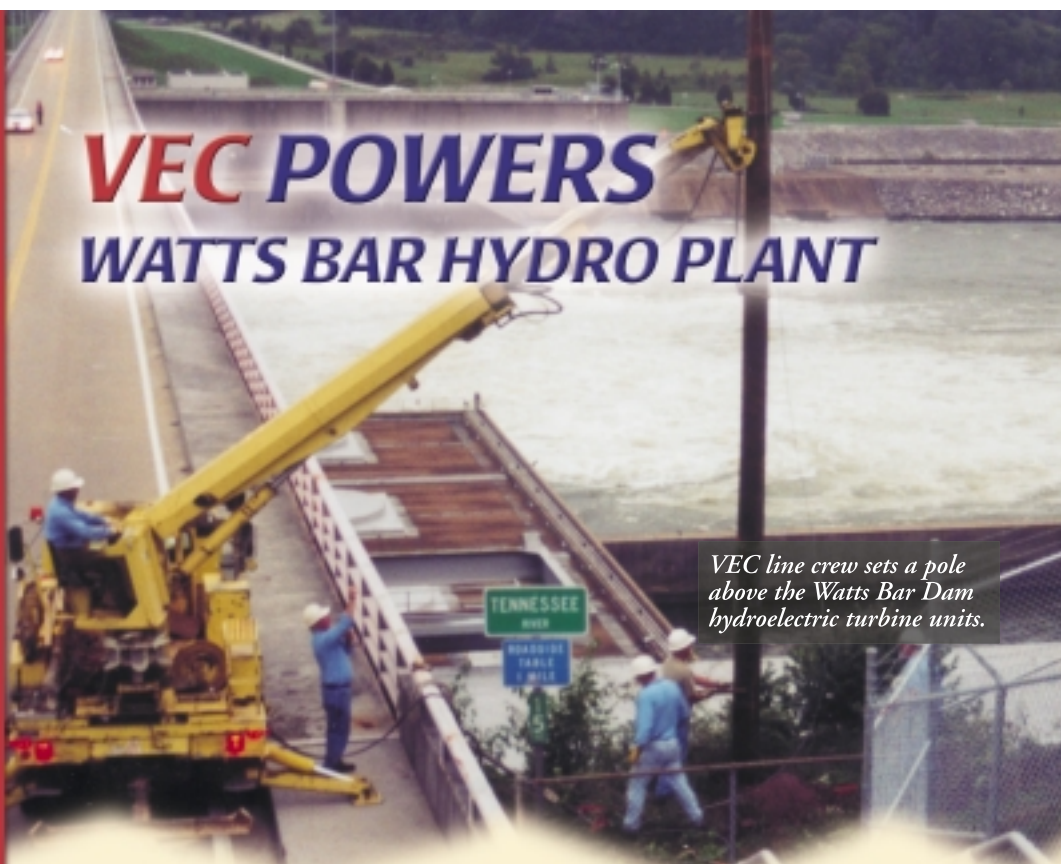


# VEC POWERS

## WATTS BAR HYDRO PLANT



VEC line crew sets a pole above the Watts Bar Dam hydroelectric turbine units.

Normally, Volunteer Energy Cooperative buys power from TVA. But, when an electrical fire swept through the control room of the Watts Bar Dam hydroelectric plant on September 27, TVA had to turn to VEC to supply temporary service to the facility.

Decatur, Spring City and Crossville service areas, as well as engineering and operations personnel from the Corporate Office, worked throughout the night to install temporary electric service to the nuclear unit and the Watts Bar lock.

The fire forced TVA to cut off auxiliary power to the Watts Bar Nuclear Plant and to activate emergency diesel generators to operate the safety systems within its active reactor.

None of the five hydro generating units was damaged; however, the common control room for the units sustained major damage. TVA estimates it will take several months to make the required repairs to bring the hydroelectric units back into service.

Volunteer Energy Cooperative crews from the



VEC line crew frames a pole that will be installed near the Watts Bar Dam hydroelectric power station. Crews had to build five spans of primary line and three spans of secondary line to provide electric service.

[www.vec.org](http://www.vec.org)

[vec@vec.org](mailto:vec@vec.org)

# HAPPY HOLIDAYS

from all of us at  
Volunteer Energy Cooperative

## \$\$\$ Big Savings for Long Distance Phone Service



If you are paying 7 cents or more for your long distance phone service, Volunteer Energy Cooperative's newest customer service can save you money. Through a partnership between VEC and the National Rural Telecommunications Cooperative **VEC is now offering 5.9 cents per minute** on domestic long distance calls. This low rate is available on calls you make from your home or business phone anytime, day or night.

