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## REPORTING OUTAGES

### WHAT TO DO WHEN A WINTER STORM COMES THROUGH

By Randy Riddle

**S**ome winter storms can be devastating to an electric distribution system. A snowstorm, unless a very heavy, wet snow, usually does not cause a lot of trouble. There may be occasional outages that are not actually caused by the snow, but restoration efforts may be slowed by the snow.

The real problem is ice. When the ice begins we may have some minor outages caused by the high voltage tracking along the ice on weak or damaged equipment; this could blow fuses or trip breakers. The restoration times are also slowed by the road and work conditions. As the ice gets heavier, large trees—even those out of the rights-of-way—will lean and sag because of the weight and get on the lines and blow fuses or trip breakers. As the ice gets heavier the limbs or lines may start breaking, causing a domino effect. When a heavily strained pole gets broken several more may break on either side.

A wide-spread power outage like in past ice storms can cause problems on many levels. Broken lines, broken power poles and large trees on lines covered with ice are just a few of the problems. Getting to the outages and making repairs when everything is covered in ice makes the work much more hazardous.

Our communications between crews and the office is much improved since our



Ice buildup on power lines. Photo by Randy Riddle

last major storm in 2007. Our two-way radio system has been replaced with a state-of-the-art digital system that allows truck-to-truck communications anywhere on our system as well as vehicle location technology. This will allow for more efficient and safe restoration procedures.

Our communication with our membership has also improved since 2007. Our website was actually pushed out early because of the storm and there were a lot of bugs to work out. The website we use today is much more user-friendly, with easy access to outage information and other helpful information.

Our Facebook page is another means of communication we have added since 2007. We use it as a tool to update our members on current events at VVEC, including outage information.

Our phone system has been upgraded as well. We have 46 incoming lines to our offices enter-

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REPORT OUTAGES ON SMARTHUB

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### District 9

Buddy McCarty, 272-5134  
or 272-5364

## CONTACT US

### General Manager

Alice Lawson

### VVEC Headquarters

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### Office hours

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### Power Circuit Editor

Laura Araujo

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## REPORTING OUTAGES & ENERGY SAVINGS

### OUTAGES: CONTINUED FROM PAGE 1

ing our building via fiber optics. The only issue with the digital signal is that when all 46 lines are busy during a large outage members no longer get a busy signal. Sometimes members may get a message that the call cannot be completed or the call may get disconnected. This has been frustrating for some of our members during outages wondering if their outage has been reported. When we have a large outage affecting a few hundred to several thousand members and they are all trying to call, it is very easy to tie up 46 lines.

An alternate way to report outages is the SmartHub application, available to all of our members, either through our website or via smart phone. With SmartHub members can instantly see if their account is affected by an outage that has been reported. If the outage has not been reported the member can report it from the app within seconds.

We understand a lot of our members want to talk to a person to report and get outage information, but answering hundreds or even thousands of calls during an outage is very difficult.

Reporting when a large outage will be restored is largely a guess in most cases. When Mother Nature creates havoc with our lines, it is very difficult to estimate the time it will take to restore power. In more cases than not when a

storm does damage to a line it does it in several places. It is difficult to know how long each repair will take. We try to let members know when we know. We hate to publish that an outage will be restored in 30 minutes only to find when we tried to re-energize the line there were more problems we had not uncovered.

One thing we can tell the members of VVEC is our crews and staff do everything we can to keep the power on and restore the power when it does go out as quickly and safely as possible.

*Randy Riddle serves as director of operations, engineering and purchasing at VVEC. ■*

### ENERGY EFFICIENCY TIP OF THE MONTH

Are you using your fireplace efficiently? Remember to turn down the thermostat when burning a fire, and close the damper when a fire is not burning.

*Source: energy.gov*

VVEC's headquarters in Collinsville, Oklahoma



# VVEC ANNOUNCES 2020 ADOPT-A-SCHOOL AND RURAL FIRE DEPARTMENT GRANTS

**A**s an electric cooperative, VVEC's primary objective is to provide safe, reliable and affordable electricity to our members. However, we are also a concerned partner in the development of the local community. One of the ways VVEC demonstrates our concern for the community is by offering grants to schools and rural fire departments in our service territory.

