

Current Communicator



MEMBER NEWSLETTER
OF CENTRAL VIRGINIA
ELECTRIC COOPERATIVE

Winter 2022 VOLUME 31, NUMBER 1

Winter Storm Frida Historic Restoration Efforts

CVEC Board Approved

\$321,390 Capital Credit Refund

Rural Broadband Racing to the Finish



A Letter from the CEO

The new year started off with a bang! Winter Storm Frida pummeled our area and left a historic level of damage in her wake. Hours of wet, heavy snowfall brought down numerous trees and left over 29,000 homes without power. Arctic temperatures in January added insult to injury as many struggled for ways to stay warm and safe.

Together, our community overcame these challenges and our crews worked relentlessly for nine days to restore power to every last home. As we look forward to spring temperatures, members are facing higher than average winter bills. Although the rates did not change, **record-breaking low temperatures for long stretches at a time quickly increased kilowatt hours consumed** in January and February. Members are encouraged to switch to leveled billing and set up text alerts for usage to help manage these fluctuating costs.

Without much time to reflect on 2021 before the “New Year’s Storm,” many of the accomplishments of last year have been overshadowed. The pandemic continues to present hurdles for many businesses and homes. **CVEC has planned ahead to avoid supply chain disruptions to assure access to materials needed to maintain the electric infrastructure**, as well continued manpower to complete the necessary work.

The Cooperative ended the year with lean margins; however, the moratorium on service disconnections and the large amounts of arrears **did not deter CVEC from offering capital credit refunds to its members for the 12th consecutive year.**

Firefly Fiber BroadbandSM, CVEC’s subsidiary, is providing reliable, affordable high-speed internet to Central Virginia and has already connected over 12,000 members. **The CVEC build will conclude this year, one year ahead of schedule!** We are proud to transform such a large part of the region by closing the digital divide. CVEC will also use the fiber to increase reliability and decrease costs for all members.

CVEC and its solar development partner have been impacted by material shortages. The two new solar arrays announced for this year will be pushed back in the schedule with the Cunningham site coming on near year end and the other possibly a year later.

CVEC strives to provide stellar service every single day in addition to providing safe, reliable electricity and much-needed access to broadband. **Our member satisfaction score remains higher than average** and it is our pleasure to serve you.

Gary Wood
President & CEO

Winter Storm Frida’s Historic Restoration Efforts

The new year brought devastating damage to CVEC’s electric distribution system as Central Virginia experienced a major winter storm event.

In the wee hours of the morning on January 3, the “New Year’s Storm” dubbed Winter Storm Frida, arrived bringing with it several inches of wet, heavy snow and ice. Precipitation fell at a rapid rate and accumulated very quickly, snapping numerous trees, poles, and bringing down miles of power lines across the CVEC system. At the height of the storm, more than 29,000 of CVEC’s 38,250 members were without power. Central Virginia as a whole was in a state of emergency and the damage caused by Storm Frida was unprecedented in our area, surpassing both the Derecho in 2012 and Hurricane Isabel in 2003.



	Hurricane Isabel	Derecho 2012	Storm Frida
Dates	Sept. 18-25, 2003	June 29-July 5, 2012	Jan. 3-11, 2022
Number of Days Without Power	8	7	9
Poles Broken	95	127	138
Outage Incidents Cleared	834	420	1,074
Total Members Served	30,518	35,009	38,250
Total Members Without Power	22,323	19,766	29,212
Percentage of Members Out	73.15%	56.46%	76.37%



On the first day of the storm, CVEC crews and contractors traversed slick roads, cutting their way through the fallen trees in order to begin damage assessment. It was evident very early in the storm that we needed more boots on the ground and within hours, much-needed mutual aid arrived, which CVEC greatly appreciated.

Efforts were made to restore the main lines first since electricity travels uninterrupted from the substation to the mainlines, then to individual taps, and finally individual homes. This process is the most efficient way to restore the largest number of members at one time. For example, it can take a crew 4-6 hours to replace a broken pole and put wire back up. On a mainline, that could restore several hundred members, whereas on a smaller tap could restore fewer than 10 homes.

