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Phyllis Legg Retires

Phyllis Legg, manager of management information services at VEC, retired on January 1, 2003. Ms. Legg began her employment at VEC in May 1956 and had been continually employed since that time.

When Ms. Legg came to work at VEC, the system consisted of about 20,000 customers; it has nearly quadrupled since then. She saw the processes of billing move from a hand operated ledger system to a fully automated process. Ms. Legg worked in a variety of positions at VEC, which gave her familiarity with overall operations at the cooperative and allowed her to understand the needs of different departments.

Ms. Legg said that her years at VEC brought "numerous milestones and personal highlights" and is especially grateful for the opportunity she was given to manage the information services department. "It is important that the loyal fellow employees with whom I worked closely understand how grateful I am to them. They went out of their way to make our team extremely effective," she said. The many VEC employees with which Ms. Legg worked throughout the system, she said, were "instrumental in making my years with VEC satisfying and fulfilling. It is the people of VEC that I will miss the most."

Ms. Legg has a daughter, Judy Ann, who holds B.S., masters, and educational specialist degrees from UT-Knoxville. Her son-in-law, Richard Margiotta, is a graduate of the State University of New York - Albany and has masters and Ph.D. degrees from UT-Knoxville. Ms. Legg enjoys granddaughter Ann, a first grader at Webb School in Knoxville. Ann, Legg said, has "managed to weave a web of enchantment around everyone in her world - myself included."

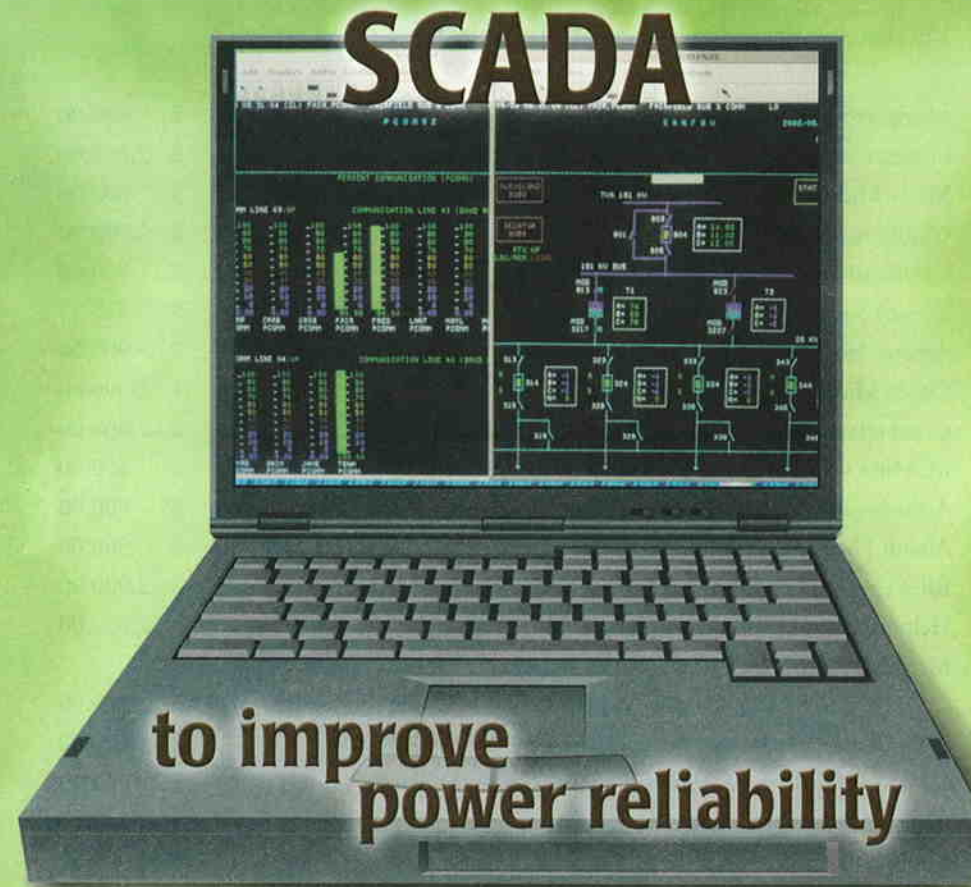
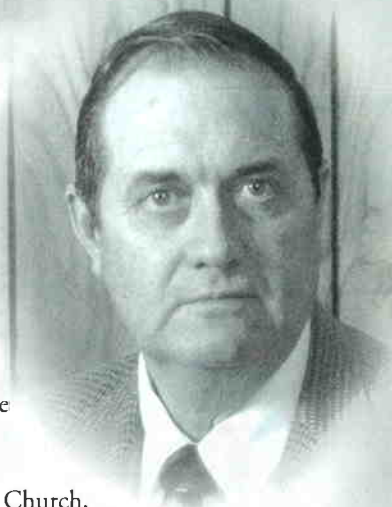
VEC Board Member Humberd Passes Away

