

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 the right. 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).

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	396-4108
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

VVEC BOARD OF TRUSTEES

District 1 | Jim Brackett, 720-4531
District 2 | Jack Bogart, 371-9587
District 3 | Vernon Lewis, 521-5461
District 4 | John Hibdon, 847-2320
District 5 | Jimmy Lambert, 760-7029
District 6 | Dennis Lenox, 289-5961
District 7 | Charles Huerter, 333-3107
District 8 | Ken Howard, 724-9965
District 9 | Buddy McCarty, 272-5134 or 272-5364

CONTACT US

General Manager

Alice Houston

VVEC Headquarters

8901 E. 146th Street N., Collinsville

Mailing address

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., Mon.-Fri.

Power Circuit Editor

Laura Araujo

OFFICE CLOSED NOTICE

VVEC offices will be closed Thursday and Friday, November 22nd and 23rd, in observation of Thanksgiving. Please call 918-371-2584 or 800-870-5948 if you need to report an outage.

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.

Gluten Free Pumpkin Bread

Yields 2 loaves

- 4 cups gluten free oat flour*
- 2 teaspoons baking soda
- 2 teaspoons ground cinnamon
- 1 teaspoon ground nutmeg
- pinch of salt
- 1 cup butter, softened
- 2 cups granulated sugar
- 4 large eggs
- 2 teaspoons vanilla extract
- 15-ounce can pumpkin
- 2 cups chopped walnuts
- 1 cup chocolate chips
- 1/2 cup confectioners' sugar
- 1 tablespoon milk

Heat oven to 350°F. Grease 2 loaf pans. In large bowl, combine oat flour, baking soda, cinnamon, nut-

meg and salt. In large bowl, beat butter and sugar with a mixer until light and fluffy. Beat in eggs one at a time. Add vanilla, oat flour mixture and pumpkin; beat until just blended. Stir in walnuts and chocolate chips. Spoon mixture into prepared pans. Bake 50-55 minutes, or until toothpick inserted in center comes out clean. Cool 10 minutes. Remove from pan. Cool completely. In small bowl, stir confectioners' sugar and milk until smooth. Drizzle mixture over pumpkin bread. *Note: substitute finely ground gluten free rolled oats for oat flour. Recipe courtesy of Cans Get You Cooking.

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. 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.

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VVEC IS LOOKING FOR LOST MEMBERS – CURRENT ADDRESSES NEEDED

From time to time members move out of VVEC's service territory or pass away. But Capital Credits still have to be allocated for the energy used while members had active service. Sometimes VVEC's last known address is not correct and the capital credit checks that are sent out come back to the cooperative. We need your help to find these former members. If you find your name or someone you know on the list, please contact us at 918-371-2584 and give us an updated address

4 SEVENS BLACKSMITH INC
 A A A CONSTRUCTION
 COMPANY
 A H A OIL COMPANY
 A K G ROWE ENTERPRISES
 A P & W ENERGIES INC
 A T OIL
 AARONSON, GERALD
 ABBET, JOE
 ABBOTT, EUGENE
 ABBOTT, JO
 ABEL, JACQUELEEN
 ABEL, VIOLA
 ABRAMS, EVERETT
 ABRAMS, FRANCIS
 ABRAMS, JERRY
 ABRAMS, JESSE
 ABSHIRE, TOM
 ACREE, RANDY
 ADAIR, JIM
 ADAM, MICKEY
 ADAMITIS, ANTHONY
 ADAMS, ARTHUR
 ADAMS, CALENE
 ADAMS, DAVID
 ADAMS, DENNIS
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 ADAMS, FOSTER
 ADAMS, GREGORY
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 ADAMS, R.C.
 ADAMS, ROBERT
 ADAMS, W.L.
 ADAMS, WILLIAM
 ADAMSON, DOROTHY

ADCOCK, DELMER
 ADCOCK, HELEN
 ADDINGTON, B.N.
 ADDINGTON, ERNEST
 ADDINGTON, TOM
 ADDY, KYLE
 ADEE, REX
 ADOLPH, VERA
 ADOVE, J.B., JR
 ADSIT, J.D.
 ADSIT, MICHAEL
 AEROTRON TOOL &
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 AG OIL INC
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Additional names will be printed in future editions of Power Circuit.