**There are no special access codes to dial and no monthly add-on fees.** VEC's long distance service is provided by PowerNet Global (PNG). Customers who sign up for the VEC long distance service also have the option of receiving a toll-free number. Incoming calls to this toll-free number are also charged at 5.9 cents per minute.

The only extra charges that customers pay with this new plan is a one-time switch fee that the local telephone company charges to make the changes to their system.

Anyone may sign up for this service—you do not have to be a VEC customer or even live in our service area. For more information about VEC's long distance phone plan call (toll-free) **1-866-240-2158.**

DECEMBER 2002

# POWERLINES

News and Information for Volunteer Energy Cooperative Customers

## Annual Meeting Highlights

More than 600 members and customers attended the 66th Annual Meeting of Volunteer Energy Cooperative on Saturday, October 5.

Annual meeting day is always special for me as I have an opportunity to meet and talk personally with many of our customers. I'm always interested in hearing concerns, and am appreciative of the numerous compliments related to me regarding our employees and service.



Bill Buchanan, President/CEO

During the business portion of the meeting I reviewed the cooperative's fiscal year 2002 statistics. Here are some of the highlights I touched on:

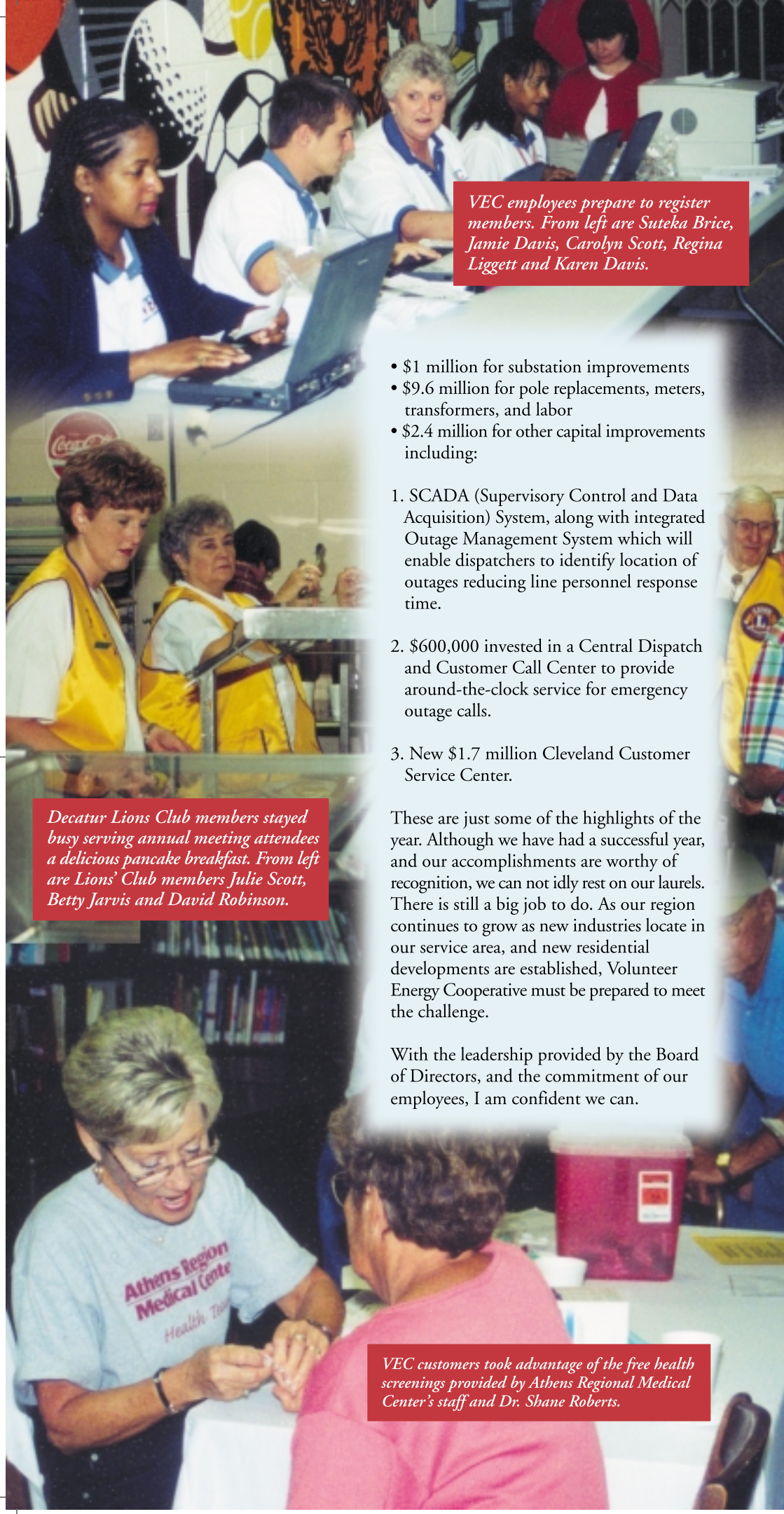
- **Revenues were \$125,238,000, an increase of \$459,000 over FY 2001.**
- **Operating and interest expense was \$120,867,000, a decrease of \$387,000 over FY 2001. TVA wholesale power cost was \$94,460,000.**
- **88 miles of line were constructed and 2,113 new customers were added.**
- **Net margins were \$4,371,000.**

