

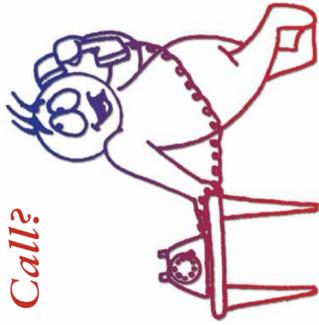
## Have a Problem? Who Ya Gonna Call?

Volunteer Energy Cooperative (VEC) customers are in a unique position in that we are not only VEC customers; we are members and owners of the company.

There are many benefits that go along with doing business with a company in which you are a part owner. A major benefit is that if a problem should arise, the employees responsible for solving the problem work for you.

With these rights of ownership/membership at our disposal, it makes little sense to seek out an outside party to resolve a problem.

"When one of our member/owners has a problem, no one wants to see that problem corrected any more than we do," said VEC President & CEO Bill Buchanan. "We just need to know about it."



Buchanan said there have been instances in which customers have failed to report a problem to VEC but have instead contacted newspapers or television stations to report the situation.

"That's frustrating for everyone," Buchanan said. "It's frustrating for us because we may first learn about the problem from the media. And it's frustrating for our member/owner because it just takes that much longer for the problem to be fixed. There's a good chance we won't read or view the media report, so we still won't know about the problem."

Members/owners experiencing service problems need only phone their local VEC Customer Service Center. If the problem is not solved, please call again to let service personnel know the repairs that were made did not solve the problem. Sometimes crews can only isolate problems through a trial and error process, so it's important to keep the lines of communication open.

Buchanan also said in the event of a persistent problem, members/owners are encouraged to report the situation to our corporate office so managers can get involved in the problem-solving process.

"No one else is committed to the satisfaction of our members/owners as much as we are," Buchanan said. "If you have a problem with your electric service, please call us and let us know."

## You Can Get a Free Water Heater!

Volunteer Energy Cooperative (VEC) is offering a free 50 gallon Whirlpool water heater for customers who install a qualifying heat pump through October 31. For details on how to get your free water heater, call your local VEC Customer Service Center. VEC's Marketing and Economic Development Department at 423-334-7051, or one of the Quality Contractor Network members listed below.



Action Heating & Cooling, Inc.  
A-Team Heating & Cooling  
Petric Heating & Cooling  
Crossville  
Hixmasse Mechanical  
Benton  
Cleveland  
Chase Heating & Air Conditioning  
Mechanical Systems  
C & E Heating & Air Conditioning  
Melvin Martin Heating & Air  
Miller Heating & Cooling  
Crossville  
Jamesstown  
Crossville  
Benton  
Cleveland  
Athens  
Sweetwater  
Crossville

**www.vec.org** **vec@vec.org**  
**VEC**  
VOLUNTEER ENERGY COOPERATIVE  
*Powerlines is produced by the Volunteer Energy Cooperative's Marketing & Economic Development Department as a service to customers. Comments and suggestions can be e-mailed to vec@vec.org or mailed to VEC Marketing & Economic Development Department, P.O. Box 277, Decatur, TN 37322.*



## Bits and Pieces

by Bill Buchanan, President/CEO

### Now is the Time to Participate

Although the weather still feels like summer, this is the time of year that our thoughts are turning to fall. School is already in session, or will shortly be, and many are hopeful for a good season for their favorite football team.

Before things get too hectic this fall, please make a point to mark October 2nd on your calendar. This is the date for this year's Volunteer Energy Cooperative annual meeting. It will be held in Decatur, birthplace of the cooperative and home of the corporate office. Details are elsewhere in this issue.

The annual meeting is the perfect time to learn more about VEC. At this event you can meet your cooperative employees, get details about new and existing products and services, and hear a recap of the year. Of course, there will be food and fun. But the most important part of the cooperative annual meeting is to generate participation in the process by individual members.

More than ever before, it is important that all cooperative members understand their relationship to VEC. It is vital that we are able to teach our younger members why being a member, rather than simply a customer, is so special.

So, come out to the VEC annual meeting on October 2nd. I look forward to seeing you there!

### Summer Storms Affect VEC Customers

In July, weather was our prime concern. Several weather-related outages occurred throughout the service area. In mid-July, an especially violent and widespread storm ripped across most of the VEC service area. Because this storm took a southerly track from Kentucky into Georgia, it affected nearly all of our customers in one way or another. In its wake, about 41,000 of the 100,000 VEC customers were left without power.

The storm contained very little rain; its punch came from extreme winds. Trees were blown over by the hundreds and power poles were literally snapped in half. Once again, VEC employees and contractors met the challenge. Crews worked long hours to restore power to our customers. Our customer service staffs sacrificed sleep and meals just to ensure that work was done as quickly as possible.

Thanks for your patience and understanding during this difficult time!

## September 2004 POWERLINES

## Encore!

### James Rogers Returning to Headline VEC Annual Meeting for Third Year

It's true - You never can get enough of a good thing.

By popular demand singer/songwriter/entertainer extraordinaire James Roger will be highlighting Volunteer Energy Cooperative's 68th Annual Meeting on Saturday, October 2 at Meigs County Middle School.

"Our members enjoyed James so much last year and at the 2000 Annual Meeting, we are very pleased that we were able to get him to come back again this year," said VEC President/CEO Bill Buchanan. "He is a terrific entertainer and I hope all our members will come out and enjoy this special treat with us."

Rogers, who grew up in the Chattanooga area, has carved a reputation as one of America's most influential writers of patriotic songs. His song "Fly Eagle Fly" was selected as the Bicentennial song for the State of Tennessee and is now one of Tennessee's official state songs. The Air and Army National Guard adopted Rogers' "I Guard America" as their national anthem. His song "Save the Eagle" was selected as the theme song for the American Eagle Foundation and helped launch the effort to create the Dollywood National Eagle Sanctuary.

