

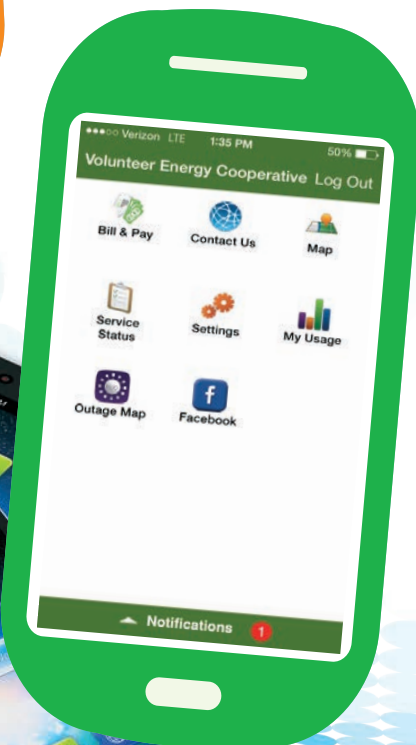
Are You Prepared for the Next BIG THING???

Customers are raving about the new VEC SmartHub app for smart phones and mobile devices. Monitor your account, pay your bill, view your usage, and report an outage with NO MORE BUSY SIGNALS, and more! Download the free app today and be prepared for the next BIG THING.



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- 1 Search for **SmartHub** on the app store for your device.
- 2 Download the app, choose Volunteer Energy Cooperative as your electric provider, and enter your VEC account number. You can set up a VE-Bill account log-in if you have not already done so.
- 3 Enjoy the features of the SmartHub app.



Mother Nature vs. The Cooperative

As this issue of *Powerlines* goes to press, Volunteer Energy Cooperative is in the throws of some of the heaviest weather damage we have ever experienced. In the course of one week in February, two major ice storms hit the VEC service area. Extensive damage was seen from across several counties in the 17-county VEC service area.

The first round of damage affected the Meigs, Roane, Rhea, and McMinn County areas. Ice-covered trees broke and fell into power lines. They also blocked the roads, limiting the ability of crews to reach some areas. Crews worked long and hard to get the power restored.

Two days later a much more devastating storm left 40,000 VEC customers on the Cumberland Plateau in the dark. As I write this we are still repairing the damage but I estimate that hundreds of power poles will be replaced as a result of this weather event.

These were, as they say, the best of times and the worst of times.

We have had help. We have dozens of service and right-of-way crews on the ground around the clock. Currently, at least seven Tennessee electric systems have sent employees to assist us. Over 500 people worked thousands of hours to get the power restored.

These events were huge. Poles were replaced and re-strung with thousands of feet of wire. Distribution and transmission services were rebuilt. Dispatchers coordinated dozens of crews and hundreds of people. Customer service representatives talked with hundreds of frustrated customers who were without power for days.

Through it all, many individuals – some who were without power for many hours and days – were generous enough to prepare food for our weary workers. Local businesses donated



