



# CURRENT COMMUNICATOR

www.mycvec.com  
Honest · Fair · Responsible

MEMBER NEWSLETTER OF CENTRAL VIRGINIA ELECTRIC COOPERATIVE

"Improving the quality of your life in a quietly impressive way."

December 2014

Volume 23, Number 4

## EVERYTHING CVEC AT YOUR FINGERTIPS!



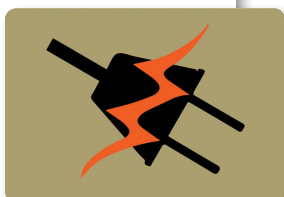
### My Account

Access MyCVEC & payment portals



### My Service

Service options & procedures



### Be Safe

Safety tips around electricity



### My Energy

Energy saving tips & power supply info

Your Co-op recently launched an updated website with all things CVEC explored.

[www.mycvec.com](http://www.mycvec.com)

It is a portal to review your account info, to pay your bill, to report an outage, to contact CVEC ... and much more.

Icons are used on the main page as links to certain features.

They are introduced & described here.



Pay bill w/o logging in; goes to Western Union



Access MyCVEC eBiz log-in page for account info

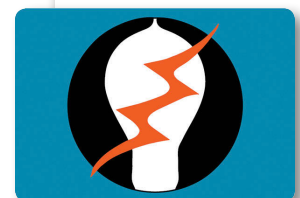


Links to outage map & link to report outage



### Lights On?

Outage & power restoration info



### About CVEC

History, statistics & organizational info



### The News

Press releases & newsletter archives



### Contact CVEC

Directions & contact info

Explore and become familiar with this new, improved membership tool.

Comments/suggestions to [webmaster@mycvec.com](mailto:webmaster@mycvec.com)



## Finding Affordable Power

As a Cooperative, CVEC works to find the most affordable power for its member-owners. Altogether we use about **715 million kilowatt-hours per year**. The average member uses about 1500 kilowatt-hours per month, which costs about \$100 on the wholesale power market.

Since electricity cannot be stored on a distribution system, CVEC has to plan power purchases for members, scheduling to buy more energy during cold winter mornings and hot summer afternoons and less during our sleeping hours and months when the weather is mild.

Currently, CVEC is working under a three-year, all-requirements contract with Constellation Energy, but soon, CVEC will change the way that we purchase wholesale energy. To do so, CVEC has developed a projected load curve representing the energy demand of our members over time. We will schedule purchased blocks of power (of varying amounts from different sources) and stack those blocks until the total reaches just below or above the point on the load curve for that day (See graph to the right). If it turns out members want more power on that day, then we will buy it on the wholesale energy market in order to meet member demand. If they want less, we can sell excess power into the market.

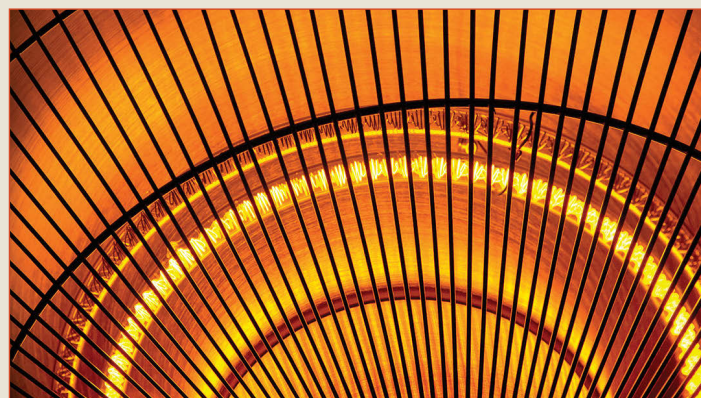
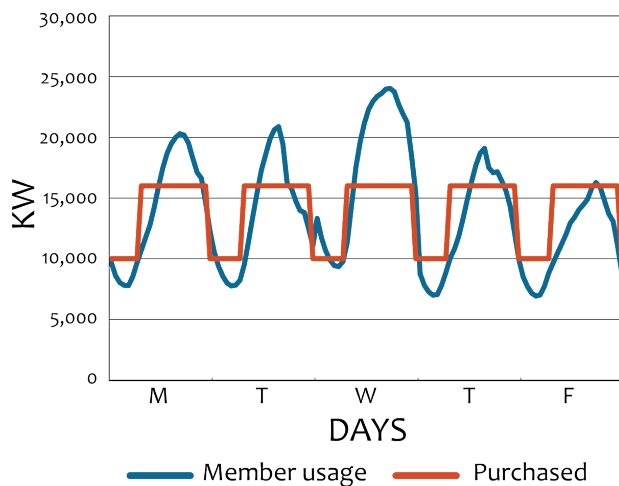
Starting in June of 2015, our current all-requirements contract will expire and CVEC members will begin receiving energy from a variety of sources. In preparation for the change, we have been executing new contracts from a variety of suppliers and purchasing the rights for the output from generation plants, including 28 megawatts from the Fremont gas generation plant in Ohio, 7 megawatts from the Kerr Reservoir on the North Carolina border, and 4 megawatts from the Blue Creek wind plant. CVEC even owns a small hydro-electric plant in Nelson County.