Bill G. Humberd, a member of the VEC Board of Directors since 1985, passed away January 7, 2003. He was active in local government and served 12 years on the Bradley County Quarterly Court (now the Bradley County Commission).

VEC President William Buchanan says that the VEC family has lost a good friend. "Bill was very committed to the cooperative principles and a wonderful part of the community," he said.

Humberd, a member of Sugar Creek United Methodist Church, attended Bradley County schools and the University of Tennessee. He was named to the Bradley County Agricultural Hall of Fame in 1998.

He is survived by wife Sue, sons Scott and Les of Cleveland, daughter Karen Branum of East Ridge, sisters Gaynelle Humberd of Cleveland and Kathryn Sutton of Newport, and brother Layton of Jonesborough. He is also survived by five grandchildren and one great-grandchild.



Installation of the Supervisory Control and Data Acquisition (SCADA) system is ongoing at VEC. Currently 17 of the 30 substations are connected to the system and the remaining stations are scheduled to be connected this year. SCADA allows VEC employees to monitor activity at these substations from remote locations. They can then spot potential problems and manage power loads without having to physically visit the substation. This can prevent some outages by identifying and correcting problems before an outage occurs. In the event of an outage, SCADA provides valuable information to line crews that they can use to pinpoint the problem area. Valuable time is saved and power can be restored more quickly.

According to Rody Blevins, manager of system planning and engineering at VEC, the original SCADA software is a template that is customizable for a variety of situations. "It took literally hundreds of hours of work for our engineers to load VEC equipment information into this system," he said.

The SCADA center is maintained on two powerful computers at the VEC corporate office in Decatur. Measures are in place for backup and emergency operation so that the system is accessible when it is needed most. The system "talks" almost continuously to each substation through a system of communications lines, relaying information that can be accessed at each VEC office. Crews get real-time information that helps them make scheduling and preventative maintenance decisions.

A Time to Reflect

by Bill Buchanan, President/CEO

Now that 2003 is in full swing, I have had time to reflect on 2002 and the accomplishments of Volunteer Energy Cooperative during the past year. I am continually amazed at the changes that occur in a few short months.

I am very proud of the upgrades to our system that we completed in 2002. Last year saw the completion of 3 new substations in Campbell Junction, West Crossville, and Benton. These facilities represent a combined investment of \$4.4 million and a marked increase in capacity and reliability for residential and commercial customers of VEC.

