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A Supplement to Oklahoma Living.

Agencies Offering Assistance with Electric Bills p. 3

Cash Back Mall Gives You Money Back on Online Shopping

Another Value from Your Co-op Connections Card®

Earn Cash Back from Online Purchases with your VVEC Co-op Connections Card®.

The days of long checkout lines and crazy parking lots are a thing of the past as more and more people are shopping online. A new benefit from your Co-op Connections Card® gives VVEC members cash back when online purchases are made from more than 5,000 of your favorite stores.

With Co-op Connections' Cash Back Mall, you can earn cash back on purchases of more than 300,000,000 products. To start earning your cash back, visit www.vvec.com and click on the Products & Services tab. Then select the Co-op Connections Card® tab, and scroll down to www.connections.coop link under the How It Works heading. Once you sign in you will find the Cash Back Mall link in the top tool bar.

By clicking the "Download Now" button and following the instructions, a free shopping assistant tool bar will appear at the top of your Internet browser. This tool bar will keep track of the cash back you have earned. As you make online purchases at Best Buy, Walmart, Target, the Apple Store and other big name retailers,

watch the money in your account pile up. From fishing and outdoor gear to clothing and big screen TVs, it all adds up.

You can earn from 1 to 40-percent off, and this is in addition to credit card miles and points, free shipping, or coupon codes. There is no limit on the amount you can earn.

When setting up your account you choose how you would like to receive your cash back, whether it is

directly deposited into your account or a printed check, mailed to your address. You can also decide at what dollar amount you would like to receive your cash, \$15, \$25, \$50.

Whether you are buying gifts for loved ones, booking a trip or treating yourself, Cash Back Mall can put money back in your pocket. It's just another member benefit brought to you by VVEC.

Hundreds Enroll in **Pay • as • you • go** *Pre-Pay Program*

More than 300 members are already taking advantage of our new Pay•as•you•go pre-pay program. Pay•as•you•go allows you to pay for your electricity before it's used. Instead of getting a bill telling you what you owe for the amount of electricity you have used, you can now pay in advance for what you can afford or for as much as you want to use. You can make your purchase as often as you like; you are not limited to buying power just once a month.

You can pay your electric bill over the telephone, online, in our office, or at one of the Pay Site kiosks throughout our service territory.

If you would like to enroll in the Pay•as•you•go program or have questions about enrolling, please visit with our consumer service representatives at 918-371-2584. Office hours are 7:30 a.m. to 4 p.m., Monday through Friday.

VVEC Board of Trustees

- District 1 - **Jim Brackett, 720-4531**
- District 2 - **Jack Bogart, 371-9587**
- District 3 - **Vernon Lewis, 341-5225**
- District 4 - **John Hibdon, 847-2320**
- District 5 - **Jimmy Lambert, 760-7029**
- District 6 - **Dennis Lenox, 396-1574**
- District 7 - **Charles Huerter, 333-3107**
- District 8 - **Ken Howard, 724-9965**
- District 9 - **Buddy McCarty, 272-5134 or 272-5364**

General Manager - Alice Houston

VVEC Headquarters

8901 E. 146th Street N., Collinsville

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P.O. Box 219, Collinsville, OK 74021

Phone number

(918) 371-2584 or 1-800-870-5948

Office hours

7:30 a.m. to 4:00 p.m.,
Monday through Friday

Editor - Kay Rabbitt-Brower

VVEC offices will close at 11:30 a.m. on Tuesday, Dec. 24, and be closed all day Wednesday, Dec. 25, and Jan 1. Please call 918-371-2584 or 1-800-870-5948 to report an outage.

Winter Residential Rates

October through March usage,
November through April billing

Customer Charge \$20.20

Energy Charge

1st 1,000 kWh \$0.0738/kWh
Over 1,000 kWh \$0.0678/kWh

A power cost adjustment (PCA) will be applied to all bills when the actual cost of power purchased exceeds or is less than 55.993 mills per kWh.

In addition, a gross receipts tax of 2% of revenue will be included, plus additional taxes if applicable.

Prairie Flavors Cookbook Makes Great Gift!

Looking for a unique Christmas gift for that special person? We can help!

Oklahoma Living's first cookbook *Prairie Flavors - Celebrating 65 Years of Oklahoma Cooking*, is hot off the presses and ready for both holiday gift-giving and holiday cooking.

The hard-cover, full-color book has almost 200 pages of recipes from members of every Oklahoma co-op, some dating back to the 1940s.

Cost of the books is \$29.95, and postage is \$5 if you order yours from the *Oklahoma Living* office in Oklahoma City. But right now, VVEC has a limited number for sale in our office, so you won't have to pay postage.

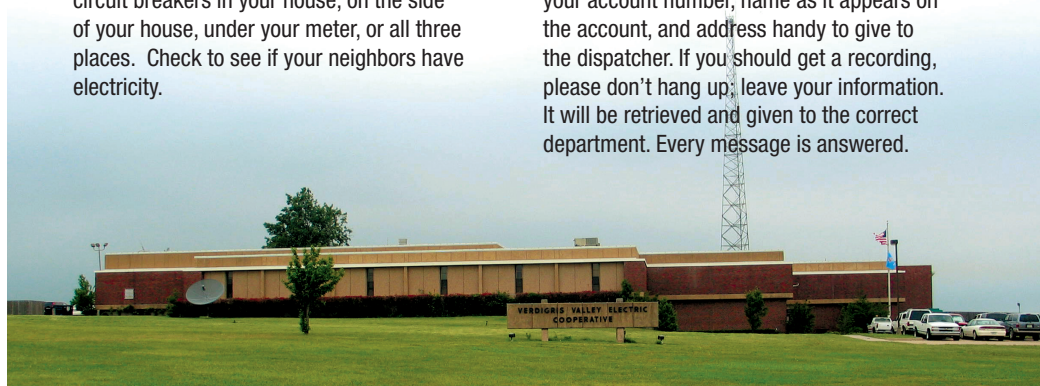
Drop by our office Monday through Friday, between 7:30 and 4 p.m. to pick up your cookbook!