By utilizing a power portfolio strategy that features more than 20 different energy products, CVEC is working to ensure that, in the future, no one source will significantly impact the cost of wholesale energy for our member-owners.

This is how your Co-op delivers comfort and convenience for you and your family with the most competitively priced energy available. 🔦

*CVEC purchases energy from the market when member demand rises above the scheduled purchases and sells into the market when demand drops below purchases.*

POWER DEMAND  
VS. PURCHASES





## Steady Progress with Reliability

Your Cooperative has set an ambitious goal of reducing the number of outage minutes affecting each member by 30% and we have been making progress. As of the end of November, the average CVEC member has experienced about 3 outage hours (with 8760 hours in a year) as a result of trees falling from outside of the rights-of-way, animals making contact with the line and a grounded item such as a pole or tree, non-major weather events, equipment failure, etc. That is a reliability rating of 99.97%. We think we can do better and we have plans to accomplish that goal.

In 2015, CVEC will increase our reliability budget by \$1.2 million in order to help us keep the lights on. Our strategy is to speed up the pace and improve the process of our right-of-way clearing through bush hogging, tree trimming, and spraying in the right-of-way, as well as the selective cutting of “danger trees” growing outside of our 40-foot right-of-way. Vegetation management is the key component to preventing outages and keeping the lights on.

In addition, your Cooperative will be adding fuses and reclosers to minimize the size of the outage when a ground fault does occur. The additional protective equipment will confine the impact of the outage to a smaller area so that fewer members will be affected.

And of course, when an outage does occur, our goal is to reduce the time from the dispatch of the crew until power returns to you and your neighbors.

Keeping the lights on, reducing the impact when an outage does occur, and restoring service as soon as possible. We think about reliability every day and have plans to add a few more 9's to the end of the reliability rating for the comfort and convenience of you and the other member-owners of CVEC. 💡