Each year teachers, school administrators and fire department personnel are invited to submit an application for funds through VVEC's Adopt-A-School and Rural Fire Department grant programs. Applicants are asked to explain how they will use the funds to improve the classroom experience for students or to help protect residents' lives and property from fire damage.

"The grant has helped out classrooms quite a bit," VVEC Member Services Representative Chub Brewer says. "It allows schools to fund something that's not in their budget to enhance the students' learning experience."

Likewise, fire departments purchase tools and equipment they might not otherwise be able to afford. In turn,



The Ochelata Volunteer Fire Department was one of the 2019 Rural Fire Department Grant recipients

these purchases help improve the safety of the members of the community.

Grant applications are available on VVEC's website: [www.vvec.com](http://www.vvec.com), under the "Community Programs" tab. Applications should be sent to program coordinator Misti Frazier at P.O. Box 219, Collinsville, OK 74021. **This year's application deadline is Monday, March 30th at 4 p.m.**

Anyone with questions or those who need an application mailed to them can contact Frazier by calling 918-371-2584, ext. 6226 or by emailing her at [mfrazier@vvec.com](mailto:mfrazier@vvec.com). Office hours are 7:30 a.m. to 4 p.m., Monday through Friday.

"It's a great program. We're able to help and give back to the community. That's what we try to do," Brewer says. ■

## IN CASE OF AN OUTAGE

• First, 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.

• Then, call the Co-op at 371-2584, or 1-800-870-5948. 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, leave your information; every message will be answered. Or, 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% of revenue will be included, plus additional taxes if applicable.

*This institution is an equal opportunity provider & employer.*

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## Has your status changed?

If you recently tied the knot, got divorced or were widowed, please call us so we can update your account. We need up-to-date, accurate information for your capital credit account, but also to make it easy for you to conduct business with us. Federal legislation enacted after Sept. 11, 2001, prevents us from discussing an account with anyone not listed on it. If you have been widowed, your account will be placed in your name, but we need you to update your application. If your parents or another family member were VVEC members and have passed away, we need to be aware of that because we cannot have an account in the name of a deceased person. We will be glad to work with you on updating your account. Please call our consumer service representatives at 918-371-2584.

# VVEC IS LOOKING FOR LOST MEMBERS: CURRENT ADDRESSES NEEDED

If you see a name on the list that you recognize and you have information about a current address, please contact us at 918-371-2584.