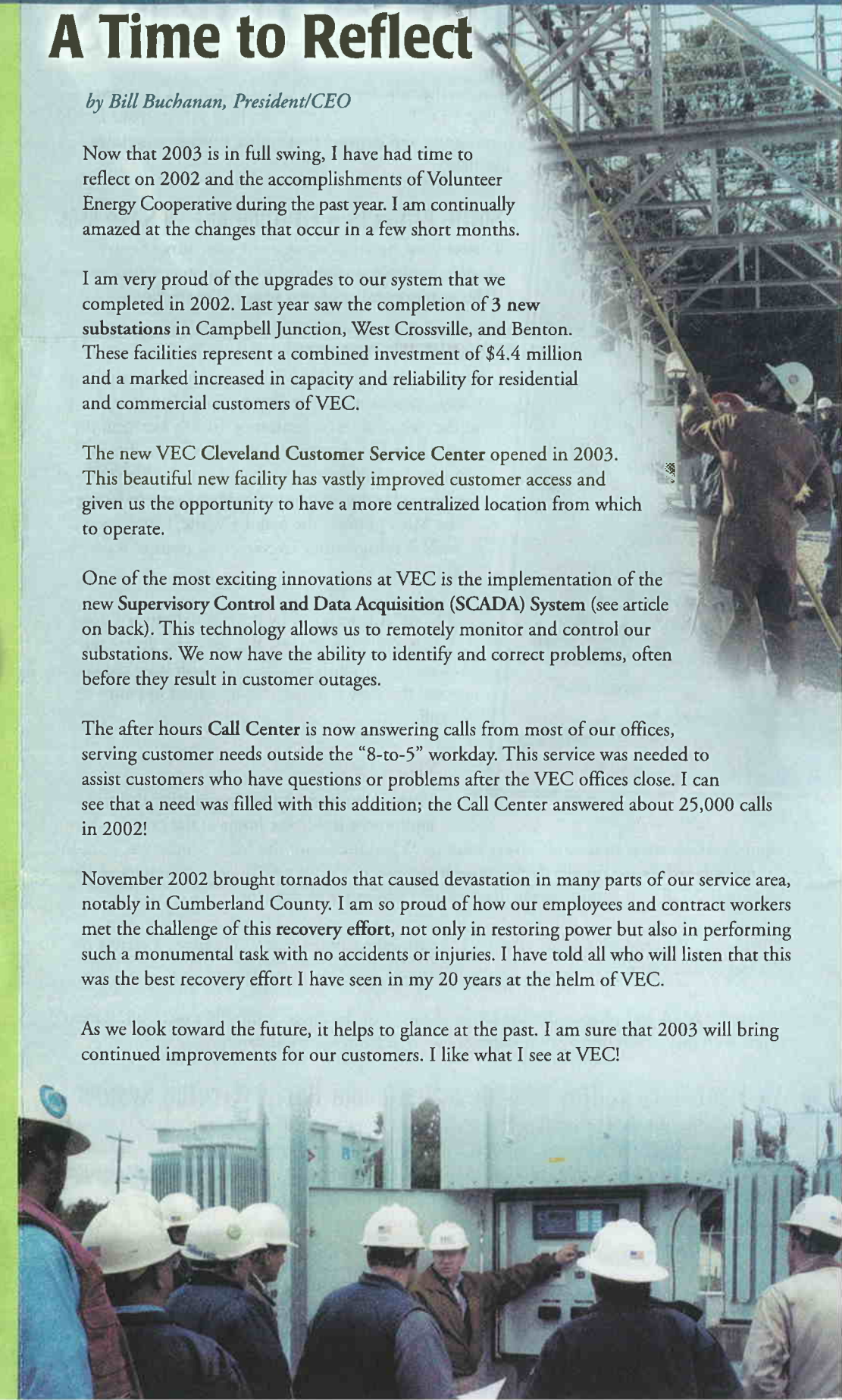
The new VEC Cleveland Customer Service Center opened in 2003. This beautiful new facility has vastly improved customer access and given us the opportunity to have a more centralized location from which to operate.

One of the most exciting innovations at VEC is the implementation of the new Supervisory Control and Data Acquisition (SCADA) System (see article on back). This technology allows us to remotely monitor and control our substations. We now have the ability to identify and correct problems, often before they result in customer outages.

The after hours Call Center is now answering calls from most of our offices, serving customer needs outside the "8-to-5" workday. This service was needed to assist customers who have questions or problems after the VEC offices close. I can see that a need was filled with this addition; the Call Center answered about 25,000 calls in 2002!

November 2002 brought tornados that caused devastation in many parts of our service area, notably in Cumberland County. I am so proud of how our employees and contract workers met the challenge of this recovery effort, not only in restoring power but also in performing such a monumental task with no accidents or injuries. I have told all who will listen that this was the best recovery effort I have seen in my 20 years at the helm of VEC.

As we look toward the future, it helps to glance at the past. I am sure that 2003 will bring continued improvements for our customers. I like what I see at VEC!



Now is the time to Prepare for Spring THUNDERSTORMS

Spring is the time for unstable weather in the Tennessee Valley. VEC has products that can help protect your family from injury and damage that spring storms sometimes produce.

