



The Light Issue

of the Current Communicator

Fall 2016

News for the member-owners of Central Virginia Electric Cooperative

Comfort and Convenience

CVEC is entering its 80th year, celebrating the days when rural residents converted from thousands of years of fire-based energy to an unlimited supply of clean energy. Electricity changed how we cooked our food, how we washed, dried and pressed our clothes and how we lit, heated and cooled our homes. No more kerosene and firewood.

CVEC was formed by farmers who wanted to provide a better life for their families.

Nothing special by today's standards... light bulbs for reading, a refrigerator to keep food, an electric iron for comfort and convenience and a radio to connect to the outside world.

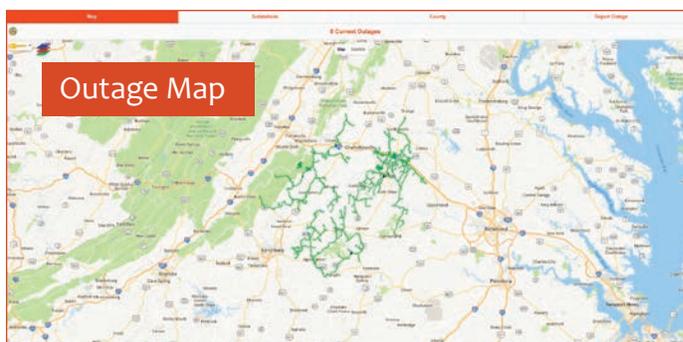
Since then, numerous gadgets and appliances have come into the world and new ones arrive every day. Those farmers never envisioned a family streaming a Sunday game, texting with friends, and checking e-mail on a tablet, only to begin work the next morning in the home office. From fire, to radio days, to mobile connectivity...CVEC still makes a difference, powering the comfort and convenience in your life.



Looking Out for You

As one of the Cooperative Member-Owners, we want to stay in touch, keep you informed and learn what's on your mind. Options for you:

- **CVEC Mobile App:** Verify your service status, receive push outage notifications, report an outage from your phone, or view the CVEC outage map. Check your account balance and pay your bill from a mobile device. Download the app for Android or IOS.
- **CVEC Member Portal:** Check your daily/monthly usage, make a payment or view your bill. The member portal gives you secure account access any time of day. Pay.mycvec.com
- **Email:** Share yours so we can contact you when the need arises. information@mycvec.com
- **CVEC Texting:** Report an outage and receive updates from CVEC. Sign up at mycvec.com.
- **Facebook:** More than 5,000 fans can't be wrong. A great source of information when outages occur and for energy efficiency tips that help you save money as well as a place where questions are asked and answered.
- **Twitter:** Follow us for breaking news and energy efficiency tips.
- **Mycvec.com:** Visit your Co-op's webpage with complete information on programs and services, the latest news, and tips to help keep your energy bill as low as possible.
- **Outage Map:** Tied to our Outage Management System, the outage map provides you with a birds-eye view of areas that need attention and lets you view the outage duration clock and restoration progress.
- **Survey Monkey:** Sign up for Member Advisory Council meetings and let us know how we can become a top co-op for you.



Prepaid Service

Want to take control of your energy bill? We can help. First we return your security deposit and allow you to pay for as little or as much energy as you wish, whenever it is convenient for you, as long as you maintain a positive balance. We help you keep track of your daily usage and we send you notices when your account balance falls below a level that you select. Those that switch to prepaid service tend to use less energy and can save money.



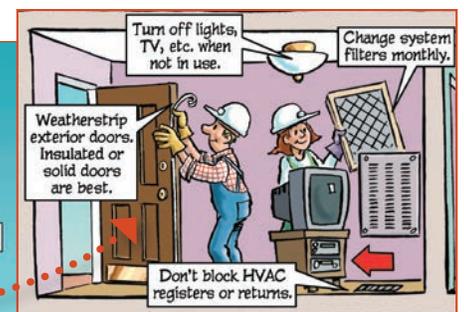
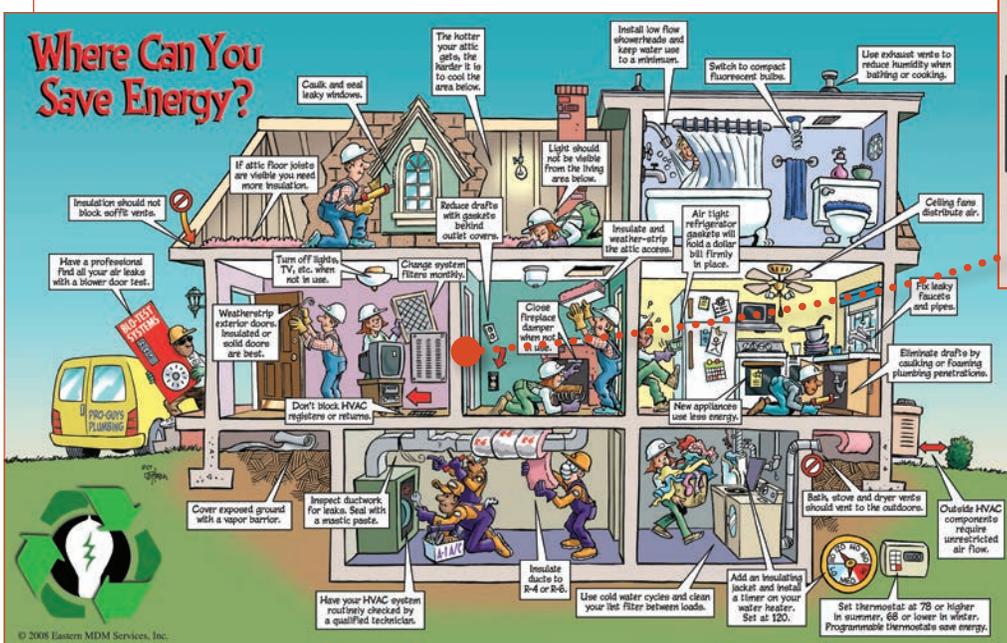
My Reliability

Reliable service is important to you, so keeping the lights on is a top priority for your Co-op. While we have limited ability to prevent outages caused by major weather events or a transmission system failure, CVEC works hard to bolster distribution service reliability with a three-step strategy:

- **Keep the Lights On By:**
 - Doubling our Right-of-Way (ROW) maintenance budget in recent years
 - Seeking out and cutting thousands of “danger trees” growing outside of the CVEC ROW each year
 - Clearing the entire length of each circuit
 - Accelerating the schedule for “side-walling” laterally growing branches from off-ROW trees
- **To Limit the Impact when Outages do Occur, CVEC:**
 - Installed fuses on tap lines in order to contain outages to smaller areas and protect service on the major circuits
 - Installed lightning arrestors
 - Installed automated switching equipment wherever possible
- **Get the Lights Back On as Quickly as Possible By:**
 - Employing effective personnel call-out protocols
 - Pre-staging linemen from other Co-ops during major weather events
 - Employing the most efficient power restoration process

Delivering the Best Value to You:

Come next year, CVEC will have dropped our wholesale energy costs by more than 12% and we pass that savings through to members. And, we want to do even more by helping you manage your energy usage with efficiency and conservation advice. Visit the “My Energy” section at mycvec.com for tools and tips to get the most out of your dollar.



www.mycvec.com/energy-house.html

Important Reminder

Some members use a third-party payment processor including banks and credit unions. Make sure that your payment processor is serving you well and delivering your payment on time to avoid late fees or a disconnect notice.