We have just completed the second year of a four-year work plan. During this two-year period we've completed 55 percent of the plan or \$30,050,000. Following is a breakdown on some of these expenditures:

- \$25.3 million for new services budgeted; actually spent \$10.8 million or 42 percent of the work plan
- \$1.8 million in line conversions completed
- \$4.6 million for new substations that go on line before the end of this year:
  1. West Crossville at a cost of \$1.7 million
  2. Campbell Junction in Cumberland County at \$1.3 million
  3. Benton Substation at \$1.6 million



More than 600 VEC customers crowded into the Meigs County Middle School gymnasium to hear annual meeting reports on the cooperative's status, and to enjoy the entertainment provided by country music performers Kathy Kuhn and the "Best Band in Town."



*VEC employees prepare to register members. From left are Suteka Brice, Jamie Davis, Carolyn Scott, Regina Liggett and Karen Davis.*

- \$1 million for substation improvements
- \$9.6 million for pole replacements, meters, transformers, and labor
- \$2.4 million for other capital improvements including:

1. SCADA (Supervisory Control and Data Acquisition) System, along with integrated Outage Management System which will enable dispatchers to identify location of outages reducing line personnel response time.
2. \$600,000 invested in a Central Dispatch and Customer Call Center to provide around-the-clock service for emergency outage calls.
3. New \$1.7 million Cleveland Customer Service Center.

These are just some of the highlights of the year. Although we have had a successful year, and our accomplishments are worthy of recognition, we can not idly rest on our laurels. There is still a big job to do. As our region continues to grow as new industries locate in our service area, and new residential developments are established, Volunteer Energy Cooperative must be prepared to meet the challenge.

With the leadership provided by the Board of Directors, and the commitment of our employees, I am confident we can.

*Decatur Lions Club members stayed busy serving annual meeting attendees a delicious pancake breakfast. From left are Lions' Club members Julie Scott, Betty Jarvis and David Robinson.*

*VEC customers took advantage of the free health screenings provided by Athens Regional Medical Center's staff and Dr. Shane Roberts.*

# VEC Customers *Share*

*The VECustomers Share Foundation Board awarded grants of \$27,600 in September. The total amount awarded through September is \$406,215.*

*VECustomers Share is a non-profit, tax exempt charitable organization covering a 17-county area. The foundation's funds are derived from Volunteer Energy Cooperative members who allow their electric bills to be rounded up to the nearest \$1. The additional amount goes into the VECustomers Share fund, which is administered by the foundation's board of directors, whose 12 members serve as volunteers.*

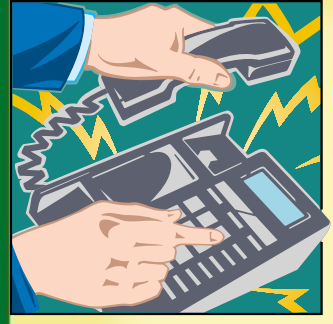
*VECustomers Share contributions average 50 cents per month or \$6 a year for each participating residential customer. The deadline for grant applications is the last day of each month. For additional information, contact Erbin Baumgardner, manager of member services, at 423-334-7050. Organizations receiving grants in September include:*

