

Current Communicator



MEMBER NEWSLETTER
OF CENTRAL VIRGINIA
ELECTRIC COOPERATIVE

Fall 2021 VOLUME 30, NUMBER 3

Annual Meeting Recap and Election Results

The Power of the Sun

Plans For Two New
Solar Arrays

The Survey Says

CVEC Employee and Member
Satisfaction Results

A Letter from the CEO

Each October, co-ops across the nation join to celebrate National Co-op Month. Unlike investor-owned utilities, CVEC is owned by the members we serve and meeting their needs remains the key priority for the CVEC Directors, management team, and employees. Our unwavering focus on increased reliability, lowest possible power costs, increased security and safety, and member and employee satisfaction benefits the entire co-op family.

Keeping the lights on safely and cost-efficiently is a top priority and one of the best ways we can serve our members. Over the past few years, **CVEC slashed outage times by nearly half** due to increased investments in vegetation management and substation maintenance and upgrades.

Next year, **CVEC will purchase locally-sourced power from two new solar arrays in our electric territory.** The power will be distributed to members by way of our power lines, avoiding wholesale transmission fees and stabilizing low energy costs. Adding renewable resources to our power portfolio helps contain power costs for members.

Through our subsidiary, Firefly Fiber BroadbandSM, members have access to reliable and affordable high-speed internet for the first time. **Fiber network construction has been expedited and will conclude in 2022, a full year earlier than projected.** In addition to connectivity for members, fiber will aid in increasing security, improving electric service reliability, lowering power costs, and enabling demand response programs.

Cybersecurity Month also kicks off in October and our IT department is hard at work protecting member information and our electric grid from cyber attacks. **We remind members to be vigilant about protecting their information online and to avoid phone scams.** If in doubt, call us to check on the status of your account.

CVEC strives to provide stellar service every single day. Our member satisfaction score remains higher than average and the **most recent survey results place us in the Top 10 of all participating co-ops.** Thank you to the members who participated and for giving us top marks on performance!

Our employees also participated in a satisfaction survey earlier this year and **ranked CVEC first among all participating cooperatives for job satisfaction.** We value those who serve you and are proud to employ such gracious and dedicated professionals.

Gary Wood
President & CEO

2021 Annual Member's Meeting

Despite being scaled down again this year due to the pandemic, CVEC's 84th Annual Meeting was a success.

CVEC directors and members met, once again, under the truck shed at CVEC's Arrington office on June 23 to hear updates on the Cooperative's achievements for 2020. President and CEO Gary Wood, Treasurer Dr. Brian Bates, and Chairman Kinckle Robinson discussed the Cooperative's successes in reliability and continuing the fiber build, as well as challenges faced during the pandemic.



CEO Gary Wood addresses audience

Members voted to re-elect incumbent director, **H.T. Brown**, to the West District over new candidate **David Reiner**. **Dr. Brian Bates** and **Gloria Vest** ran unopposed and were re-elected to the South and East Districts respectively.

While the in-person attendance was again limited due to the pandemic, 154 members joined the meeting virtually and 1,945 members returned proxy ballots by mail.

Members who mailed in ballots were entered into a drawing to win a \$25 bill credit, a \$100 bill credit, or a grand prize check for \$500. *(See the list of winners to the right).*

We'd like to thank all of our members for their participation, whether virtually or in-person. As we enter a new, post-pandemic era, we hope to be able to return to our normal Annual Meeting format for 2022.

CVEC is a member-owned electric cooperative. Each year, CVEC holds an election at the Annual Meeting to select members to serve as directors and represent the membership in setting policies and making decisions. For information on running for a director position, please view Section 4.4 of the Bylaws located at www.mycvec.com.

The 2022 CVEC Annual Meeting date will be posted in the next Current Communicator and at mycvec.com once it has been set.