Despite the valiant efforts of all CVEC field personnel, 30 contract crews, and 75 mutual aid crews, it was not possible to repair the damage that Frida left in her wake as quickly as everyone had hoped. Our members withstood days of frigid temperatures with no power as our crews cut hundreds of fallen trees, hiked miles of steep, snow-covered terrain that was inaccessible by truck, and battled treacherous and dangerous conditions over nine straight days to restore power. Employees from all departments answered the call and did whatever jobs were necessary to speed the process.

Our members and our crews all pushed through until the glorious two words were sent from the field to our system operators at home base – **POWER ON!**



CVEC appreciates all of the support and encouragement for its employees – offering warm drinks and warming stations powered from their own generators – and the patience that our membership exhibited during such a frustrating time. Thank you to the businesses who graciously provided meals and food resources to our crews. To all of the men and women who worked the restoration effort, to their families who were without them for so many days, and to our members who kept their faith in us to get the power restored... THANK YOU. Cheers to spring showers and much warmer temperatures!

CVEC would also like to thank the following mutual aid and contractors for their assistance during the restoration efforts:

Community Electric Co-op • Ferguson • Holston Electric Co-op (TN)
 • Mecklenberg Electric Co-op • Primoris Services Corporation • Prince George Electric Co-op •
 Powell Valley Electric Co-op • Shenandoah Valley Electric Co-op • Tideland EMC (NC) • VOLT • Xylem



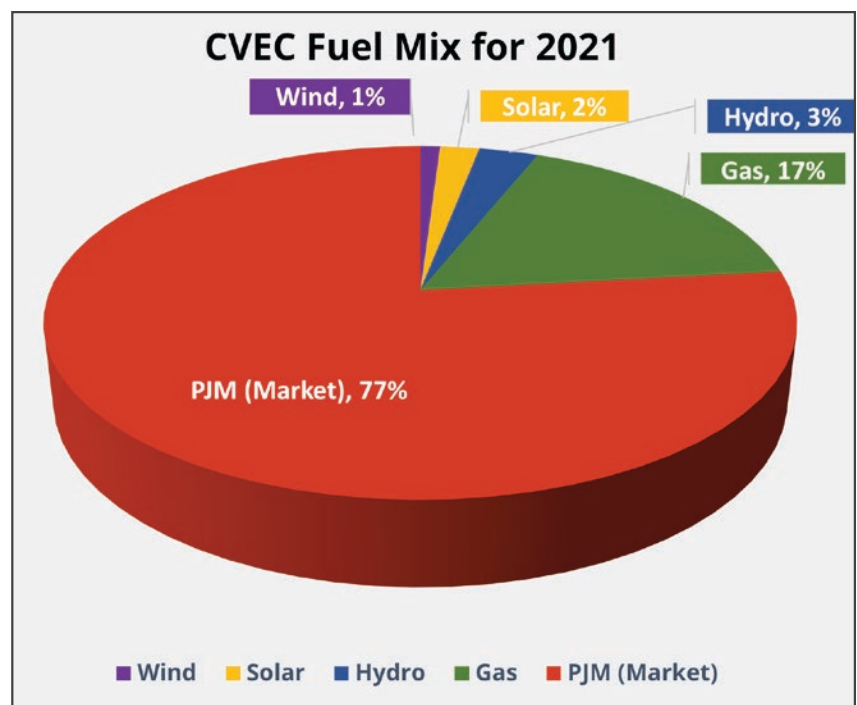
Generate Safely.

Never use a portable generator indoors.

Do not plug generators into standard electrical outlets.

Use heavy-duty extension cords to connect appliances into the generator.

Start the generator before connecting appliances.



Democratic Member Control

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.