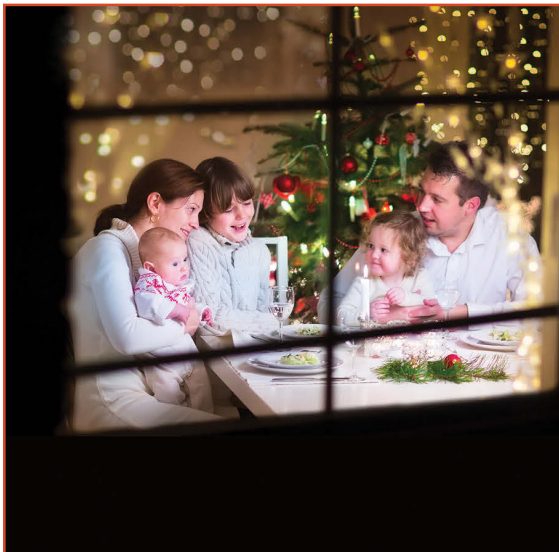
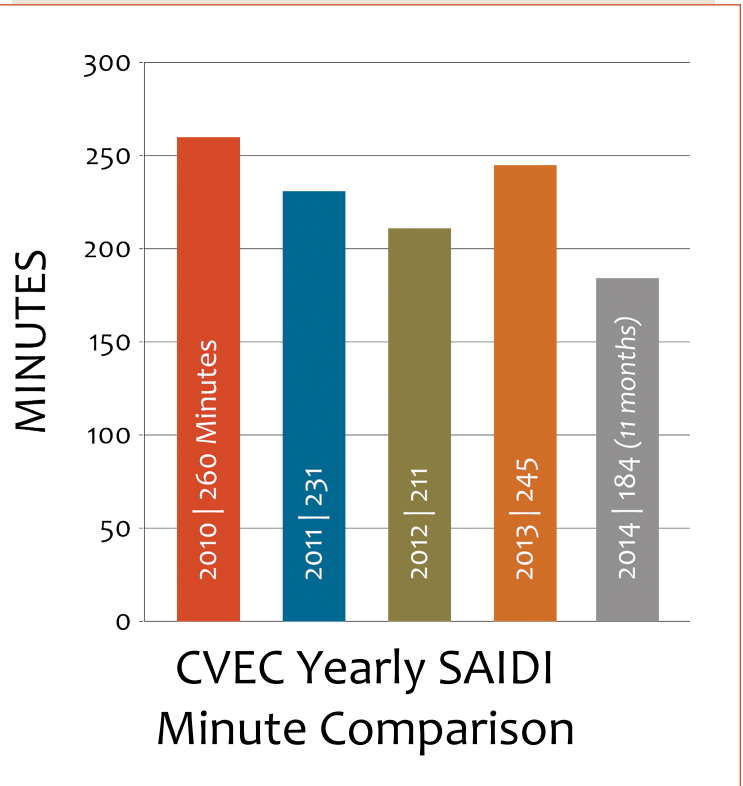
**Want to help?** E-mail a photo and the location of a “danger tree” to [ms@mycvec.com](mailto:ms@mycvec.com).

SAIDI is the acronym for an industry measurement (System Average Interruption Duration Index).

Simply put, it is the total outage minutes divided by the total number of CVEC members.

CVEC tracks this data monthly.

This chart shows the reduction of average outage minutes per member over the past 5 years.



**CVEC  
DELIVERS  
VALUE:  
COMFORT  
&  
CONVENIENCE**



## A virtual meeting

President and CEO Gary Wood held a live CVEC Town Hall Meeting on October 26 that was recorded for members to watch later. Gary covered what is going on at the Co-op such as the use of a strategic plan to set goals that benefit members, including:

- ✓ Increased member satisfaction
- ✓ Strong service reliability
- ✓ Securing affordable wholesale energy

If you missed it, we have it archived on our website and on our Facebook page. Take a look and let us hear from you.

Speaking of feedback, CVEC has a **Member Advisory Council** that generates thoughtful comments about topics that are important to members. Once or twice a year we may hold a dinner meeting, but we have also built a discussion site for members of the council to consider new topics or help our Cooperative find a better way.

If you want to participate, send a short note to [ms@mycvec.com](mailto:ms@mycvec.com) and tell us a little bit about yourself and how you want to contribute. Thank you in advance for your interest and support. 📍

## Keeping warm

Many of us use space heaters during the cold months. Keep in mind that most of these consume 1500 watts at a cost of 18¢ per hour. If operated 10 hours a day, the cost per heater is \$1.80 a day or \$54 a month. Save money by shutting them off when they are not needed.

**NOTE:** The only way to increase the heat output from an electric resistance heater is to increase the wattage, which will also increase the monthly cost.

For more energy efficiency tips, visit [mycvec.com](http://mycvec.com). 📍



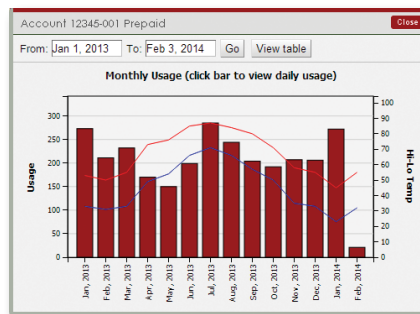
## SHORT BURSTS

### Keeping an eye on \$

Did you ever wonder how much energy you used on Thanksgiving Day or that really cold day in January ... compared to when you are home alone and it is 70° outside? Now you can!

