



The Light Issue

of the Current Communicator

April-May 2015

News for the member-owners of Central Virginia Electric Cooperative



I'm a Member?

Electric co-ops are different ... looking out for *your best interest!*

Created by the very people that they serve, co-ops purchase wholesale energy for member-owners and deliver it at cost. It's been that way in Central Virginia since the beginning of your electric cooperative, founded in 1937, when nine out of ten families lived without electricity.

To this day, the Co-op is democratically controlled with a Board of Directors, elected by other member-owners to ensure that CVEC's policies and practices are fair and that they effectively serve all members. A cooperative's goal is to deliver the best value in reliability and service.

CVEC: Honest, Fair & Responsible 💡



To Be The Top Co-op!

CVEC has set a goal to be among the top-rated electric cooperatives (900+ total) in the U.S. To reach that goal, we needed a plan and a way to measure our progress.

Last year, the CVEC Directors and employees worked together to craft a strategic plan with that goal in mind and we are currently putting specific action items into effect.

We are focusing on five basic areas:

1. **Raising Member Satisfaction**
 - ✔ Meet and exceed member expectations regarding service, reliability and cost.
 - ✔ Communicate with members, sharing topics of interest and importance.
 - ✔ Help members manage their energy usage and save money.
 - ✔ Implement good ideas submitted by members.
 - ✔ Evaluate results through a national survey six times per year.
2. **Ensuring our Financial Stewardship**
 - ✔ Maintain a sound financial position through cost containment while meeting the operational needs of the Co-op.
 - ✔ Improve the internal budget process.
 - ✔ Review of department work practices to ensure optimal efficiency and cost management.
 - ✔ Conduct an annual audit and deliver a financial report to members.
3. **Increasing Service Reliability**
 - ✔ Establishing and currently meeting a series of uptime (lights on) goals that exceed the national average.
 - ✔ Doubling the right-of-way maintenance budget for the next several years.
 - ✔ Cutting more diseased and dying "danger trees" growing outside the right of way, likely to cause outages ... 4000 cut to date. (You can help by sending a photo and details of any you see to forester@mycvec.com.)
 - ✔ Adding more protective and isolation devices along the lines to reduce the impact on members when outages do occur.



4. Stabilizing Rate Affordability

- ✔ Developing a fair and equitable retail rate structure that is in line with our wholesale rate structure.
- ✔ Creating a power purchasing strategy that contains a diversified portfolio of more than twenty generation sources of different size, fuel type, and contract length to ensure that a change in any one source will not alter rate stability.

5. Creating an Effective Work Force

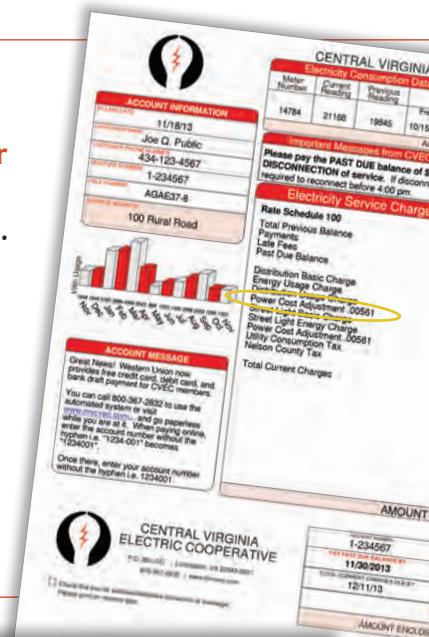
- ✔ Hire and train the most qualified applicants.
- ✔ Implement ongoing training for each group of employees.
- ✔ Participate in an effective and comprehensive safety program.
- ✔ Recently implemented ongoing “process improvement teams” in which employees examine their role in a common work practice and develop recommendations for increased efficiency and effectiveness.



What is my PCA charge?

CVEC and other electric utilities have a line item charge, known as the **Power Cost Adjustment (PCA)**, or similar term, that passes temporarily fluctuating power costs along to customers and members, based on their energy usage. The PCA comes in the form of a charge or a credit and CVEC currently has a high PCA at 1.6¢ per kilowatt-hour. A good portion of the high PCA is due to transmission and capacity charges for wholesale energy. These charges are influenced by previous regional events, such as peak energy use during the Polar Vortex of 2014.

CVEC is considering changes to stabilize the PCA from month to month. Look for updates in the future.



Pick your own due date . . . with CVEC's Pay as You Go program.

Prepay for your energy usage once a week, twice a month, whenever it's convenient for you ... just keep a positive balance. You'll likely find that you better manage your energy while you're watching your balance on CVEC's eBiz site. Some members save as much as 10-20% on energy costs by cutting back on usage.

We'll even let you know if and when your balance starts to run low.

It's great for roommates and landlords.

- ✔ Roommates like it because no security deposit is required and, if the account balance drops to a predetermined alert level, the member gets notified by phone, text or email.
- ✔ Landlords like it because they earn capital credits while tenants are keeping a positive balance. No need to switch accounts when tenants move out. No freezing pipes without warning if the renter fails to pay the bill.

Pay as you go... easy, convenient, and effective. 