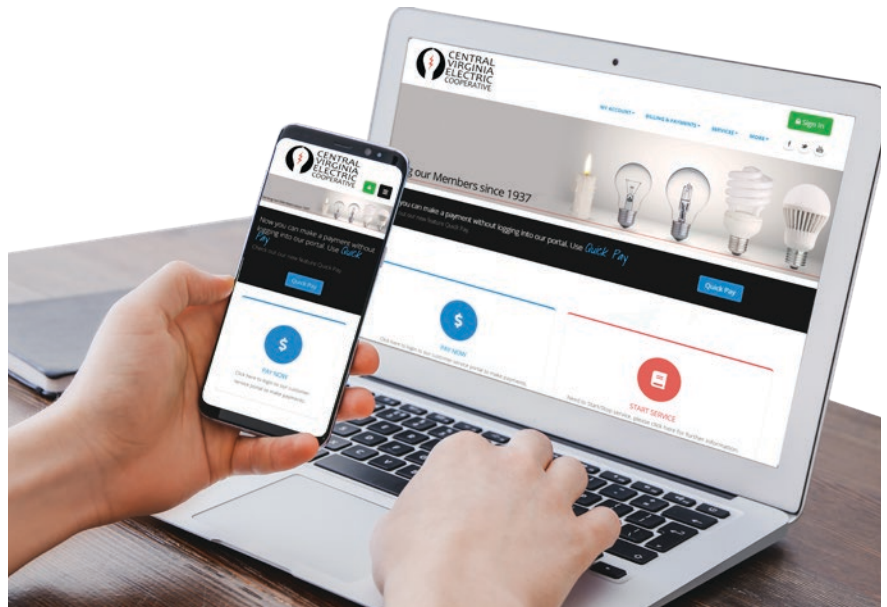
The next CVEC Annual Meeting will be June 22, 2022.

Members interested in running for a director position can make a "Member Petition Nomination," which must:

- List the name of the nominee;
- Indicate the director position for which the Member Petition Nominee will run;
- Contain the printed names, addresses, and original signatures of at least 100 CVEC Members;
- Use the Member Petition Nomination Form contained in the Director Candidate Packet, which is available from the Cooperative.

Member Petition Nominations must be delivered to the Cooperative at least 75 days prior to the Member Meeting.

For more information, please view Section 4.4 of the Bylaws located at www.mycvec.com.



New Member Account Portal

CVEC is continuously looking for easier and more convenient ways to improve our members' experience, whether it be accessing accounts or paying a bill.

The new online member portal, which went live on December 8, 2021, features a new, user-friendly design, enhanced security, and has been optimized for all mobile devices. Members will enjoy a brand new "Quick Pay" option, which allows members to bypass the account login and make a payment using account verification. For members who used the account portal prior to the upgrade, all usernames and passwords remained the same.

For more information about the new online member account portal, visit the "CVEC Portal" page at www.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. CVEC is an equal opportunity provider.



CVEC Board Approved \$321,390 Capital Credit Refund

As a not-for-profit electric distribution cooperative, CVEC is owned by its members. The members contribute investment in the lines, poles and substations as part of the rates they pay for electric service. This money is then used for distribution line investment for a period and eventually returned to the members. Over the years, CVEC has returned over \$20 million to members. This year's refund marks the twelfth consecutive year for refunds.



Patronage Capital:

CVEC does not have "profits" that go into executive bonuses or shareholder dividends. Instead, all revenues we receive through our rates beyond our costs for providing electric service remain the property of our members.

How does that work? At the end of the year, the Cooperative allocates electric service margins to the members in the form of patronage capital. Patronage capital represents the members' ownership and investment in the Cooperative. Patronage capital is used to maintain and improve the distribution system and should be viewed as members' investment in the lines, poles and substations of the Cooperative.

Capital Credits:

Each year, the Board of Directors determines if the Cooperative will refund a portion of patronage capital to the members. This refund is issued in the form of capital credits. This refund of capital is one of the many benefits of being a cooperative member.

The Board of Directors of Central Virginia Electric Cooperative (CVEC) authorized \$321,390 in capital credit refunds to Cooperative member-owners in December. This refund was used to retire 100% of the 2000 patronage capital allocations and 5% from 2020. In December, members received a check if their refund exceeded \$100 or a bill credit for refunds less than \$100.

Unclaimed Capital Credits

In 2020, CVEC issued a partial refund of capital credits allocated to those who were members in 2019. Members due a refund greater than \$100 were mailed checks. A portion of the checks were not deposited or were returned as undeliverable. Following is a list of members who have not claimed their 2020 refund.