Visit [mycvec.com](http://mycvec.com) and sign up for **Access MyCVEC**, our eBiz portal where you can manage your energy consumption, view and pay your bill, and sign up for paperless billing.

**CVEC's eBiz lets you keep track of your account 24/7.** 📍



## Green Energy now

If you are one of the members who would like to purchase “green energy” but want to avoid the costly investment of a solar or wind system, then your Co-op now has an alternative for you. CVEC has purchased wind generated renewable energy certificates (REC's) through a sister organization, the Old Dominion Electric Cooperative.



**How does it work?** Remember that electric utilities cannot capture and guide electrons from a renewable energy generator through a transmission system and then direct them to your particular house. Electrons, like water molecules in a lake, flow where they will once they are placed on the electric grid. People who want to purchase green energy through the market must rely on a certificate system, where the output of a green energy generator such as wind, solar, biomass, wave motion, geo-thermal, etc., is measured and converted to a tradeable certificate.

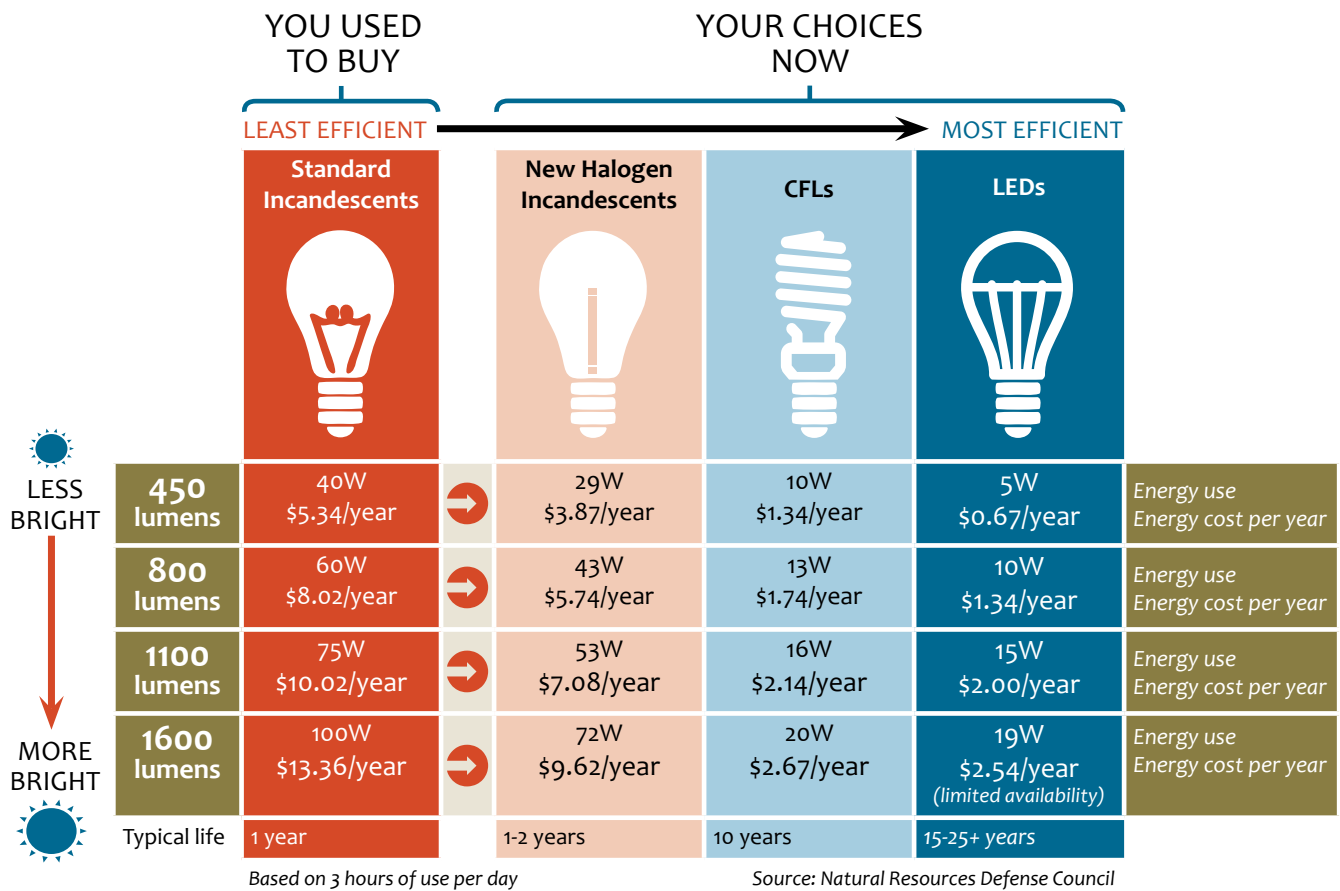
It costs a little more, 1.5¢ more per kilowatt-hour, but is worth it for those members committed to going green.

