payment and risk an interruption of electric service.

Variation in billed amounts: In addition to extreme temperatures, other factors can cause a variation in your electric bill, including workmen, visitors, holiday activities, or even a broken well pump. While CVEC reads meters remotely on a daily basis and plans to bill on a 30-day billing cycle, that cycle can vary from 27-33 days. Visit myCVEC.com > [My Energy](#) to view ways to manage your energy and to access your account and view your daily usage. ⚡



Outage info can flow both ways with our new Outage Text Messaging option. Sign up at myCVEC.com > [My Account](#).

Payment choices for CVEC members

	Check	Credit/Debit	Money Order	Cash
Online with no fee: www.myCVEC.com	⚡ ACH *	⚡		
By phone: 800-367-2832 Option 2	⚡ ACH *	⚡		
By mail to address on monthly invoice	⚡ **		⚡ **	
In a CVEC office: Colleen, Palmyra or Appomattox	⚡	***	⚡	⚡
Automatic	⚡ Set up ‡	⚡ Set up ‡‡		



Got the CVEC app?

ACH (Automatic Clearing House) allows one to make check payments by phone or online, using the checking account number and bank routing number (on the bottom left of all checks).

When mailing, drop in mail 7-10 days prior to due date to be sure CVEC receives your payment on time.

For privacy reasons, neither credit nor debit card payments can be made in any of our offices, only by phone: **800-367-2832 | Option 0** or online at myCVEC.com > [My Account](#).

‡
Set up Automatic Bank Draft by enrolling online at MyCVEC.com > [Payment Options](#). You can also use the form on the back of your bill; return it to CVEC by mail or in person.

‡‡
Set up recurring either credit or debit payments by following the eBiz icon at www.MyCVEC.com.

Please remember that your payment is due **20 days** after your bill is issued. Thank you to the many members whose payments are prompt!



TIMELINE & HISTORY

- 1930's..... 10% of nation's farms had electricity.
- 1935-6..... Rural Electrification Act (REA) has FDR support, passes Congress.
- 1937..... CVEC receives charter,
- 1938..... energizes first line,
- 1941..... opens office in Lovingston, buys first truck,
- 1947..... installs first two-way radio.
- 1950..... 88% of nation's farms have electric service.
- 1953..... CVEC issues first capital credits to members,
- 1958..... opens new divisions in Palmyra and Appomattox,
- 1962..... energizes first 46 kV transmission line,
- 1969..... restores power after Hurricane Camille and begins laying underground wire for Lake Monticello in Fluvanna,
- 1974..... starts laying underground wire in Nelson County's Wintergreen Resort,
- 1984..... wins FERC landmark case to buy power from AEP at lower rates,
- 1993..... installs first Genset for distributed generation,
- 1994..... begins daily spot market energy purchases,
- 1995..... wins SCC approval for rate reduction,
- 1998..... moves to new headquarters.
- 2001..... Energy Choice begins in Virginia for some utilities.
- 2002..... CVEC signs ten-year wholesale energy contract,
- 2004..... offers energy choice to its members,
- 2012..... celebrates 75th birthday!



In 1937, 10% of Central Virginia's rural residents had electric service. A group of citizens borrowed funds from the newly-formed Rural Electrification Administration (REA) to create a co-op and construct their own electric service system. The application for a charter was executed on September 20, 1937, and on September 22, the charter was granted by the State Corporation Commission. CVEC was formed. The Cooperative was the only means these rural leaders could see for getting electric service, so they began the task of signing up applicants to meet REA's requirements of two consumers per mile of line. These first members paid a \$5 membership fee.

On December 29, 1937, the first loan from the REA in the amount of \$100,000 was authorized for the purpose of constructing and operating 129 miles of electric distribution lines to serve some 400 new CVEC members.