Surge Protection Equipment Can Save \$\$\$\$

Protect your electrical equipment with Surge Sentry™ devices, available at your local VEC customer service center. The system consists of two stages of protection.

Stage #1

VEC's Surge Sentry™ protection program begins with the meter socket adapter (MSA). This device is placed at the electrical service entrance directly between the meter base and the meter. The MSA is specifically designed to prevent external catastrophic, high-voltage spikes and surges from entering your home or business. The MSA protects the major ("white") appliances such as refrigerators, freezers, heat pumps, washers, dryers, etc.

The MSA is installed by trained Volunteer Energy Cooperative employees. You lease the device for \$5.95 per month (initial 36-month lease required) and the lease is automatically added to your bill.

Stage #2

Plug-in suppressors protect sensitive electronic equipment inside the home at the points where

equipment connects to interior power sources. When used with the MSA protection, plug-in suppressors reduce potentially damaging voltage spikes to levels safe for your computer system, television, VCR, telephone, garage door opener, and other equipment.

Plug-in devices are available for sale at VEC customer service centers. There are a variety of devices to meet your needs.

When the MSA and plug-in devices are used together, the Surge Sentry™ protection system offers warranty protection against damage incurred from electrical surges.

WeatherAlert Radios Provide a Household Early Warning System

Severe weather can develop quickly. The Midland WeatherAlert radio can advise you of inclement weather and other emergencies, 24 hours a day. This radio can be programmed to your specific area and will alert you with a voice or multi-tone alarm when a watch or warning is issued.

A digital panel provides you with information about the warning.

It includes a battery backup to keep the radio working during power outages.



The WeatherAlert radio is \$69.95 and is now available at all VEC customer service centers.

VECcustomers Share

VECcustomers Share Grants Funded – January Meeting

Mayland Senior Citizens, Inc., Crossville	\$ 900.00
Pickett County Junior High Boys Basketball Boosters, Byrdstown	\$ 2,000.00
Meigs Middle School Cheerleading Booster Club, Decatur	\$ 900.00
Chilhowee Middle School PTO, Benton	\$ 2,000.00
Cleveland High School Girls Basketball Booster Club, Cleveland	\$ 900.00
Sammy Sedman Chess Club, Harrison	\$ 839.25
Athens Area Council for the Arts, Athens	\$ 900.00
Ocoee Middle School PTO, Cleveland	\$ 2,000.00
Cumberland County Rescue Squad, Crossville	\$ 2,000.00
McMinn County Living Heritage Museum, Athens	\$ 460.00
Armathwaite Fire Department, Allardt	\$ 900.00
Allardt Fire Department, Allardt	\$ 900.00
Rhea County Rescue Squad, Spring City	\$ 2,000.00
Helping Hands Ministry, Ooltewah	\$ 2,000.00
McMinn County SkillsUSA -VICA Alumni and Friends Chapter, Athens	\$ 900.00
Meigs County Historical Society, Decatur	\$ 2,000.00
Calhoun Charleston Food Bank, Calhoun	\$ 900.00
Riceville Fire Department, Riceville	\$ 2,000.00
Clarkrange High School Chess Team, Clarkrange	\$ 2,000.00
Monterey Senior Citizens, Monterey	\$ 900.00
Monterey Food Bank, Monterey	\$ 2,000.00
CCHS Advanced Choir Booster Club, Crossville	\$ 2,000.00
SETHRA, Decatur	\$ 900.00

The Riceville Fire Department received a \$1,500 VECcustomers Share grant in January. VECcustomers Share board member Nell Whitaker presents the grant to Riceville Fire Department Firefighter Jody Jennings and Captain Jim Ross.



Pole Inspection Program Targets 10,000

Approximately 10,000 power poles in Hamilton, Meigs, and McMinn counties are targeted for inspection this year. This process includes mapping pole location using advanced global positioning system (GPS) technology. This data will be used to update VEC system maps. Crews will also be inspecting each pole, digging to a depth of 18", and treating them with chemicals that retard decay and repel insects. Because a vast majority of pole failures are a result of rot at the ground level, this process is expected to extend pole life by 10 years. Southeast Woodland will be assisting VEC with this project.

