

INSIDE THIS EDITION

- 2** | AMP Plan & Emergency Assistance
- 3** | Prevent Service Interruptions
- 4** | Lost Members

TURNING THE LIGHTS BACK ON VVEC's power restoration plan

We have come to expect that if we lose electric service, it will be restored within a few minutes up to a few hours at most. But when a devastating event—a tornado, an ice storm or a snow storm—occurs and causes major damage to a co-op's system, longer outages cannot be helped. Crews work long, hard hours restoring service, but it's a task that needs to be done methodically to be done safely. Every electric cooperative follows a basic principle when it comes to restoring power. Priority goes to the lines that will get the most people back in service the quickest. This usually begins with main lines from the substations that can affect 200 to 1,000 members, and continues out to tap lines which may affect 30 to 200 members, and then to individual service lines affecting just one to five members.

VVEC's steps for restoring outages are as follows:

Step 1: All repairs start with the main line.

The substation is energized but a main distribution line is damaged near the substation, leaving most members without power. All repairs start with the main line. A large number of members will have power restored once the main line is fixed. All other repairs would be pointless if this line is not restored first.

Step 2: With the main line restored, the line crew can isolate other damage.

With the main line restored the line crew can isolate other damage and prioritize repairs. Though some repairs may be closer, fixing the line that serves a subdivision down the road will get electricity restored to a larger number of consumers more quickly.

Step 3: A smaller tap line is next on the list.

A smaller tap line serving a number of homes is next on the list for the line crew. This move probably

doesn't make some folks too happy. They've seen crews driving by their home and working right across the road. They see lights in the homes of all their neighbors, but they don't have power. That's because even though electricity is coming to their pole (that happened with the first repair in Step 1), the service line from their pole to their meter may be damaged. Individual repairs come after all distribution and tap lines are restored.

Step 4: Take care of individual repairs last.

Only after the tap lines are repaired do crews start work on individual service lines. Crews may have been past these homes a few times and could have stopped to restore power any time after the first main line was repaired and electricity was flowing to the pole nearby. But it's not fair to other members for a crew to spend hours fixing one outage, when the crew can move down the road and restore power to dozens of homes in the same amount of time.

Don't wait for someone else to report the outage because you may be the only member without power, and your report can help us determine where the problem is. The easiest way to report your outage is through SmartHub, either on a computer or on your smartphone. Using SmartHub will save the hassle of getting caught up in clogged phone lines because hundreds of members are trying to call in to a few phone lines at the same time.

If you have someone in your home who requires medical equipment, you should always have backup power or supplies. We have medical alerts all over our system. If your outage is one that requires individual repairs, it could still be toward the end of the power restoration period before electricity is restored to your home. ■



FOLLOW VVEC ON FACEBOOK



REPORT OUTAGES ON SMARTHUB

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District 9

Buddy McCarty, 272-5134
or 272-5364

CONTACT US

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Alice Lawson

VVEC Headquarters

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74021

Phone number

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

Office hours

7:30 a.m. to 4:00 p.m., Mon.-Fri.

Power Circuit Editor

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BILL PAY OPTIONS

AVERAGE MONTHLY PAYMENT PLAN ELIMINATES FLUCTUATING ELECTRIC BILLS

If your electric bill fluctuates from month to month, you might want to try the Average Monthly Payment Plan. The AMP Plan is available to all VVEC members who meet all the following criteria:

- Have been a VVEC member for at least 12 months
- Have not been late in paying the electric bill more than twice during the previous 12 months
- The electric bill is currently paid in full.

Your average monthly payment is figured by taking your current month's usage plus the preceding 11 months' usage and dividing them by 12. This total is then figured into the applicable rate along with any taxes.

The average is recalculated every month in the same manner.

If you are interested in participating in the AMP Plan or have any questions, please call our billing department at 918-371-2584, Monday through Friday, 7:30 a.m. to 4 p.m. ■

AGENCIES PROVIDE EMERGENCY ASSISTANCE WITH UTILITY BILLS

There are a number of government agencies and charitable and religious organizations that offer assistance with utility bills; some of them are listed here. If you realize you may have difficulty paying your electric bill, please contact our consumer service representatives as soon as possible. We will make every effort to work with you to make payment arrangements and hopefully avoid interruption to your electric service.

ORGANIZATION	SERVES	PHONE NUMBER
SEAC	Avant, Sperry, Skiatook	396-1137
Community Action	Nowata County	273-2868
DHS	Nowata County	273-2327
DHS	Osage Count	287-5800
DHS	Rogers County	283-8300
Community Action	Rogers County	341-5000
DHS	Tulsa County	581-2689, 581-2401
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

PREVENT INTERRUPTIONS TO 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 that offer assistance with electric bills; some of them are listed on Page 2. 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 4 p.m.

You can pay your bill at the PaySite Kiosks, at www.vvec.com, on SmartHub, or by calling 918-371-2584 (select option 4). ■

UPCOMING DEADLINES!

Youth Tour and Energy Camp applications are due February 7th at 4 p.m.

Find more information at:
<http://www.vvec.com/content/community-programs>

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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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.