\$25 Bill Credit Winners

Peter Aagaard | Nellysford, VA
James M. Albertini | Gordonsville, VA
Gail Bastarache | Lovingson, VA
Thomas Battle | Lynchburg, VA
Rodger Belew | Scottsville, VA
Ethel P. Bickford | Dillwyn, VA
Patricia Brooks | Kents Store, VA
Dr. Benjamin Brown | Nellysford, VA
Thomas Brown | Palmyra, VA
Suzanne Browning | Palmyra, VA
Susan R. Capell | Nellysford, VA
Gordon D. Carey | Palmyra, VA
Carol F. Colvin | Keswick, VA
Michael E. Corbin | Gladstone, VA
Randall Dorsey | Palmyra, VA
Paul Drumheller | Lovingson, VA
Sandra M. Elliot | Appomattox, VA
Herbert Fleshman | Appomattox, VA
Ray Friedman | Troy, VA
Vincent K. Gilmore | Palmyra, VA
Tammy L. Harris | Scottsville, VA
Daniel W. Henry | Palmyra, VA
Laymon H. Higginbotham | Palmyra, VA
Susan C. Hughes | Covessville, VA
Gwendolyn R. Jones | Buckingham, VA
Joe Kayser | Charlottesville, VA
Michael A. Kirby | Louisa, VA
Lauren Lawson | Columbia, VA
Anita C. Leckie | Louisa, VA
Joanne C. Martin | Gladstone, VA
Robert J. Matuszak | Shipman, VA
Sharon McCauley | Dillwyn, VA
Angela McKinney | Roseland, VA
Chris Meyer | Charlottesville, VA
Gregory Morris | Palmyra, VA
Kathleen S. O'Farrell | Shipman, VA
Andrew J. Ondek | Palmyra, VA
Tom M. Owen | Scottsville, VA
Katharine Pfaltz | Roseland, VA
Martha A. Puffenbarger | Zion Crossroads, VA
Thomas Robinson | Pamplin, VA
Debra Rose | Palmyra, VA
Stephanie Schultz | Wingina, VA
Ronnie Scruggs | Dillwyn, VA
John Sentell | Palmyra, VA
Steve Smith | Palmyra, VA
James F. Spangler | Wintergreen, VA
Lee Stinchfield | Kents Store, VA
H.B. Thomson | Scottsville, VA
Union Baptist Church | Wingina, VA

\$100 Bill Credit Winners

Dennis W. Carney | Dillwyn, VA
Carl L. Coates | Roseland, VA
James Everly | Howardsville, VA
Alice P. Haney | Troy, VA
Mary E. Haney | Louisa, VA
Stan Hardy | Nellysford, VA
Ronald G. Otten | Palmyra, VA
Leo F. Ponton | Charlottesville, VA
Mrs. Joseph Smith | Scottsville, VA
Janice G. Wilson | Lynchburg, VA

\$500 Check Winner

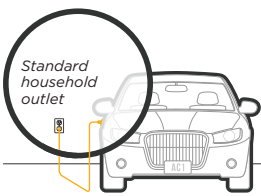
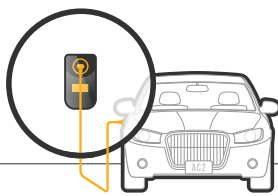
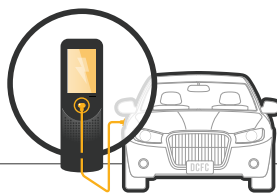
Jean Borrelli | Free Union, VA

Power Up at Your Local CVEC Office

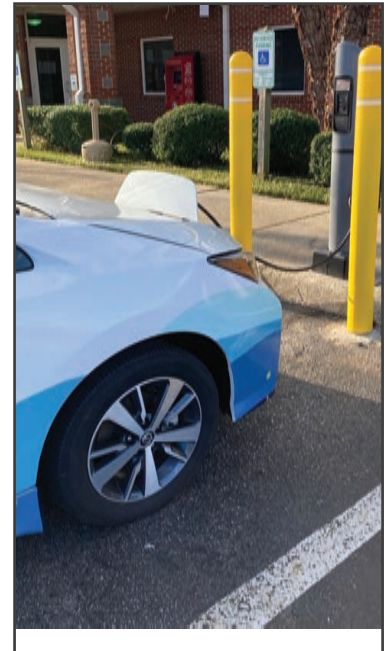
CVEC has got the power you need at home and on the road!