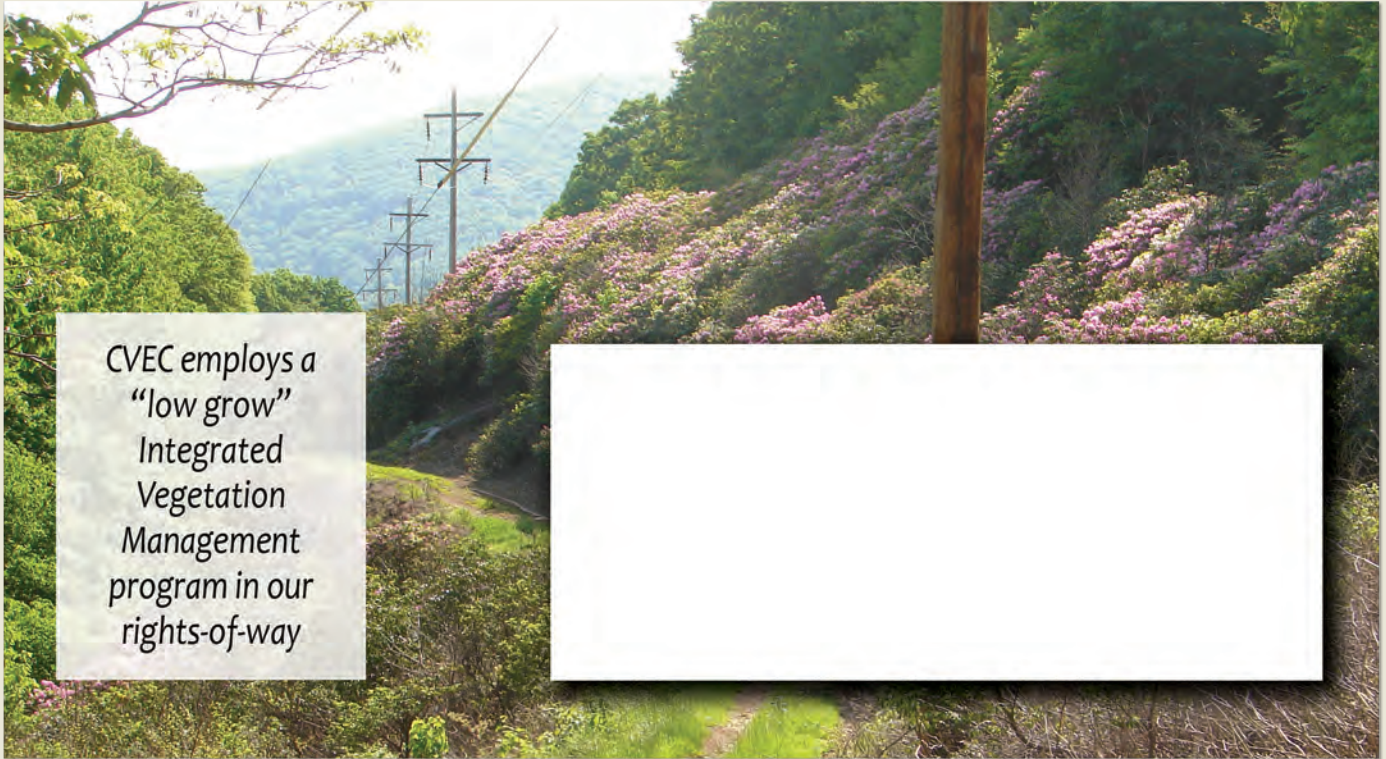
The first line was energized in September 1938 in Nelson County. The contractor was asked to hook up a light on a pole so people would know the line was hot ... that electricity really worked!

From its modest beginning in 1937, CVEC has become one of the major businesses in rural central Virginia, employing over 100 people to operate the business and to provide dependable, affordable electricity. At the end of 2015, over 4610 miles of CVEC distribution lines spread into and through 14 counties. 30 substations are sending over 707 million kWh of power out to just over 36,600 meters where members have put that energy to good use, improving their quality of life and enjoying the increased variety of electric driven devices. The utility business has evolved and expanded since our beginning, but we are still working to provide the most reliable service at the most affordable price to our members. ⚡



This Owner's Manual should help answer some of your questions about **YOUR** power company. **Keep it handy for reference!** ⚡





CVEC employs a
“low grow”
Integrated
Vegetation
Management
program in our
rights-of-way



PATH OF RESTORATION

During an outage, we are constantly evaluating how to get power restored to as many people as quickly as possible. We know that members who see a damaged line in their front yard can't understand why a red truck hasn't already pulled in. We first correct the damage closest to the substation and along the three-phase lines, then work down the single phase primary and the tap lines. So be assured, once the power has been restored from the substation to your front yard, a CVEC truck will be there to get you back in service.



1. When the transmission lines delivering power to CVEC are damaged, we must await repairs to this system before there is any opportunity to find and repair any damage to CVEC's distribution system.

2. Next, repairs must be made to the CVEC substations. We then proceed outward on our three-phase distribution lines, thus restoring service to the most members as early as possible.

3. Next, restoration work is done on the single-phase or the tap lines that serve neighborhoods and clusters of homes.

4. The final step targets individual homes or businesses. Repairs at your service are effective only after repairs have been made from your substation to your transformer. 📍

