

[What are the Charges on Your Electric Bill? p. 3](#)

# Good Neighbor

## *Co-op Lends a Helping Hand Through Two Grant Programs*

Being a good neighbor frequently means lending a helping hand. Being that type of neighbor and offering needed assistance are the basis for our Adopt-A-School and Rural Fire Department grant programs.

Each year we help area schools and fire departments purchase needed equipment, supplies, and technology to help them educate our youth, and protect our families and property.

Through an annual application process, schools and fire departments, both municipal and volunteer, are selected and funds granted that help them make the purchases they need to meet their objectives.

This year these programs helped four school systems and four fire departments.

**Copan Public Schools** will use its grant to purchase a computer, laptop, and video camera.

**Barnsdall High School** – computer, flatbed scanner/printer, external hard drive, 10 flash drives.

**Foyil Public Schools** – materials to upgrade the electric service in the Math lab so it can accommodate additional computers.


**Catoosa High School** – five flip video Ultra camcorders, adapters, battery packs, tripods.

**Collinsville Rural Fire Department** – two Elkhart SM20 FG nozzles.

**Wynona Volunteer Fire Department** – supplies to outfit a new truck.

**Hulah Volunteer Fire Department** – leaf blower, chain saw, backpack sprayer.

**Rock Fire Department** – nine backpack sprayers.

Anyone interested in learning more about the Adopt-A-School and Rural Fire Department grant programs, or submitting an application can contact our member services department at 371-2584, 7:30 a.m. to 4 p.m., Monday through Friday. 



*Barnsdall High School student and yearbook photographer Alec Overacker, and media specialist Wilma Logue (above) accept a check from our Adopt-A-School program. VVEC Member Services Representative Paula Lanni (below right) presents a check to Wynona Volunteer firefighters Ronald Myers (center) and Joe Stone.*



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**Office hours**

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

**Editor** - Kay Rabbitt-Brower

## Summer Residential Rates

April through September usage,  
May through October billing

Customer Charge                      \$20.00

**Energy Charge**

1st 2,000 kWh                      \$0.0801/kWh  
Over 2,000 kWh                      \$0.0851/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.

# Save Energy by Knowing When 'Peaks' Occur


You can help conserve energy and keep electric rates low by using electricity during hours when it's not in high demand.

On-peak hours during the summer are the times of day when most people use the most electricity, such as the middle of a hot afternoon when everyone is running air conditioners. Or around dinner time, when families are cooking, taking showers, washing dishes and doing laundry.

Off-peak hours usually are early in the morning, after dark and on week-ends.

The less on-peak electricity you and your neighbors use, the less overall demand there is. Lower demand means utilities don't have to buy as much power – or build as many power plants. So everyone saves.

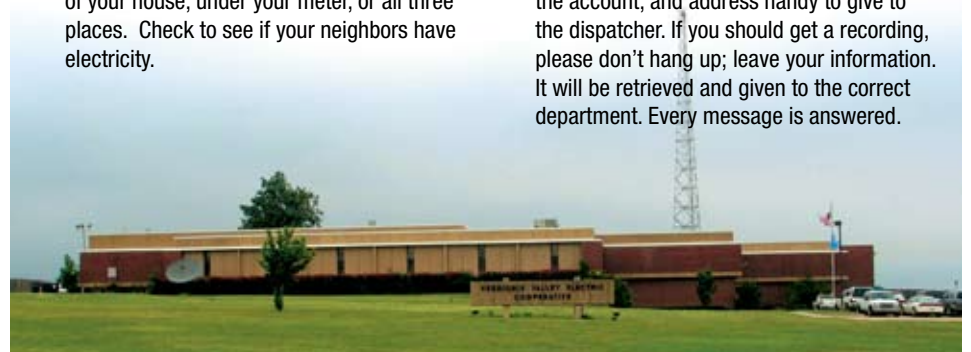
You can do your part to conserve energy during on-peak hours by saving high-energy tasks for off-peak times. Some tips:

- Reserve home remodeling projects for weekends so you can use your power tools when off-peak rates are in effect.
- Run the vacuum cleaner, iron and kitchen appliances on weekends. Each one uses only a little bit of electricity, but combined, the kilowatt-hours add up.
- Do your laundry during off peak hours on weekdays or on weekends.
- Wait for off-peak hours to run your pool pump. Your pool pump can use more electricity than any other appliance except for the air conditioner.
- Install a timer on your water heater so it won't come on during peak hours. You'll still have plenty of hot water in the morning because it can run overnight.
- Wait until off peak hours to run your dishwasher. 



## 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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# What are these Charges on my Bill?

It's not unusual for our customer service representatives to get questions about the various charges on members' electric bills.

"In today's economy people are paying special attention to where their money is going, and that's understandable," says Lori Prock, VVEC billing coordinator. "That's why we want to help them understand the charges that appear each month on their electric bills."

Prock says most of the questions her department receives are about the charges listed under the 'Current Bill Information' section. These are the energy charge, power cost adjustment, customer charge, and gross receipts tax.

The **energy charge** is calculated by the number of kilowatts you used during the billing period, multiplied by your rate schedule. The rate schedule is located directly above the 'Current Bill Information' section on your bill.

The **power cost adjustment** or PCA is determined by what VVEC pays for the electricity it buys from KAMO Power. It can fluctuate from month to month.