Charging stations for electric vehicles are now available at CVEC Division Offices in Colleen, Appomattox, and Palmyra. Stop in on your route to power up at your local cooperative office!

Electric Vehicle Charging Levels

AC Level One	AC Level Two	DC Fast Charge
 <p>Standard household outlet</p>		
VOLTAGE: 120V 1-Phase AC	VOLTAGE: 208V or 240V 1-Phase AC	VOLTAGE: 208V or 480V 3-Phase AC
AMPS: 12-16 Amps	AMPS: 12-80 Amps (typ. 32 Amps)	AMPS: <100 Amps
CHARGING LOADS: 1.4 to 1.9 kW	CHARGING LOADS: 2.5 to 19.2 kW (typ. 6.6kW)	CHARGING LOADS: 50-350 kW
VEHICLE CHARGE TIME: 3-5 Miles per Hour	VEHICLE CHARGE TIME: 10-20 Miles per Hour <small>20+ for some EV models</small>	VEHICLE CHARGE TIME: 60-80 Miles in 20 Minutes

Sources: Advanced Energy and EPA



Four CVEC Students Receive VMDAEC Scholarships

Four Central Virginia high school seniors have each earned \$1,000 college scholarships awarded by the Education Scholarship Foundation of the Virginia, Maryland & Delaware Association of Electric Cooperatives (VMDAEC). The students were eligible for consideration because their parents are members of CVEC and were chosen based on a competitive screening process that considers financial need, academic achievement, and community involvement. **Congratulations!**



Emily Eppard

- Graduate of Louisa County High School
- Plans to attend the University of Virginia to study political science or psychology



Alexander Keehan

- Appomattox County Home school Graduate
- Plans to attend University of Mary Washington to study computer science



Natalie Phelps

- Graduate of Temple Christian School
- Plans to attend Liberty University to study nursing



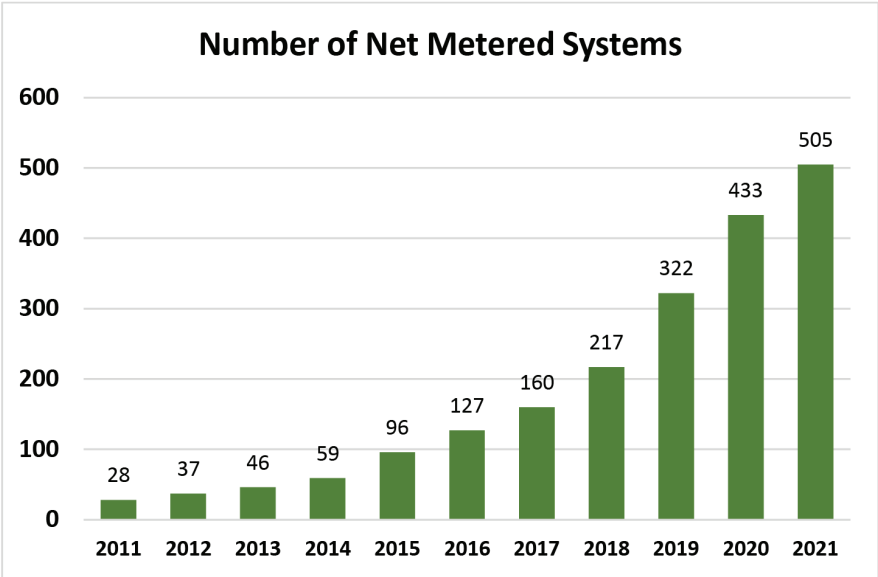
Rebecca Taylor

- Graduate of Fluvanna County High School
- Plans to attend Longwood University to study pre-engineering and physics

The Power of the Sun

Locally-sourced power from the sun will provide solar energy for CVEC members.

