

Outage basics: How to report them & what to expect

If your power goes out, pick up the phone—but don't make a call. The fastest and easiest way to report outages is via the SmartHub application. The free smartphone app is available to all VVEC members, and can be downloaded on the App Store (for iOS users) or Google Play (for Android users). Or, access SmartHub via the web at <https://vvec.smarthub.coop>.

With SmartHub you can instantly see if your account is affected by an outage that has been reported. If the outage has not been reported, you can report it from the app within seconds.

Using SmartHub will save you the hassle of getting caught up in clogged phone lines because hundreds of members are trying to call in at the same time.

In the event of an outage, be sure to check VVEC's Facebook page for updates: <https://www.facebook.com/VerdigrisValleyElectric/>.

When outages occur, rest assured that VVEC is working hard to restore your power as quickly as possible. For more information on the power restoration process, see the graphic to the right.

Powering up after an outage

When the power goes out, we expect it to be restored within a few hours. But when a major storm or natural disaster causes widespread damage, extended outages may result. Our line crews work long, hard hours to restore service safely to the greatest number of consumers in the shortest time possible. Here's what's going on if you find yourself in the dark:

1. High-Voltage Transmission Lines:

Transmission towers and cables that supply power to transmission substations (and thousands of members) rarely fail. But when damaged, these facilities must be repaired before other parts of the system can operate.

2. Distribution Substation:

A substation can serve hundreds or thousands of consumers. When a major outage occurs, line crews inspect substations to determine if problems stem from transmission lines feeding into the substation, the substation itself or if problems exist further down the line.

3. Main Distribution Lines:

If the problem cannot be isolated at a distribution substation, distribution lines are checked. These lines carry power to large groups of consumers in communities or housing developments.

4. Tap Lines:

If local outages persist, supply lines (also known as tap lines) are inspected. These lines deliver power to transformers, either mounted on poles or placed on pads for underground service, outside businesses, schools and homes.

5. Individual Homes:

If your home remains without power, the service line between a transformer and your residence may need to be repaired. Always call to report an outage to help line crews isolate local issue.



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Energy Efficiency Tip of the Month

Fall/Winter Energy Tip: When you are asleep or out of the house, turn your thermostat back 10° to 15° for eight hours and save around 10 percent a year on your heating and cooling bills. A programmable thermostat can make it easy to set back your temperature - set it and forget it!

Source: U.S. Dept. of Energy



Follow Verdigris Valley Electric Cooperative on Facebook for outage updates



Download the SmartHub app to report outages from your smartphone

Winter Residential Rates

October through March usage,
November through April billing

Customer Charge \$30.00

Energy Charge \$.07772/kWh

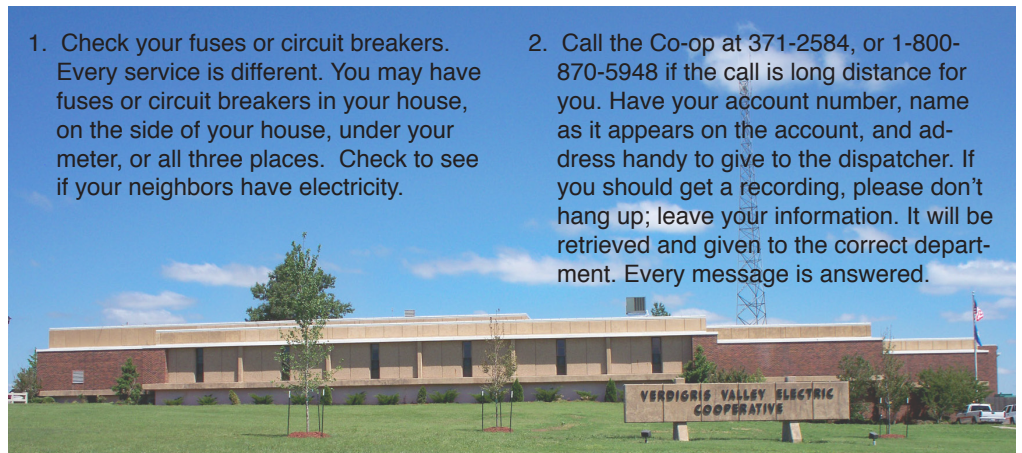
A power cost adjustment (PCA) will be applied to all bills when the actual cost of power purchased exceeds or is less than 59.87 mills per kWh.

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

This institution is an equal opportunity provider and employer.