COLLIER, WILLIAM	CUMMINS, CONNIE	DILBECK, LEON	EGERMEIER, BRIAN	FISCHER, KELLY	GABBERT, DONALD	GOODELL, H. A.
COLLINS, BOB	CUMPTON, DELTON	DILLARD, JOHN	EICHER, DANNY	FISHER, CLAR	GABLE, LEONARD	GOODING, M. W.
COLLINS, C	CUNNINGHAM, CHARLES	DILLON, LISA	ELGIN, WILLIE	FISHER, J. W.	GABRIEL, GARY	GOODMAN, BRYAN
COLLINS, PERRY	CUNNINGHAM, DANIEL	DILLON, MILISA	ELLEDGE, RICHARD	FISHER, JERRY	GABRIEL, WAYNE	GOODWIN, JACK
COLLINS, RONALD	CUPPS, HENRY	DIMMICK, JENNIFER	ELLER, TROY	FISHER, LONNY	GADDY, EARNEST	GOOLDY, BILL
COLLUM, ROY	CUPPS, JOSEPHINE	DIX, DONALD	ELLINGTON, MARY	FISHER, OLA	GAGE, AUDREY	GORBY, KEVIN
COLPITT, C	CURRY, ADAM	DIXON, CHARLES	ELLINWOOD, ELLEN	FITHIAN, MIKE	GALBREATH, LANCE	GORDON, THOMAS
COLTER, DAVID	CURTIS, DENNIS	DO-RIGHT RANCH	ELLIOTT, DAVID	FITZGERALD BROTHERS	GALBREATH, RONNIE	GORMAN, RUSSELL
COLVIN, LONNIE	CUSTER, JERRY	DOBBS, LOUISE	ELLIOTT, JUDY	FLEMING, EDDIE	GALCATCHER, MICHAEL	GORREMAN, KEVIN
COMBS, STEVEN	CUSTER, JOE	DODSON, DEAN	ELLIS, BILL	FLEMING, JOSH	GALE, KIRK	GOTT, LARRY
COMEAU, ANGELA	CYPERT, JENNIFER	DOENGES, ELIZABETH	ELLIS, CRYSTAL	FLETCHER, MARY	GALLERY, ELIZABETH	GOWEN, B.F.
COMIFORD, DAVID	DAIGLE, CHRISTOPHER	DOENGES, JOSEPH	ELLIS, DAVID	FLETCHER, ROSS	GANN, DEAN	GRAGG, ROBERT
CON OIL	DALLAS FT WORTH OIL	DOENGES, WILLIAM	ELLIS, JOY	FLIPPO, TONY	GANN, NORMAN	GRAHAM, L. E.
CONCEPT BUILDERS	CORPORATION	DOERFLINGER, JOHN	ELLIS, LAKE	FLOOD, GENE	GANN, WESLEY	GRAHAM, SAMUEL
CONDRAIN OIL COMPANY	DANIEL, COLLEEN	DONAHU, TRUMAN	ELLITHORPE, ROBERT	FLORA, MARK	GANZEL, PAUL	GRAHAM-GARAGE
CONDRY, CALVIN	DANIEL, KENT	DONOVAN, PATRICIA	ELLSBURY, JERRY	FLORES, JOSE	GAR DEL PROPERTIES	CORPORATION
CONINE, LONNIE	DANIELS, HOLLEY	DOOLING, MELVIN	EMBERTON, JUANITA	FLORO, JOHN	GARDNER, HAROLD	GRANITE HOMES LLC
CONSALVI, CARL JR	DANIELS, JAMES	DOPPS, R. H.	EMBERTON, WILLIAM	FLOTT, KEVIN	GARDNER, JIM	GRANT, JEAN
COOK, JACK	DARNELL, GREG	DORRELL, LOIS	EMILY, DEBORA	FLOWIN GOLD INC	GARRICK, ALLEN	GRANTHAM, PAUL
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COOPER, CAROLYN	DAVIS, CONNIE	DOUBLE TEN	ENGSTROM, DIANE	FORD, DENISE	GARRETT, ALLEN	GRAY, GARY
COOPER, JAMES	DAVIS, DANNY	PETROLEUM CORP	ENICO PIPELINE	FORD, JAMES	GARRETT, CLAUDE	GRAY, JAMES
COOPER, KENNETH	DAVIS, GAYLENE	DOUGHERTY, DIANE	ENNIS, C. D.	FORD, JERRY	GARRETT, EARL	GRAY, JEFF
COOPER, M. J.	DAVIS, JOHN	DOUGHERTY, MELODIE	EPPLE, JANICE	FORD, JOHN	GARRETT, JAMES	GRAY, LAURA
COOPER, TERRY	DAVIS, P. E.	DOUGLAS, JERRY	ERLER, JORDAN	FORD, P. L.	GARRETT, JO	GRAY, WINFRED
COPELAND, JOHN	DAVIS, RON	DOUGLASS, KAREN	ERNIE FOSTER BUILDING	FOREMAN, MICKEY	GARRINGER, MARSHA	GREEN, CARLEE
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COSGROVE, AUDRA	DDC OIL LLC	DRAKE, RICHARD	CORNELIUS	FOSTER, TONY	GAZAWAY, PAUL	GREKEL, HOWARD
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CRUME, GENE	DIAMOND, JACK	ECKLES, JOHNNIE	FIELDS, FRANK	FULTON, DONNA	GOINS, WAUNETA	HALL, DON
CRUME, R. F.	DIAMOND BAR PETRO	EDEBURN, JEVENA	FIELDS, JOLLY	FULTZ, DONALD	GOLDEN, DEBRA	HALL, JOHN
CRUMM, BOB	DIAMOND J	EDENS, SCOTT	FILES, MAX	FUQUA, CARL	GOLDFADEN, ALICIA	HALLIBURTON, MARCI
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