Plans are underway to build two new solar arrays in 2022 that will feed directly into CVEC’s distribution lines, increasing the output of clean, renewable energy to 23 megawatts (MW) for consumption by CVEC members. Construction will begin soon on the 5 MW installation near the Cunningham substation in Fluvanna County. Additionally, an 8 MW installation has been approved for construction in Albemarle County near the Midway substation and will feature a 4 MW battery storage system on site.



In 2018, CVEC commissioned two 5 MW solar sites and announced the option for members to join Solar Share, a community solar option for residential members who are not able or do not wish to install solar panels on their homes. The Solar Share program is 95% subscribed and CVEC will consider offering a portion of the output from the new solar arrays for community solar for large power and general service.

Meanwhile, the number of net metering customers is increasing at an unprecedented rate of over 100 per year. Net metering customers rely on the power generated from solar panels installed on or at their homes and have a special billing agreement with CVEC to allow them to connect their solar panels to the power grid. These customers are only charged for the power consumed from CVEC and their reliance on solar energy reduces their impact on the environment by lessening reliance on fossil fuels and increases CVEC’s range of energy sources.

Fiber Project - Connecting Central Virginia at Lightning Speed



Broadband Transforms Rural Communities

CVEC's wholly-owned subsidiary, Firefly Fiber BroadbandSM, rises to the occasion and will reach 10,000 connections in October.

There's a new truck in the towns served by CVEC and it has Firefly written all over it! Almost 10,000 members are enjoying affordable, reliable, lightning-fast internet from Firefly and the fiber build is over 50% complete. Members in the final phase of the building plan will receive internet almost a year sooner than originally planned. The construction completion date was moved from 2023 to 2022 as a result of funding opportunities coupled with the emergent need for internet in rural communities due to the pandemic. Make-ready engineering is complete in every CVEC substation and make-ready construction is ongoing in six remaining substations. The final phase, fiber construction and splicing, continues in ten remaining substations. For updates on the fiber project, please visit www.mycvec.com or www.fireflyva.com.



18,000
homes passed



9,500
connected
accounts



1,900 of 3,600
miles of fiber
constructed



**A strong password can make
all the difference in protecting
your personal information.**

Don't use common words or numbers like "password" or "1234," personal details like your date of birth, or the same password for multiple accounts.

October is Cybersecurity Awareness Month.

Do Your Part. #BeCyberSmart

June 2020
Celebrated 2,500
connections

August 2020
Board approved
commitment to faster
connections - reducing
buildout by 1 year

April 2021
Celebrated 7,500
connections

2021

2020
County of Nelson County
and Authority transferred
Fiber BroadbandSM

May 2020
Announced first
free community
wifi hotspots

November 2020
Celebrated 5,000
connections

Moratorium Update - Disconnects to Resume



On June 30, 2021, the State of Emergency was officially lifted and as pursuant to House Bill 5005, the Moratorium on disconnects expired on August 29, 2021.

We understand how difficult the past 18 months have been on our members as the pandemic left many households with reduced or no income. While we have been able to suspend disconnects and waive late fees, we are unable to forgive the balances due for electricity consumed during this period.

Normal collections activities, including notices and disconnects, will resume over the next several months. If you are behind on your account, please contact us **now** to make a payment arrangement. Representatives can be reached by calling **800-367-2832** or by emailing **information@mycvec.com**.

NONDISCRIMINATION STATEMENT

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident. Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English. To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at http://www.ascr.usda.gov/complaint_filing_cust.html and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov. This institution is an equal opportunity provider.

Look Around Before Planting

There's nothing more relaxing than sitting outside enjoying a beautifully landscaped yard. However, it is important to consider location when planting yard vegetation.



An underground transformer surrounded by vegetation

Planting vegetation such as plants, shrubs, bushes or small trees next to underground electric facilities should be avoided. These facilities, including underground transformers, need to be clear of vegetation on all sides to provide a clear path for CVEC or an authorized contractor to access the facilities without damaging your landscaping. Obstruction of underground facilities can also cause delays in making repairs should an outage occur.

Please obey the markings on our equipment!