HAMLIN, WALTER	HENRY, DOYLE	HOLM, KENNETH	JACKSON, GLORIA	KALLAM, D. A.	KOESTLE, BERNICE	LIBERTY BANK OF OWASSO
HAMMACK, CARRIE	HENRY, LEE, A	HOLMAN SEED FARMS	JACKSON, RUSSELL	KALLAM, DORIS	KOONS, RAY	LIGHT, IRA JR
HAMMONDS, NORMA	HENRY, PHIL	HOLMES, ALLEN	JACKSON, SHERRY	KALLAM, JOYCE	KORODY, FRANK	LINDER, ANN
HANCOCK, JIMMIE	HENRY, SHEILA	HOLMES, JOE	JACOBS, DAVID	KALLSTROM, MIDGE	KOSKIE, MICHAEL	LINDSEY, LEONIDA
HANCOCK, RAY	HENRY, W, S	HOLSTINE, LINDA	JACOBS, SCOTT	KAMPEN, FRED	KOUNTOUPIIS, TONY	LINGLE, JODE
HANER, JERRY	HENSLEY, BRIAN	HOLT, DARYL	JAMAR, PAM	KAMPERMAN, HOWARD	KRAUSE, RICHARD	LINGREN, JIMMY
HANER, JIM	HENSLEY, CLAUDINE, M	HOLT, MIKE	JAMES, RANDY	KAOS ENTERPRISES	KRETZER, CHARLES	LINN, SHERMAN
HANEY, DOUGLAS	HENSLEY, JAMES, F	HOLT, NICHOLAS	JAMES KAISER & COMPANY	KARR, STEPHANIE	KRIEBEL, MARVIN	LINZY, ROBERT
HANNA, CAROLYN	HENSLEY, JOHN	HOLME SAVINGS & LOAN	JANSEN, JACK	KASPER, KENNETH	KRIETMEYER, ROBERTA	LION ENERGY CORPORATION
HANNA, JOHN	HENSLEY, SUSAN	HONEGGER, SAM	JARRARD, TERRY	KASTNING, BRYAN	KUHN, JAMES	LITTLE, CONNIE
HANSEN, GERALDINE	HENSLEY, THOMAS	HONEYCUTT, HERMAN	JARRETT, GARNER	KAY, STEVE	KUTSCH, DON	LITTLE, ROXANN
HANSEN, JEAN	HENSON, LAURA	HONEYCUTT, JAMES	JARRETT, MIKE	KAY, TANYA	KUYKENDALL, DAVID	LITTLETON, BRENT
HANSEN, PAULA	HENWOOD, B, D	HOOD, BELINDA	JARRETT FARM	KAZMIER, DIANNA	KYLER, D. D.	LITTLETON, DANNY
HARCHAR, JOHN	HERMAN HARDWARE	HOPKINS, A. J.	JAVINE, EAYNER	KECK, KIM	L & H ENERGY	LIVESAY, DAVID
HARDIE, ARTHUR	LUMBER AND CUST	HOPKINS, DONALD	JEFFERS, GLORIA	KEEHN, SUSAN	L & L PRODUCERS LLC	LIVINGOOD, ROGER
HARDIN, LEWIS	HERMANN, FRED	HOPKINS, SABRA	JEFFERSON, RICHARD	KEELE, BOBBY	L & M CONSTRUCTION	LIVINGSTON, FREDDY
HARJO, CLOYD JR	HOPPER, RAMONA	HOPPOCK, MELVIN	JEFFRIES, JOHN	KEELY, WAYNE	L T A INC	LLOYD TAYLOR OIL
HARL, JOHN III	HERZOG, ALAN	HOPPOCK, MELVIN	JENNINGS, WINONA	KEENEN, KEITH	LABORDE, FLOYD	LOCKART, ANGELA
HARMON, CLAUDE	HESS, VALVERT, F	HORN, JIM	JENSEN CONSTRUCTION	KEITH, WILMA	LACKEY, APRL	LOCKLIN, EARL
HARMON, RICHARD	HETTICK, NANCY	HORN, JOHN	JESSUP, DONALD	KELEHER, DAN	LACKMAN, TED	LOCKMAN, DAN
HARPER, B. W	HEWITT, LILLIAN	HORNER, JOHN JR	JETT, DONIVEE	KELLE, CHARLES	LADD, BILL	LOFFER, JENNIFER
HARPER, DWIGHT	HICKINBOTHAM, JOE, T	HORROCKS, SAM	JEWELL, NICK	KELLEHAN, TERRY	LAFFERTY, DENNIS	LOFTON, CURT
HARPER, EARL	HICKS, CHARLES	HORTON, DOUGLAS	JIMENEZ, MARIO	KELLER, HENRY	LAFON, CHIQUITA	LOGAN, STEVE
HARRELL, JERRY	HICKS, JAMES	HORTON, MAZIE	JIMSON, MARY	KELLEY, LUTHER	LAHOMA OIL & GAS INC	LOGAN, WALTER
HARRELSON, NOAH III	HICKS, JONATHAN	HOUGH, DAVID	JOBE, E. D.	KELLY, MARY	LAIRD, DAN	LOGSDON, A. J.
HARRIS, BONNIE	HICKS, KERRY, R	HOUSER, DANNY	JOE Z ELECTRIC	KELLY, TERRY	LAKESIDE COUNTRY STORE	LOGSDON, CECIL
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HARRIS, WINFORD	HILL, DONALD	HOWERTON, SHEILA	JOHNSON, ALFRED	KENT, MAURICE	LANGLEY, LARRY	LONGACRE, ROBERT
HARRIS CONSTRUCTION	HILL, JEFFERY	HUBERT, SHANE	JOHNSON, DARIN	KERBS, JODY	LANGSTON, CHARLES	LONGEST, LARRY
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HEIMAN, FRANCIS	HOLLAND, SAUNDRA, K	INMAN, FARRELL	JUDY, KEVIN	KIRKLAND, MELINDA	LEN-CO BUILDERS INC	MAGANA, RAYMOND
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HELLARD, LARRY	HOLLIS, JO, E	IVY, JAMES	K C OIL COMPANY	KIRKLAND, THOMAS	LESSIN, MARK	MAIN, JIMMY
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