

VEC bills are coming HOME

In the Wizard of Oz, Dorothy learned that there's no place like home. Now, when you use the envelope provided with your VEC statement, you will be sending your bills home.

In an effort to improve service to customers, VEC payments mailed in the envelopes we provide now come directly to VEC offices in Decatur, Tennessee. This will ensure shorter delivery, more efficient posting of payments, and another convenient bill payment option for our customers.

You can now be sure that payments mailed in this envelope receive immediate attention by our employees and, if a problem ever arises, issues can be resolved quickly.

Use your VEC-provided envelope and send your payments back home!



VolFirst.net offers discounted internet service

In an effort to support those who make valuable contributions to our communities, VolFirst.net offers special discounted rates to teachers, college students and faculty members, and churches. These rates include an unlimited access dial-up account with up to 5 email addresses. The discounted rates are:

- \$14.95 per month for college students, college faculty members, and K-12 teachers and teacher aides
- \$9.95 per month for churches

The regular price of VolFirst.net Internet services is \$19.95 (paid with cash or check) or \$17.95 (paid automatically by credit card). More information on how to qualify for the special rates is available at your local VEC service center.

Sign up is easy – call (toll-free) 1-866-234-9539.

www.vec.org

vec@vec.org

Lillard-Shadow Scholarships Recognize Student Volunteerism

VEC is now accepting applications for the Lillard-Shadow Scholarship program. Awards of up to \$2,000 each will be presented to four high school seniors who graduate in the spring of 2003 from high schools in the VEC service area.



Jonathan Crabtree (York Institute in Jamestown), and Carrie Michelle Kallstrom (Meigs County High School), received Lillard-Shadow Scholarship certificates. Also receiving scholarships were Anita Dunn (Polk County High School) and Jamie Osborne (Monterey High School).

Criteria for awards will be the community service activities and citizenship (30%), written communication skills (30%), academic achievement (25%), and financial need (15%).

Eligible students are those whose parents or guardians are VEC electric customers and who attend a high school in the VEC area. Each award will be \$500 per semester, renewable for up to four semesters.

Applicants must complete a scholarship packet and return required materials by March 3, 2003. Scholarship packets are available in high school counselor's offices and at VEC service centers.



STATEMENT OF NONDISCRIMINATION

Volunteer Energy Cooperative is the recipient of Federal financial assistance from the Rural Utilities Service, an agency of the U.S. Department of Agriculture, and is subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, as amended, and the rules and regulations of the U.S. Department of Agriculture which provide that no person in the United States on the basis of race, color, national origin, age or disability shall be excluded from participation in, admission or access to, denied the benefits of, or otherwise be subjected to discrimination under any of this organizations programs or activities.

The person responsible for coordinating this organization's nondiscrimination compliance efforts is William M. Buchanan, President/CEO. Any individual, or specific class of individuals, who feels that this organization has subjected them to discrimination may obtain further information about the statutes and regulations listed above from and/or file a written complaint with this organization; or the Secretary, U.S. Department of Agriculture, Washington, D.C. 20250; or the Administrator, Rural Utilities Service, Washington, D.C. 20250. Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible.

JANUARY 2003

POWERLINES

News and Information for Volunteer Energy Cooperative Customers



Unselfish Cooperation

by Bill Buchanan, President/CEO

Whenever disaster strikes a community, inevitably, the good rises up to fill the void left by loss and destruction.

Such was the case on Sunday, November 10, when a series of severe storms and tornadoes swept across Volunteer Energy Cooperative's system. Although the communities in Cumberland County were hardest hit, destruction occurred in several areas VEC serves, including Polk, Bradley, McMinn, Meigs and Roane counties.

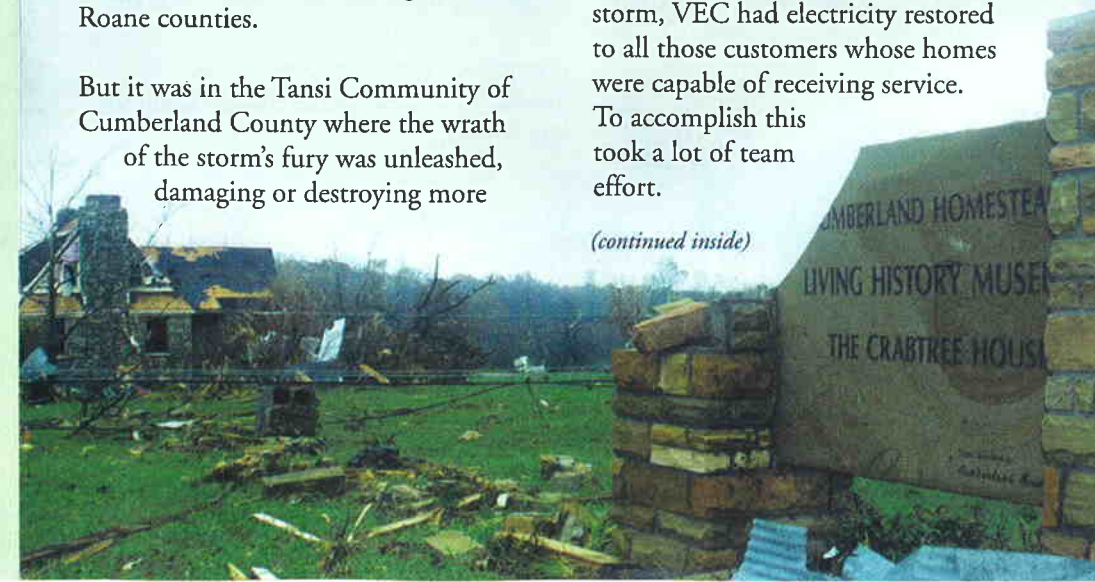
But it was in the Tansi Community of Cumberland County where the wrath of the storm's fury was unleashed, damaging or destroying more

than one hundred homes and killing five people.