Three Trustees Retain Board Positions Following District Meetings

Members in districts 7, 8, and 9 met on different dates in November to elect their representatives to the co-op's board of trustees. No quorum was reached at those meetings so trustees Chuck Huerter, district 7, Ken Howard, district 8, and Buddy McCarty, district 9, retain their positions.

What to do if Your Power Goes Off

1. Check your fuses or circuit breakers. Every service is different. You may have fuses or circuit breakers in your house, on the side of your house, under your meter, or all three places. Check to see if your neighbors have electricity.
2. Call the Co-op at 371-2584, or 1-800-870-5948 if the call is long distance for you. Have your account number, name as it appears on the account, and address handy to give to the dispatcher. If you should get a recording, please don't hang up, leave your information. It will be retrieved and given to the correct department. Every message is answered.



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Paying Bill Promptly Prevents Interruptions in Electric Service

Interrupting electric service for non-payment is a job we don't like. It has never been our intention to disconnect service in this manner, but to be fair to those members who pay their bills, and to keep down bad debt, we must adhere to established policies for non-payment.

We make an extra effort to work with members so disconnecting service isn't necessary, but sometimes members fail to respond to the disconnect notice on their bills, or don't contact us to make payment arrangements.

When you realize you may have difficulty paying your electric bill, please contact our consumer service representatives as soon as possible. We can possibly work with you to make payment arrangements. If you abide by the terms of those arrangements, then your electric service will not be disconnected.

There are government agencies, and charitable and religious organizations who offer energy assistance; some of them are listed here. Although the assistance is certainly helpful, it rarely pays the entire amount a member owes. In that case, members need to call us so we can help bring the account up to date.

If a life-threatening situation exists in your home, you need to provide us a certificate completed by a licensed medical doctor or osteopathic doctor, indicating the nature of the life-threatening situation. Although the certificate can remain on file as long as it applies to your situation, it can only be used to suspend service disconnection for 30 days.

The co-op is not required to furnish service beyond a total of 30 days for a life-threatening condition, without full payment of the account or

acceptable payment arrangements on any unpaid balance.

The only way we can know about a health situation is if members notify us in advance of being disconnected.

Elderly and/or consumers with disabilities have the option of having either condition noted on their account. Any consumer requesting such notation needs to notify us in writing. Consumers who qualify are those who have a permanent impairment which substantially limits the disabled consumer's ability to pay for utility service, or are 65 years old or older.

Before we schedule your service to be disconnected, we provide a cut-off notice on your electric bill, and an automated phone call advising you the delinquent bill needs to be paid within 24 hours.

You can avoid additional charges by paying your bill on time, or adhering to payment arrangements.

Meters disconnected by a lineman for non-payment will not be reset on weekends, holidays, or after 7 p.m. on weekdays.

If a lineman is sent to disconnect your service, he can accept payment at that time to prevent the interruption.

Please note there is a \$50 collection fee, and a \$50 fee to reconnect service, for a total of \$100. The total fee increases to \$150 if service is restored after 3 p.m.

You can pay your bill at the Pay Site kiosks, or by calling 918-371-2584, option 4, or visiting www.vvec.com.

Your account number is required when using these methods to pay your bill.

Agencies Offering Assistance with Electric Bills

SEAC	Avant, Sperry, Skiatook	396-4108
Community Action	Nowata County	273-2868
DHS	Nowata County	273-2327
DHS	Osage County	287-5800
DHS	Rogers County	283-8300
Community Action	Rogers County	341-5000
DHS	Tulsa County	581-2401, 581-2193 430-2300, 581-2689
Helping Hand	Tulsa County	584-6923
Salvation Army	Tulsa County	582-7201
Owasso Comm. Res.	Tulsa/Rogers Counties	272-4969
Community Action	Washington County	333-8115
Concern	Washington County	336-4693
DHS	Washington County	338-5700

A Fun Morning...and Few Lines!



Members attending annual meeting at the Robson Performing Arts Center in Claremore Oct. 19, enjoyed a morning of free entertainment and refreshments, prizes and visiting with their neighbors and fellow members.

One thing they didn't experience this year, was standing in line waiting to register their attendance.

About 80 percent of those attending the meeting brought one of their electric bills so they could register electronically, which took just a few seconds.

"This amount of participation tells us we've added a feature to annual meeting that the members support," says VVEC General Manager Alice Houston.



Donald Sitler, (right) of Owasso, won the grand prize - a \$500 bill credit. Presenting the prize is VVEC Trustee John Hibdon.



RECIPE

Peppermint Popcorn Bark

- 2 bags microwave popcorn, popped (18-20 cups)**
- 1 6-oz box candy canes, crushed**
- 1 pkg. white almond bark**
- 1 tsp. peppermint extract or a few drops of peppermint oil**

Place popcorn in a very large bowl (biggest one you have.) Pour crushed candy canes on top of the popcorn. (Crushing them in the food processor is quick and it pulverizes the candy canes.) Melt almond bark according to instructions on the package. Add peppermint extract or oil to the almond bark and pour over popcorn. Stir until all the popcorn is coated. Pour popcorn on wax paper and allow to harden. Once it has hardened, break into pieces and enjoy!