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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The Co-op Connections Card puts value in your wallet

VVEC's commitment to you goes beyond providing safe, reliable and affordable electricity. We're always looking for ways to provide value to our members and our community.

VVEC's Co-op Connections Card is a money-saving tool we're proud to offer our membership. The card connects you with discounts on everything from hotel stays to prescription drugs.

Looking to get fit this new year? The Rock Gym in Collinsville offers 20 percent off gym memberships for Co-op Connections Card holders. Does your car need an oil change or a repair? Robertson Tire Co. in Owasso and Chapman Auto in Skiatook both offer a 10 percent discount via the Co-op Connections program.

A wide variety of merchants throughout our community accept the card, including the businesses listed here:

C + A Roofing and Construction, LLC in Claremore: 5 percent off any project labor. 918-637-6634.

Chapman Auto in Skiatook: 10 percent off. 918-396-3388.

Chelsea Flowers and Gifts in Chelsea: 10 percent off all purchases. 918-789-3446.

Cheri's Daylight Donuts in Collinsville: 15 percent off total purchase. 918-855-0359.

Cherry Berry in Owasso: 10 percent off purchase. 918-272-3100.

Claremore-Pryor Eye Clinic in Claremore: 10 percent off complete pair of glasses. 918-345-4222.

Dandee Tax Service in Oologah: 10 percent off all tax preparation services. 918-852-1455.



David's Electrical Service in Owasso: 10 percent off all service calls. 918-371-6537.

Dorothy's Flowers in Claremore: 10 percent off all local delivery orders and in-store purchases; (may not be used with any other coupons or offers). 918-341-0692.

Egleston Chiropractic Clinic in Owasso: 10 percent off (not redeemable if patient has insurance). 918-274-2911.

El Maguey Mexican Restaurant in Claremore: \$3 off any \$20 purchase of food; excludes alcohol. (Not valid with other discounts or coupons offered by the restaurant.) 918-341-7677.

Evans Nursery in Bartlesville: 10 percent discount on all purchases; may not be used with other discounts. Does not include labor. 918-333-3248.

Be sure to present the card at the register to receive your discount!

We hope local businesses participating in the Co-op Connections program benefit from

increased traffic from VVEC members. Businesses can sign up for the program at no cost. For a complete list of all participating businesses in our area, simply log on to our website: <http://vvec.com/content/local-co-op-connections>.

The card also gives you access to online savings at more than 95 national retailers like Barnes&Noble.com, Hertz Rental Cars, Best Western Hotels and ProFlowers.com. You can check out these great national discounts at www.connections.coop.

One of the most valuable features of the Co-op Connections Card is the pharmacy discount. While it is not insurance, the discount can mean savings of up to 85 percent off prescription drugs. The logo and information on the back of your card is recognized at more than 60,000 national, regional and local pharmacies.

We hope you will take advantage of these added savings that your co-op membership provides!

Youth Tour and Energy Camp application deadlines

The deadline for submitting Youth Tour and Energy Camp essays is **February 9, 2018**. Youth Tour applicants who opt to take the test should contact Misti Frazier to schedule a time for it to be administered. Frazier can be reached at 918-371-2584, extension 6226 or at mfrazier@vvec.com.

Find more information about Youth Tour and Energy Camp at <http://vvec.com/content/community-programs>.

RECIPE

Slow Cooker Banana Cake

Serves 12

- Nonstick cooking spray
- 3 cups all-purpose flour
- 1 1/2 teaspoons baking soda
- Pinch of salt
- 3-4 ripe bananas
- 2 lemon wedges, juice only
- 3/4 cup butter, softened
- 1 1/2 cups honey or 2 cups sugar
- 3 eggs
- 1 teaspoon vanilla
- 1 1/2 cups almond milk
- Cream cheese frosting

Grease slow cooker with nonstick spray. In medium bowl, combine flour, baking soda and salt; set aside.

In small bowl, mash bananas and lemon juice together; set aside.

In large bowl, use mixer to cream butter and honey. Add



Slow Cooker Banana Cake. Photo courtesy of Getty Images; recipe courtesy of Crock-Pot

eggs and mix well. Stir in vanilla then milk. Gradually add flour mixture. Once combined, stir in mashed bananas.

Pour into slow cooker. Cover; cook on low 6 hours or high 4 hours, or until center of cake no longer looks gooey.

Uncover and let cake cool. Once completely cooled, frost cake and, if desired, top with sliced bananas and walnuts.

Note: If using a non-oval slow cooker, cook 1 hour less on high heat or 2 hours less on low heat.