



The Light Issue

of the Current Communicator

Spring 2016

News for the member-owners of Central Virginia Electric Cooperative



New Billing and Payment Dates on the Horizon

CVEC has set a goal to become one of the top electric cooperatives in the U.S. as rated by our members.

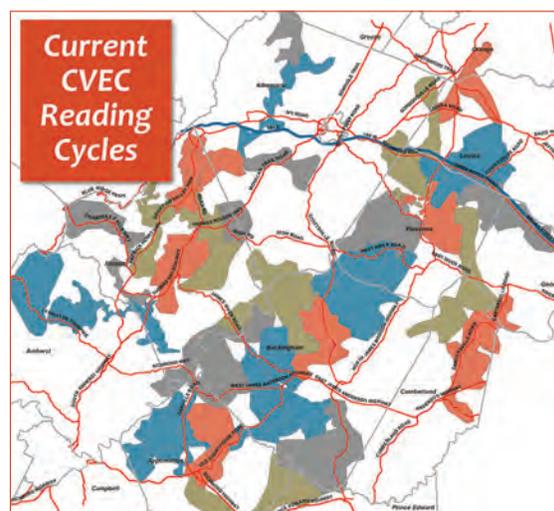
We have been gathering member feedback and evaluating our processes, and we need your support as we implement improvements.

One area of opportunity is our billing and collection process.

Years ago, we divided our service territory into over 70 reading cycles that allowed meter readers to drive from house-to-house in each cycle, record the usage, and then return that information to our office where we billed 1000 members each day.

Today, even though we take daily reads using technology that allows data to travel the powerline, we still have billing cycles based upon an outdated process.

Our improvement plan is to reconfigure our meter reading cycles into compact geographic areas to save time and reduce our carbon footprint. This will provide greater efficiencies and lower costs, allowing us to condense our billing to four regular cycles per month rather than the dozens of cycles that remain from now outdated meter reading practices. The conversion also allows us to conduct billing-related service work in the field in a more orderly fashion with fewer and shorter trips between stops. And, the conversion to four regular billings per month will set an appropriate foundation for an upgraded billing and member information system that CVEC will be activating later this year. This conversion plan requires a **one-time adjustment** to members' billing and target payment dates.



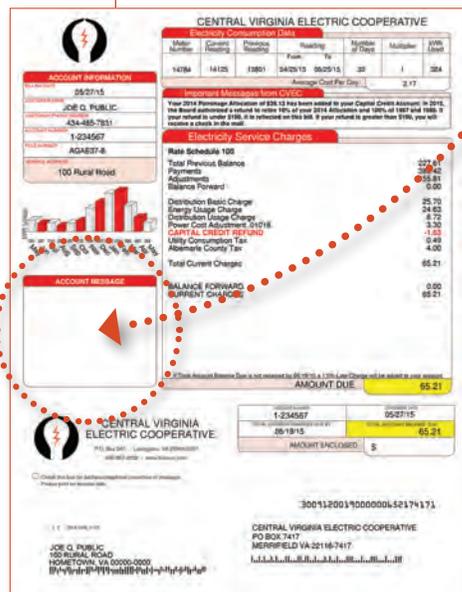
CVEC wanted to provide you advance notice of this plan ...

... with this newsletter and a reminder in the ACCOUNT MESSAGE on your enclosed bill. Some members will receive a bill for a partial month in June, while others will receive a bill for more than a month.

The conversion opens up the opportunity for good paying members to choose their preferred billing date:

1. If the new billing date is acceptable to you, you need to do nothing during this conversion.
2. If you're a good paying member, this is a good time to pick the ideal payment date by choosing our **Pick Your Billing Date** option. You can base it upon the date in the month when you receive your income stream. CVEC will adjust the billing date for members with automatic bank drafting to keep that date the same. (Good paying means no more than two late payments in the past twelve months and no trip charges due to non-payment.)

3. For members who have had difficulty paying on time or who have been disconnected in the last 36 months due to non-payment, you have the choice of accepting the new payment date or selecting CVEC's **Pay as You Go** payment option. Like a prepaid cellphone, you pay smaller amounts whenever it is convenient, while just maintaining a positive account balance.



Continued

While most members' billing date will only move a few days, a much smaller group of members will see an adjustment that moves their billing dates to a different portion of the month. CVEC will notify those members by mail.

What to do next?

- 1. Do nothing.** Unless CVEC sends a notice in the mail, your new billing and payment dates will shift less than a week. Your next bill, arriving in June, will be for less or more than 30 days as CVEC adjusts to the new cycles. (As always, bills are due when presented and overdue if unpaid on the 20th day after presentment.) **OR ...**
- 2. Select the "Pick Your Billing Date" option:** Visit www.mycvec.com (Search **Payment Options**) and complete the online form. If you qualify for that option, we will confirm the new date. You can also contact CVEC at **800-367-2832, Option o**, or ms@mycvec.com, to submit your request. **OR ...**
- 3. Select the "Pay as You Go" option:** Visit www.mycvec.com (Search **Payment Options**) to review the terms of the program, complete the educational form, and submit it to CVEC. If you select this payment option, CVEC will:
 - return your security deposit,
 - provide a deferred payment plan for any outstanding balance, and
 - add no charges in the future if you are disconnected after falling into a negative balance.

You can also contact CVEC at **800-367-2832, Option o**, or ms@mycvec.com, to submit your request for the **Pay as You Go** program.

Once the billing cycle conversion is complete, you will see your normal monthly bill ...

- 1.** ... with the new billing cycle date based upon your geographic location on the CVEC grid, or
- 2.** ... with a date based upon your **Pick Your Billing Date**, as long as you continue with prompt payments, or
- 3.** ... converted to **Pay as You Go** where you have the option to make payments as often and whenever necessary and convenient.

Later this year, CVEC will be upgrading our core software system, providing new options for our Billing, Accounting, and Customer Information System. This will provide new payment options, account management, and energy savings opportunities for members.



Combined with our efforts to capture the most affordable wholesale power and increase our service reliability, the effort to provide options and control to members is part of our strategy to become a **Top Co-op**.

Thank you in advance for your support, and as always, please share your comments and advice. 💡

Get Push Outage Notifications!

It's easy! To sign up:

- ✓ Click on the texting slide in the slide show on the home page of mycvec.com, **OR**
- ✓ Go to **My Account** > select **Outage Texting Info**, **OR**
- ✓ Just type **texting** into the search field!



Once signed up, you can report an outage and get status updates ... **wherever you are!** 💡

Community Solar Garden Update:

CVEC notified members in late 2015 of plans to install a community solar garden. The response was strong! We have a list of interested members, and we will be in contact when we are prepared to move forward. Contractors are backed up this year because the federal investment tax credit was scheduled to expire at the end of 2016. Because there was an extension, CVEC anticipates going to construction in 2017.

Until then? We offer members renewable energy certificates that can be bundled with your kilowatt-hours to provide a green energy alternative. 💡