Go Paperless and Save Money

As the cost of everyday goods and services continues to increase, CVEC's postage rates are also rising.

The Postal Regulatory Commission recently issued an order to raise postage rates for nonprofits by an average of 7.8 percent beginning in August 2021. As a member-owned, not-for-profit utility, CVEC is facing a significant increase in the cost of mailing correspondence to our over 38,000 member accounts.

To help offset the rising costs, CVEC is searching for better and more efficient practices to help contain our operating costs and save money for our members. CVEC plans to provide more paperless options for members who have the capability to receive electronic correspondence and we encourage our members to take advantage of those options as more become available.



How can you help?

- Make sure CVEC has a valid email address on file that you monitor regularly.
- Sign up for paperless billing and receive your monthly bill statement via email each month.
- Sign up to receive the **Current Communicator** electronically. We will email you a link to view the **Current Communicator** from mycvec.com. (*The Annual Report edition will still be mailed due to bylaw regulations.*)
- Take advantage of one of the many paperless payment options, such as phone, online, recurring credit/debit card payments, or automatic bank draft to reduce your individual postage costs.



Help us reduce our postage costs by taking advantage of the paperless billing and electronic newsletter options. Sign up today by visiting mycvec.com and filling out the "Go Paperless" form on the home page.

Don't get left in the dark!

Update your contact information and receive notifications via text, mobile app, or email. Visit www.mycvec.com for more information and to sign up.



Energy Saving Tip: Clothes dryers make up a large portion of your appliance energy consumption. Clean the lint filter after each cycle, and scrub the filter with a toothbrush once a month to remove film and increase air circulation.





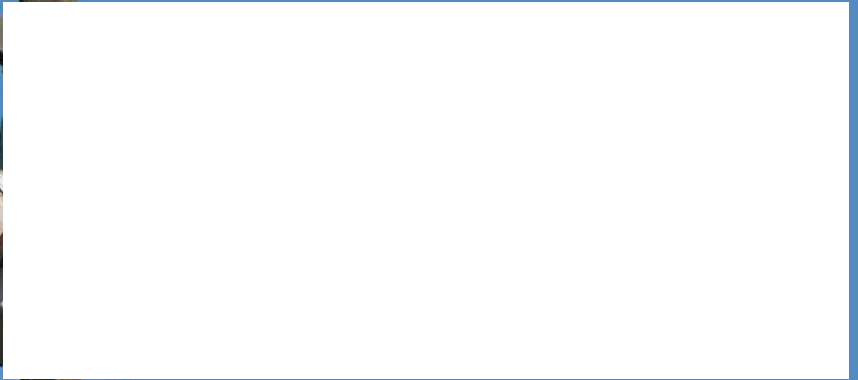
Central Virginia Electric Cooperative

CORRESPONDENCE: P.O. Box 247 | Lovingson, VA 22949

PAYMENTS: Dept. 1340 | P.O. Box 2153 | Birmingham, AL 35287-1341

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OCTOBER IS NATIONAL CO-OP MONTH WE'RE PROUD TO SERVE OUR MEMBERS

And the Survey Says...

Happy employees strive to offer exceptional customer service to our members.

October is National Co-op Month and CVEC employees are honored to serve you, our member-owners. One of the ways that CVEC gauges your satisfaction is by the results of the member satisfaction survey that is conducted twice per year. The results from our first quarter survey have been tallied and your feedback landed CVEC in the Top 10 of all the participating cooperatives, our best ranking in over a decade! Thank you for being a member and for the feedback so many of you gave during survey season. We appreciate you!

In addition to our member survey, CVEC participated in a cooperative employee survey and received glowing marks. CVEC employees ranked first place in job satisfaction as well as having optimism for the future. CVEC shared the top two ranking for employee commitment to the cooperative, pay satisfaction, belief in our mission, and CVEC fostering a culture of trust. The percentage of participants who took the survey topped 75%, well above industry standard!

During a year where the pandemic dampened so many spirits, CVEC members and employees rallied in true cooperative fashion to keep a positive outlook.