Anyone listed should contact the Co-op in writing for verification. Please provide:

- When the service was disconnected
- The last address while a CVEC member
- Current address and phone number
- Signature

ANDERSON, WILLIAM S
BURNS, CARLOS P
BUTLER, JAMES W
DOLLINS, MRS CHARLES
GAGE, MAY V
GRAFF, JOHN
KOCHHAR, WANDA OR ANIL
LOVEGROVE, JOHN
MACSTEEL SERVICE CENTERS USA
MADISON, M Q
MCCONNELL, SUSAN
MILLER, H F JR
MINOR, J S
NEAL, CHRYSTAL J
TRENT, OTELIA
WELLS, TRAVIS A
ZIMMERMAN, JR GORDON P

A full listing of unclaimed capital credits can be found at mycvec.com.



In October, CVEC donated 150 care boxes filled with comfort items like socks, mints, hand sanitizer, and inspirational bookmarks to the Alan B. Pearson Regional Cancer Center in honor of National Breast Cancer Awareness month.

NOTICE TO THE PUBLIC OF A PROPOSED AMENDMENT TO THE STATE CORPORATION COMMISSION'S REGULATIONS GOVERNING NET ENERGY METERING

CASE NO. PUR-2021-00251

The Regulations Governing Net Energy Metering, 20 VAC 5-315-10 *et seq.* ("Net Energy Metering Rules"), adopted by the State Corporation Commission ("Commission") pursuant to § 56-594 of the Code of Virginia ("Code"), establish the requirements for participation by an eligible customer-generator in net energy metering in the Commonwealth. The Net Energy Metering Rules include conditions for interconnection and metering, billing, and contract requirements between net metering customers, electric distribution companies, and energy service providers.

Chapter 266 of the 2021 Acts of Assembly, Special Session I ("Chapter 266"), amended the definition of "[s]mall agricultural generator" in Code § 56-594.2 as follows (with changes noted in *italics*):

"Small agricultural generator" means a customer that:

...

2. Operates a small agricultural generating facility as part of (i) an agricultural business or (ii) *any business granted a manufacturer license pursuant to subdivisions 1 through 6 of § 4.1-206.1*;

....

The added language generally refers to types of manufacturing licensees [sic] issued to businesses by the Virginia Alcoholic Beverage Control Authority pursuant to Code § 4.1-206.1, including distilleries, limited distilleries, breweries, limited breweries, wineries, and farm wineries. The current Net Energy Metering Rules must be revised to reflect this change.

On November 12, 2021, the Commission docketed Case Number PUR-2021-00251 and issued an Order Establishing Proceeding seeking to amend the Net Energy Metering Rules in keeping with the expanded definition of "[s]mall agricultural generator" in Chapter 266. The Commission Staff prepared a proposed amendment to Rule 20 VAC 5-315-20 of the Net Energy Metering Rules ("Proposed Amendment"). The Proposed Amendment is appended to the Order *Nunc Pro Tunc* issued in that docket on November 16, 2021. The Commission subsequently entered an Order Modifying Notice Requirements and Procedural Schedule.

TAKE NOTICE THAT on or before May 27, 2022, any interested person may comment on, propose modifications or supplements to, or request a hearing on the Proposed Amendment following the instructions on the Commission's website: scc.virginia.gov/case-comments/Submit-Public-Comments. Those unable, as a practical matter, to submit such documents electronically may file such comments by U.S. mail to the Clerk of the State Corporation Commission, c/o Document Control Center, P.O. Box 2118, Richmond, Virginia 23218-2118. All such documents shall refer to Case No. PUR-2021-00251. Individuals should be specific in their comments, proposals, or supplements to the Proposed Amendment and should address only those issues pertaining to the amendment of Code § 56-594.2 pursuant to Chapter 266. Issues outside the scope of this amendment will not be considered. Any request for hearing shall state with specificity why the issues raised in the request for hearing cannot be adequately addressed in written comments. If a sufficient request for hearing is not received, the Commission may consider the matter and enter an order based upon the comments, documents or other pleadings filed in this proceeding.