Rody Blevins
President/CEO
Volunteer Energy
Cooperative

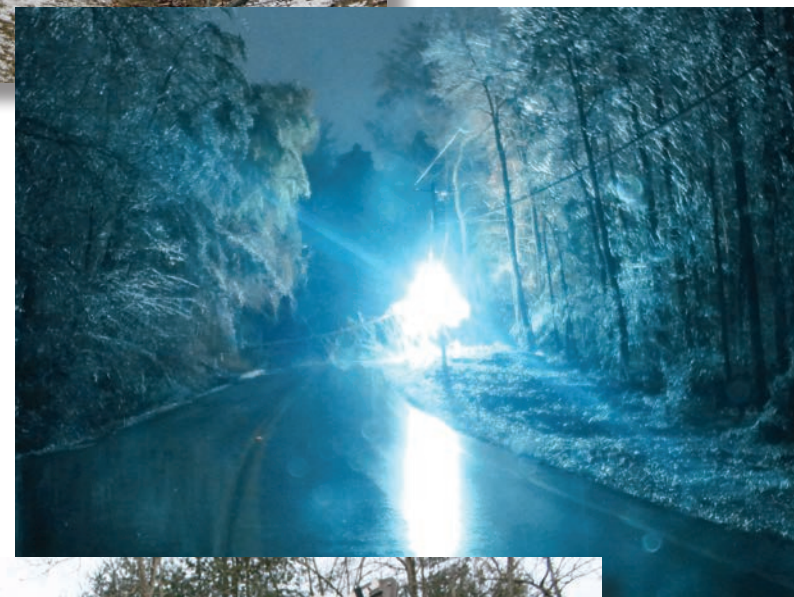


Line crews tackle difficult repairs



Lines throughout the VEC service area were covered in ice

Broken trees created this dangerous situation in Meigs County



VEC crew prepares to work on the Cumberland Plateau



Climbing high to restore power

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VEC
Customers Share
Your Change Changes Things



The VECustomers Share program funded \$25,500 in community service grants in February. Since the inception of the program in October 2001, more than \$5.1 million in grants has been awarded. The deadline for grant applications is the last day of each month. For additional information, contact the office of Marketing and Economic Development, at 423-334-7051. Applications are also available online, at www.vec.org.



VECustomers Share Board Member Pauline Sherrer, far left, poses with members and advisors of the Cumberland County High School Bowling Team.

Organizations receiving grants in February

Spring City Girls Softball League	\$1,150	BASIC of TN, Inc.	\$500
Washington, DC Trip Scholarship Committee	\$1,000	Midway High School Band Boosters	\$500
Frank P. Brown Elementary School PTO	\$1,000	Spring City Chamber of Commerce	\$500
Meigs County Rescue Squad	\$1,000	Love Memories Support Group	\$500
Fair Park Senior Center	\$1,000	Polk County High School Drama Club	\$500
Burks Elementary Football Booster Club	\$1,000	New Shepherd Hill Youth Group	\$500
Lake Tansi Security Enforcement	\$1,000	Fentress County Senior Citizens Center	\$500
Waterville Science Club	\$1,000	Polk County Alumni Association	\$500
Pickett County Veterans Service Office	\$1,000	Bradley County 4-H	\$500
Pickett County Genealogy and Historical Society	\$1,000	Cleveland Composite Squadron of Civil Air Patrol	\$500
Maple Grove Community Seniors	\$800	Fentress County Chapter of American Red Cross	\$500
Helping Hands Ministry	\$750	Monterey High School FCA	\$400
Birchwood Senior Neighbors	\$700	Decatur Tigers	\$400
Tennessee 4-H Club Foundation, Inc. - Cumberland County	\$620	Athens Civitan Club	\$400
Meigs County Football Booster Club	\$600	Lake Tansi Neighborhood Watch Group	\$380
Fun Day Fun Run	\$500	Senior Lighthouse Center Spring City	\$350
People Helping People Ministry	\$500	Cookeville Housing Services Corporation	\$300
Fentress County Senior Citizen Softball Team	\$500	Girl Scout Troop Number 40163	\$300
Midway Quarterback Club	\$500	E.K. Baker Elementary School Parent Teacher Organization	\$300
Midway Youth Cheerleading Organization	\$500	Project Graduation - Monterey	\$300
Lindsdale Community Service Center	\$500	Hiwassee Longbeards	\$250

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meals and delivered them to us. Hundreds of customers sent good wishes and encouragement via social media, phone calls, visits, and electronic communications. It was very heartwarming and much appreciated.

By the time you read this, the storms will be a distant memory but the damage assessment will continue for quite some time. Although this has been a very hard time for VEC customers, employees, and contractors, I am again reminded of how a situation like this brings us together. We are so appreciative of the patience and cooperation of those who worked and endured these difficult times. Thank you, everyone.

Editor's note: This issue of Powerlines includes photos of the storm damage and outage restoration on the VEC system in February.



Impassable roads in Putnam County



Power restoration includes lots of "windshield time"



Cold, hard work in Fentress County

Transmission line repair



Workers receive instructions as they prepare to begin restoration



Electric equipment such as this transformer suffered major damage when poles broke and lines came down

Tennessee Valley Authority (TVA)

Residential & Outdoor Lighting Fuel Cost Adjustment
Effective March 1, 2015

2.107¢

For the most current FCA information, visit www.vec.org

Volunteer Energy Cooperative is an Equal Opportunity provider and employer.