To enroll, visit [mycvec.com](http://mycvec.com) or call 800-367-2832, option 0. 📍

# A Decade of Change

## A Light Bulb Shopping Guide

The federal Energy Independence and Security Act of 2007, which phased in from 2012-2014, does not ban incandescent or any specific bulb type; it does say that by 2014 all bulbs must use about 25% less energy, saving Americans an estimated \$6 billion to \$10 billion in lighting costs annually. 90% of the energy consumed by an incandescent bulb is given off as heat, only 10% as light. The new lighting standards also mandate that light bulbs become 70% more efficient by 2020. Light-emitting diodes (LEDs) are quickly evolving to meet this challenge. Learn more @ [www.EnergySavers.gov/Lighting](http://www.EnergySavers.gov/Lighting) 🔦



## Want your CVEC deposit back?

If you paid a security deposit to CVEC, it will be refunded after a year with a good payment history ... or get it now when you choose to switch to CVEC's new prepay option!

**How does it work?** Like a prepaid cell phone, you pay whatever you want, whenever you want, and enjoy the same electric service while keeping a positive account balance. Switch from making one payment (after you have already used the electricity) to making several smaller prepayments throughout the month ... managing both your cash flow and your energy consumption because you'll be keeping an eye on your usage.

Prepay allows you to get your security deposit back or have it applied directly to your account. Your choice.

Want to know more? Visit [www.mycvec.com](http://www.mycvec.com) or give us a call at 800-367-2832. 🔦



Great for renters and landlords, too!





## *CVEC Mobile App is coming in 2015!*

*What if a winter storm brought an outage to your neighborhood and CVEC alerted you while you were still at work?*

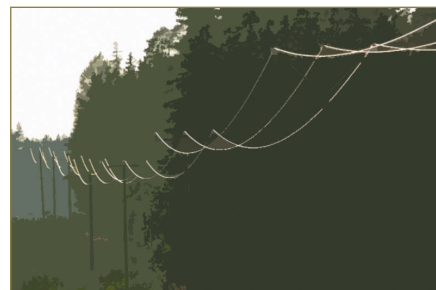
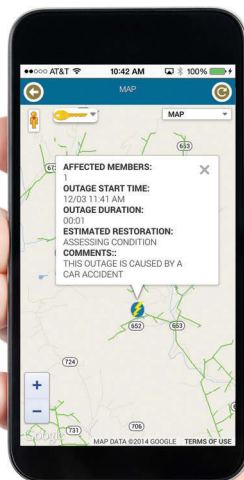
Soon you'll be able to receive a "push" notification and access other information from your phone. You'll download the new MyCVEC mobile app from the **Apple App Store** and from **Google Play** for Android.

With the app installed, you can:

- ✓ Manage your account
- ✓ View billing information
- ✓ Pay your bill
- ✓ Report an outage
- ✓ Receive outage notifications & updates
- ✓ View the new enhanced outage map
- ✓ View service status at your home or business

**NOTE:** After downloading, enter your account information and your notification preferences to activate the app features.

Look for a notice at [www.mycvec.com](http://www.mycvec.com) and on your bill! 📍



CVEC contract crews will be clearing rights-of-way in the following areas:

- Curdsville
- Afton
- Rockfish
- Columbia
- Duncan Store

*If you have any questions,  
feel free to contact us  
at*

**800-367-2832**

or

**[ms@mycvec.com](mailto:ms@mycvec.com)**