The Commission takes judicial notice of the ongoing public health issues related to the spread of the coronavirus, or COVID-19. The Commission has taken certain actions, and may take additional actions going forward, that could impact the procedures in this proceeding. In accordance therewith, all comments and other documents and pleadings filed in this matter shall be submitted electronically to the extent authorized by Rule 5 VAC 5-20-150, *Copies and format*, of the Commission's Rules of Practice and Procedure ("Rules of Practice"), as modified and described in the Order Establishing Proceeding. Confidential and Extraordinarily Sensitive Information shall not be submitted electronically and shall comply with Rule 5 VAC 5-20-170, *Confidential information*, of the Rules of Practice. At this time, any person seeking to hand deliver and physically file or submit any pleading or other document shall contact the Clerk's Office Document Control Center at (804) 371-9838 to arrange the delivery.

Any documents filed in paper form with the Office of the Clerk of the Commission in this docket may use both sides of the paper. In all other respects, except as modified by the Commission's Order Establishing Proceeding, all filings shall comply fully with the requirements of 5 VAC 5-20-150, *Copies and format*, of the Commission's Rules of Practice.

An electronic copy of the Order Establishing Proceeding, Order *Nunc Pro Tunc*, Order Modifying Notice Requirements and Procedural Schedule, and the Proposed Amendment may be obtained by submitting a written request to counsel for Virginia's Electric Cooperatives, Samuel R. Brumberg, Esquire; 4201 Dominion Boulevard, Suite 101; Glen Allen, Virginia 23060, or via email to sbrumberg@vmdaec.com.

An electronic copy of the Proposed Amendment itself may be obtained by submitting a request to Michael A. Cizenski in the Commission's Division of Public Utility Regulation at the following email address: mike.cizenski@scc.virginia.gov. An electronic copy of the Proposed Amendment can be found at the Division of Public Utility Regulation's website: scc.virginia.gov/pages/Rulemaking.

The Commission's Rules of Practice, the Order Establishing Proceeding, Order *Nunc Pro Tunc* and Proposed Amendment, and the Order Modifying Notice Requirements and Procedural Schedule may be viewed at: scc.virginia.gov/pages/Case-Information.

Fiber Optic Network Will Improve Reliability

CVEC and its partners have been hard at work for the past four years installing our fiber optic network across our entire territory.

When the task is completed in 2022, all CVEC members will have access to world-class broadband internet. Thousands of members have already taken advantage of this service and, while being able to access the internet and enjoy streaming TV services are obvious perks, the same fiber optic network will increase the reliability of your electric service.

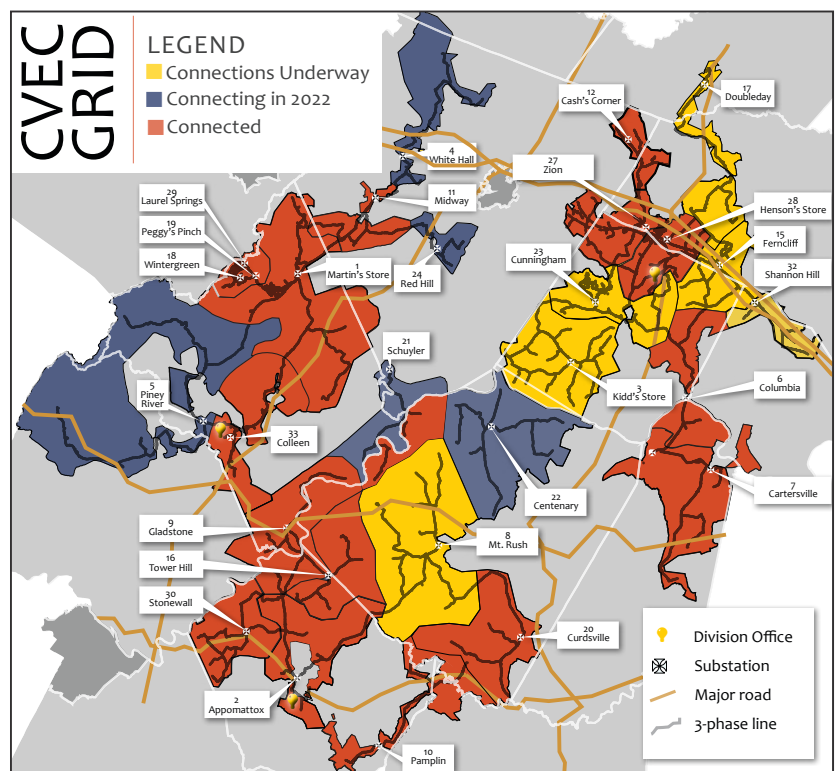
During the fiber optic network design stages, CVEC created a “ring” that essentially connects all of our substations together with fiber and allows the system to reliably communicate with our Control Center. In addition to the substations being connected, provisions were made in the design to eventually connect our downline protective devices on the lines going to your home or business.