Some 16,000 customers were left in the dark when the tornado twisted off 70-foot poles, which carried a major transmission line. In all, 120 poles were down and nearly 10 miles of power lines were twisted up like spaghetti in broken trees and debris.

By Thursday night, four days after the storm, VEC had electricity restored to all those customers whose homes were capable of receiving service. To accomplish this took a lot of team effort.

(continued inside)



Unselfish Cooperation (continued)

I can't say enough about our employees who worked long hours late into the night to rebuild the system. VEC crews from Crossville, Decatur, Cleveland, Spring City, Monterey, Jamestown and Byrdstown contributed to this effort.

Others lending support were Dillard Smith Construction Co., Pike Construction Co. and TVA line crews. Our neighboring cooperative, Upper Cumberland EMC, also sent crews to assist.

Before we could begin building back lines, trees and debris had to be removed. Seelbach & Company provided several crews to clear away trees. The Cumberland County Highway Department and Crossville Public Works used heavy equipment to open up roads so our equipment could get through.

The Cumberland County Sheriff's Department, Crossville Police and Tansi Security maintained traffic control, along with the local rescue squad and city and county fire departments.

Individuals brought food and drink to the workers, pitched in with chain saws and helped direct traffic.

It was a cooperative effort, where communities came together to help their neighbors, those who were less fortunate.

If any good can come out of such destruction, it was that demonstration of unselfish cooperation.

VEC Customers Share

The VECustomers Share Foundation Board awarded grants of \$34,450 in October and \$35,600 in November. The total amount awarded through November is \$475,255.

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 Connie Landrum in the Member Services Department at 423-334-7051.

Organizations receiving grants in October include:

Obed Headwaters School	\$ 200.00
Claxton Community Volunteer Emergency Services	\$ 1,500.00
Rogers Creek Youth Football & Baseball	\$ 500.00
Hospice of Cumberland County	\$ 2,800.00
Meigs County Sportsman Association, Inc.	\$ 1,000.00
Hwy. 58 Volunteer Fire Department, Inc.	\$ 2,000.00
Bradley County FOP #59	\$ 1,500.00
Old Fort Community Center	\$ 2,000.00
Ten Mile Dizzy Dean Baseball	\$ 1,000.00
Prospect PTO	\$ 1,500.00
Allardt Volunteer Fire Department	\$ 1,000.00
Armathwaite Fire Department	\$ 1,000.00
Pickett County Cheerleading Booster Club	\$ 2,000.00
Amvets Post #90	\$ 1,500.00
Fellowship of Christian Students	\$ 2,000.00
Tri-County Center	\$ 1,000.00
Reinbow Therapeutic Riding	\$ 1,500.00
Meigs Ministries	\$ 1,500.00
Traditional Music Resource Center, Inc.	\$ 500.00
Ooltewah High School PTSA	\$ 1,000.00
South Cumberland Elementary Chess Club	\$ 450.00
Fentress County Food Bank, Inc.	\$ 2,000.00
Idlewild Fire Department	\$ 1,500.00
Tri-State Resource and Advocacy Corp., Inc.	\$ 500.00
Rhea County Rescue Squad	\$ 1,000.00
Pleasant Hill Elementary Explorers Science Club	\$ 1,500.00

Share funds tornado relief effort

The VECustomers Share Foundation Board awarded \$35,600 to the Salvation Army of Cumberland County to aid victims of the November 10 tornado. The Board voted unanimously to use the contributions that were received in October to help in this worthy effort. From left are: Roger Thackston, VECustomers Share Board member; Randy Bond, VEC Board member; Mike Steinmann, president of the Salvation Army of Cumberland County; Maj. Dewey Alderson, Salvation Army; Mickey Eldridge, vice president of the Salvation Army of Cumberland County; Bobby Randolph, VEC Crossville area manager; Pauline Sherrer, VECustomers Share Board member; Laney Colvard, Jr., VEC Board member; and Bill Buchanan, president and CEO of VEC.



Baby, it's COLD outside!

VEC customers can get paid for replacing an electric heat pump!

You can stay warm and save money by installing a new electric heat pump with a more energy-efficient design. Customers of VEC who replace an old heat pump with a new model and finance the purchase through VEC can qualify for a \$200 rebate.

The rebate program requires that a TVA-certified Quality Contractor install a new heat pump with 12 SEER rating or above. This program is designed for existing homes, but VEC also has a rebate program for all-electric new home construction.

Loan applications, a list of certified contractors, and details about both the new and existing home programs are available at any VEC service center.