McMinn HS Lady Cherokee Softball Boosters	\$ 680.00
West Fentress Fire Hall/Disaster Shelter	\$2,000.00
Flint Springs Ruritan Club	\$2,000.00
Chattanooga Area Food Bank	\$ 680.00
Pickett County Sr. Football Booster Club	\$1,340.00
Hilltoppers, Inc.	\$ 800.00
Pickett County Band Boosters	\$1,340.00
Hanging Limb Community Rec. Center	\$2,000.00
Charleston Elementary PTO	\$ 680.00
Pine Grove Fire District Assoc. Inc.	\$2,000.00
Jamestown Garden Club	\$ 680.00
Athens Area Chamber of Commerce	\$ 680.00
Midway Quarterback Club	\$2,080.00
Oak Grove School P.A.T.	\$ 680.00
Families and Schools Together (FAST)	\$ 600.00
Birchwood Elementary PTA	\$2,000.00
McMinn Area Cancer Relief Fund	\$ 2,000.00
Living Bread Ministry	\$ 680.00
Riceville Elementary School PTO	\$2,000.00
Muddy Pond Volunteer Fire Department	\$ 680.00
South Cumberland Elementary Discovery Club	\$2,000.00

*The Riceville Elementary School PTO was awarded a grant of \$2,000 to purchase computers and a workstation for a special reading program for grades one through three. Accepting the grant are, back row from left, Principal Mike Frazier, Nell Whitaker, VEC Customers Share Director, Diana White, PTO President, and Donna Bridges, PTO Treasurer. On the front row, from left, are students Jessica Murillo, English Derrick, Patrick Priest, Bo Marshall and Will Zabo.*



## GUIDE TO USING VEC AUTOMATED PHONE SYSTEM



Volunteer Energy Cooperative's new automated phone system is designed to help you reach your intended party quickly. For the fastest service, it is important for you to understand how the system works.

When you call your local service center, you will hear a message. There are several options from which to choose:

- Press 1** ➤ To report power outages or hazardous conditions
- Press 2** ➤ To start, end or transfer services
- Press 3** ➤ To ask about billing questions or disconnection
- Press 4** ➤ To ask about products and services
- Press 5** ➤ For company directory

In order to have your call answered as quickly as possible, use this menu. Calls routed through this menu are given priority over those that are routed through other means. Pressing 0 for the company operator will give your call a lower priority and you may have to wait longer for your call to be answered. The system is designed to route calls to employees who are specially trained to handle your question. You will receive better information and reduce the number of times your call needs to be transferred. By designing the system this way, VEC has ensured that your question will be addressed in a more personalized manner.

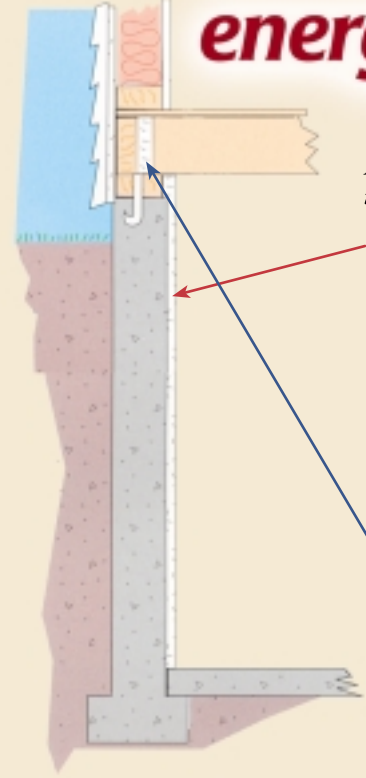
**Volunteer Energy Cooperative Service Centers**

Benton	338-2569	
Byrdstown	864-3685	
Cleveland	476-6571	
Crossville	484-3527	1-800-431-7908
Decatur	334-5721	1-800-526-8349
Georgetown	344-8382	
Jamestown	879-5853	
Monterey	839-2217	
Spring City	365-5220	



## energy right® TIPS

### Basement Insulation



Homes with heated basements can lose a lot of energy through the foundation walls.

- For best basement insulation method use foam insulation board (polystyrene)
- Install at either exterior or interior surface of the foundation
- Foam insulation board (2" extruded polystyrene) stands up to moisture better than wood frame walls or fiberglass insulation
- Insulate rim joist pockets with sprayed foam insulation or insulation board (moisture could collect behind fiberglass causing mold and rot damage)
- Keep exterior runoff away from your home by sloping the ground away from foundation; make sure downspouts carry water away from foundation