So how does this increase electric reliability service for our members? The fiber network will provide unique communication opportunities for all electronic utility devices. In the event of a storm, a tree falling on the line, or an accident that impacts service, our Control Center will be able to quickly locate the issue based on automated feedback from our downline devices or sensors. In return, power will be restored by redirecting power flow or re-energizing the lines based on pre-defined switching protocols. This will not take the place of a member alerting us of an outage, but provides a quicker start to the power restoration process. The information gathered from the devices in the field and the commands sent from our control center to these devices, will all travel through the CVEC fiber optic network.

CVEC Rural Broadband Build Races to the Finish!

Summer 2022 marks the finale of fiber construction for all CVEC members and connections will be complete across the entire system by fall of 2022.

The CVEC fiber build is in the final stretch and rural broadband will be a reality for many who have had no other option. The project began in 2018 and the original five-year timeline for completion was shortened to 2022. Connections are complete in 16 substations and over 12,000 members have subscribed to Firefly Fiber BroadbandSM. Connections will soon be underway at Ferncliff, Shannon Hill, Cunningham, and Doubleday. Finally, fiber construction will begin at Centenary, Piney River, White Hall, Red Hill, and Schuyler with connections this summer and fall. As always, CVEC will mail updates for connection status in your area!



Substation Maintenance and Repairs

CVEC is continually upgrading and performing maintenance on the electric facilities to ensure members receive safe, reliable electricity delivered as efficiently as possible.

CVEC's electric system is comprised of 30 substations, over 4,500 miles of overhead and underground lines, and 68 miles of transmission lines. Operating and maintaining the system requires a significant amount of planning, time, coordination, labor, and money.

Our engineering and operations personnel begin planning system maintenance several years in advance based on anticipated load, community growth, age/condition of current equipment, advancements in technology, and budget. Planning is broken down into a three-to-four-year Construction Work Plan (CWP) and a 15-year Long Range Plan.

As an example, CVEC has performed the following repairs and upgrades over the past year:

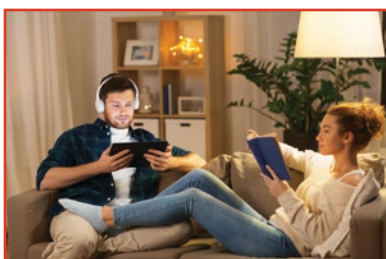
- Replaced and upgraded voltage regulators and controls at the Piney River, Henson's Store, and White Hall substations.
- Completed the replacement of the circuit switcher and upgraded it to a new breaker at the Stonewall substation.
- Upgraded the automated protection scheme at the Wintergreen resort.
- Replaced numerous regulators and reclosers located downline from substations and upgraded with new controls.
- Utilized the new fiber network to improve system communications, outage response time, and reliability to substations and downline equipment.
- Performed maintenance and processed the oil in all transformers at the Colleen, Martin's Store, Wintergreen, Piney River, one transformer at Henson's Store substation, and the Compressor Station at Wintergreen.

In addition to the work already completed in 2021, CVEC has been performing preliminary work on site selection and preparations such as environmental work, permitting, and other approvals to rebuild and upgrade numerous substations and transmission lines in the coming years. More information will be provided as these projects develop.

Members who are served by some of the substations listed above may have experienced a planned outage when our operations personnel needed to de-energize lines and equipment to safely perform the maintenance and upgrades. We understand how any interruption of power is inconvenient and CVEC personnel make every effort to limit the duration of outages, as well as plan for times when the impacts will be minimal. CVEC appreciates your patience as we work to improve your electric service safely.