The **gross receipts tax** is mandated by the State of Oklahoma, and is 2% of the bill. The State then uses the gross receipts tax to supplement local public school systems.

The **customer charge** is the minimum charge associated with you being able to receive electricity from VVEC. It includes the cost of utility poles, wire, meters, and other equipment at your location. Each member is charged a customer charge no matter if they use any kilowatts or

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Touchstone Energy™

Questions and concerns call:  
Office Hours: 7:30 AM - 4:00 PM Monday - Friday  
Day or Night: 918-371-2584 1-800-870-5948  
WWW.VVEC.COOP

JOHN DOE  
12345 MAIN STREET  
COLLINSVILLE OK 74021

kWh Usage History	
JUL	2448
JUN	1813
MAY	1741
APR	2072
MAR	2289
FEB	3162
JAN	4289
DEC	2598
NOV	1589
OCT	3046
SEP	2582
AUG	3038
JUL	2089

KWH Used One Year Ago	Amount Billed One Year Ago
2089	170.40

Account No.	Bill Date	Service Address	Service From	To	Days	Bill Type
999999999	07/10/2009	12345 MAIN STREET	06/02/2009	07/05/2009	33	REGULAR

Meter Number	Prev Read	Pres Read	Mult	KWH Used	Rate Schedule / Reference	PCA Per KWH Includes \$
99999999	15326	17774	1.0	2448	1 / RESIDENTIAL	0.0220218

Activity Since Last Bill	\$ Amount	Current Bill Information	\$ Amount
Previous Balance	182.10	ENERGY CHARGE	170.42
Payments	-182.10	POWER COST ADJUSTMENT	84.88
Other Adjustments	0.00	CUSTOMER CHARGE	39.00
Balance Prior to this Billing	0.00	GROSS RECEIPTS TAX	4.73
		<b>Total Amount Due Now</b>	<b>241.23</b>
		<b>Total Amount Due After 08/01/2009</b>	<b>241.23</b>

RETURN THIS PORTION WITH YOUR PAYMENT  
DO NOT STAPLE OR FOLD  
Make payable to: VVEC. Write account number on your check.

STATEMENT IS PAYABLE UPON RECEIPT  
Account #: 9999999999  
JOHN DOE  
Amount Due \$241.23  
Amount Due After 08/01/2009 \$241.23  
Amount Enclosed \_\_\_\_\_

Indicate change of address/phone number here:  
Mailing Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Location Phone Number \_\_\_\_\_ Other Phone Number \_\_\_\_\_


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not. This is a charge common to all utilities.

Prock explains that if you have a security light at your location, that charge – \$7.77 per month – will be listed here also.

"These charges used to be bundled as one charge on the bills. But we began listing them separately

in the summer of 2009 to help members understand what that charge was," she explains.

Prock encourages anyone with questions about his or her electric bill to call the customer service representatives at (918) 371-2584 between 7:30 a.m. and 4 p.m., Monday through Friday. 



## BENEFITS

# Join Our CallCapture™ Outage Reporting System

We will soon implement an interactive voice response program into our outage management system that gathers information based on your phone number, and enters your outage into the outage system.

The CallCapture™ system is activated when our dispatchers are receiving a large number of calls. The system receives your phone calls, gathers your information based on your phone number, then enters the outage into our outage system.

“It can also give members any information about the outage if our line crews have information to share,” adds Randy Riddle, VVEC manager of operations and technical services. He goes on to say you can also leave information on a voice mail, if you have pertinent information about the outage.

All we need is your phone number. So please call our customer service representatives and give us the numbers for both your land lines and cell phones. The CallCapture™ software searches the database to find the phone number you are using to call us. Once it's found, your pertinent information is entered into the outage management system. If the software doesn't recognize the number, then you will have to give us your name, account number, address, etc.

You can call us at (918) 371-2584, between 7:30 a.m. and 4 p.m. Monday through Friday. Ask to speak to one of our friendly customer service representatives and tell them you are wanting to provide your phone numbers for the CallCapture™ program.

# More Benefits from Your Co-op Connections® Card



**Reynolds Funeral Service, Collinsville:**

7% off of any service or pre-planning contract

Visit [www.VVEC.com](http://www.VVEC.com) for a complete list of participating businesses, discounts and special offers.

## Members Owed Capital Credits Listed on Co-op Web Site

A list of members who have not collected their Capital Credits can now be found on our Web site – [www.vvec.com](http://www.vvec.com).

Frequently, members don't give us a forwarding address when they move off of co-op lines, so we don't know where to send their Capital Credit checks.

If you know a former member, please encourage him or her to visit the Web site to see if their name is on the list. Or call us if you have information on how to reach someone on the list.



## RECIPE

### Sweet 'n' Sour Tomato Salad

7 tomatoes  
1 small yellow or white onion  
1/2 cup white sugar  
1/2 cup distilled white vinegar  
1/2 cup vegetable oil  
Salt and pepper to taste

Thinly slice the tomatoes. Cut the onion in half through root end, then thinly slice into half-circles. In a large bowl, toss together tomatoes, onion, sugar, vinegar, oil, salt and pepper. Adjust the amounts of vinegar and sugar according to taste.

Serve at room temperature.

YIELD: 6 servings