Crews replacing equipment in the Colleen Substation



CVEC delivers electricity that powers
COMFORT & CONVENIENCE

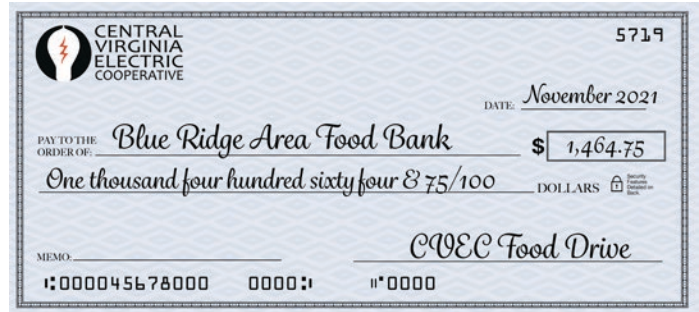
For tips to help reduce your energy consumption and save money, visit mycvec.com.

CVEC Employees Give Back

Concern for community is a guiding principle of CVEC and, each year, the employees look for ways to give back and help those in need.

During the month of November, CVEC employees held a Thanksgiving donation drive and raised **\$1,464.75**, which provided a total of **5,859** meals to individuals or families in need throughout much of CVEC's service territory!

Blue Ridge Area Food Bank (BRAFB) serves Albemarle, Amherst, Appomattox, Buckingham, Campbell, Fluvanna, Greene, Nelson, Orange, and many other localities outside of the CVEC service territory. The food bank provides nutritious food to 118,300 people across Central Virginia each MONTH through a network of 200 food pantries, soup kitchens, schools, churches, and other non-profit groups. For every \$1 donated, the food bank can provide 4 meals to families in need.



As part of CVEC's annual holiday drive, CVEC employees donated **coats and toys and over \$1,400** to purchase more coats and toys for families in need in our service territory. The donations went to support the Nelson County Coat Closet and the Toy Lift organization, which provides new toys to children in Albemarle, Buckingham, Charlottesville, Fluvanna, Greene, and Nelson counties. In addition, our Appomattox and Palmyra employees sponsored four local children and provided clothes, toys, and special items requested by the families.

The Nelson County Coat Closet is located at Nelson County High School and provides supplies such as coats, clothing, and personal hygiene items to middle and high school children free of charge. There was a great need for coats and winter accessories such as gloves, hats, scarves, and socks, so CVEC purchased and donated these items before the winter break. CVEC also partnered with the Nelson County Social Services and donated coats and toys for children.

The Toy Lift relies on recommendations from a school counselor or social workers that a family needs support. They assist families that have had a parental death, recent job loss, an accident, a crisis such as a fire, or a sudden family burden. Amazon wish lists are compiled based on input from those in need so donors can purchase and ship toys to the organizers for distribution. CVEC donations purchased 26 toys for our area children.

CVEC employees also participated in a **Donations for Denim** program, where each Friday, they could pay \$5 to wear jeans. In February 2022, the Donations for Denim program donated **\$5,415** to the American Heart Association in recognition of American Heart Month.





Central Virginia Electric Cooperative

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

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

(800) FOR-CVEC | www.mycvec.com

Presorted Standard

U. S. Postage

Paid

Harrisonburg, VA

Permit No. 312



Colder Temperatures Result in Higher Electric Bills

As we transition seasons, many members are feeling the effects of higher energy bills since the new year.

Central Virginia faced multiple days in January where the high temperatures stayed well below freezing. This was a stark contrast to the spring-like temperatures we experienced through much of December. While CVEC rates remained unchanged, prolonged arctic temperatures quickly increased the number of kilowatt hours needed to maintain a comfortable temperature inside homes and businesses.

To help manage the fluctuating costs as a result of weather extremes and seasonal changes, members are encouraged to sign up for CVEC's leveled billing program. This program calculates a rolling average of your current month's and your previous 11 months usage to keep your electric bill about the same each month. There are no settle-up months and members can sign up at any time.

Members can also sign up for daily usage alerts through the online account portal to help monitor energy usage.