Rogers has performed at Silver Dollar City, Dollywood, Music Mansion, The Grand Old Opry, Caesar's Palace in Las Vegas, and Chattanooga's Riverbend Festival.

He is known for involving the audience in his intimate shows that combine singing, instrumental solos, and a generous helping of humorous down-home banter.



James Rogers will headline Volunteer Energy Cooperative's 68th Annual Meeting in Decatur on October 2nd.

## Dear Cooperative Member:

The 68th Annual Meeting of the Members of Volunteer Energy Cooperative will be held at Meigs County Middle School beginning at 10 a.m. EDT, on Saturday, October 2, 2004.

The following action is to be taken: To consider reports of officers and to transact all business which may come before a regular Annual Meeting.

**Kenneth Vaden**  
Secretary-Treasurer

**VEC Customers Share**  
*VEC Customers Share  
 A Little Can Go a Long Way*

*VEC Customers Share Board Members Pauline Sherret, left, and Roger Thackston, present grant checks to representatives from American Legion Post 238, Senior Citizens 127 South, and Art Circle Public Library.*

## Reporting a Power Outage Properly Helps get Electricity Back on *Fast*

Please follow these steps to make sure your power outage is responded to quickly:

1. Verify your phone number on your next electric bill. If you skip this step, you will be unable to report a power outage using the automated system.
2. If your power goes out, simply call your local VEC Customer Service Center from the phone number you verified on your electric bill. The system will record your outage with just a few simple steps. It is very important that you call from the phone number on the electric bill for the location where the power is out in order to use the system most efficiently.
3. If you must call from a different phone, please follow the prompts carefully. The system will tell you the number you are calling from is not in the system and it will give you the opportunity to enter the account number or phone number that is matched with your electric account. This is required if you are calling from a cellular phone.
4. If you are calling from a phone number matched to another electric account, you will have an opportunity to tell the system the power is off at a different location and enter the appropriate account number or phone number for that location.

### Helpful hints:

- Always try to call from the phone number associated with your electric account. Make sure you have at least one phone in your home that does not require electricity to work. Remember, cordless phones require electricity.
- If you must call from another phone number, be prepared to enter the appropriate account number or phone number. This is important to remember if you must call from a cellular phone.

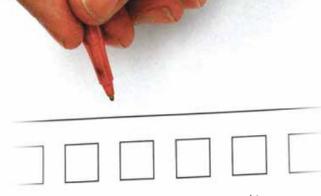
### Why does VEC have an automated system?

- **To save you faster.** While you are reporting your outage on the automated system, the VEC dispatcher is calling crews to go fix the problem.
- **To gather information quickly.** If you have verified your phone number on your electric bill, when you call in, VEC will immediately know where you live and other information related to your account that is necessary to restore power.
- **For customer convenience.** Reporting an outage at a place where the phone number is correct in our system is fast and easy.

## Board of Director Ballots are Coming to Bledsoe and Rhea Counties

Volunteer Energy Cooperative (VEC) customers in Bledsoe and Rhea counties should be watching their mailboxes. Ballots for the VEC Board of Directors contested District 6 position will be mailed in early September.

Only members/customers in District 6, which covers Bledsoe and Rhea counties, will be receiving ballots because the District 6 position is the only contested race this year. One ballot per household/membership will be mailed and the ballots should be completed and returned no later than September 22.



## You are cordially Invited ...

### VEC Annual Meeting Saturday, October 2, 2004 Meigs County Middle School

Registration and breakfast begin at 8 a.m. EDT  
 Meeting begins at 10 a.m. EDT  
 Entertainment begins at 11 a.m. EDT.



- Free pancake breakfast provided by the Meigs County Lions Club.
- Free flu vaccinations by Dr. Shane Roberts and staff.
- Entertainment by James Rogers.
- VEC program and service displays.



- Door Prizes and Goody Bags!
- Annual cooperative update by President/CEO Bill Buchanan.

Any members/customers who require special accommodations for the event should phone the Marketing/Economic Development Department at VEC's Corporate Offices in Decatur at 423-334-7051. Every effort will be made to accommodate any and all special needs.

**Highway 68 Over Watts Bar Dam Closed**  
 If you'll be traveling from or through Crossville on your way to VEC's Annual Meeting, remember that Highway 68 over Watts Bar Dam will be closed. Getting around the construction is no problem, however. Just stay on Highway 27 until you get to the intersection with Highway 30 in Dayton. Turn left on Highway 30 and that will bring you right into Decatur.

Bring this form with you on October 2 – You must be present to win

### VEC Annual Meeting Registration / Door Prize Form

This will be your official registration form for the Annual Meeting door prizes. Please write your name and account number in the spaces provided below. Your account number can be found on your billing statement.

Name: \_\_\_\_\_

Account Number: \_\_\_\_\_

## Absolute Auction Volunteer Energy Cooperative to Sell Surplus Vehicles

Volunteer Energy Cooperative (VEC) will sell surplus vehicles and equipment at absolute auction on Saturday, October 9, 2004 at VEC's Decatur Customer Service Center on Highway 58 North in Decatur.

The sale is slated to begin at 10 a.m. (ET). Vehicles for sale will be available for inspection from 1 p.m. to 6 p.m. (ET) on Friday, October 8 at the same location. All vehicles purchased must be paid for on the day of the sale by cash or check.



Volunteer Energy Cooperative will be offering surplus vehicles like the ones pictured for absolute auction. Following is a partial list of vehicles to be auctioned\*:

- |                                            |                                  |
|--------------------------------------------|----------------------------------|
| 1997 Chevrolet 4WD Truck                   | 1994 Chevrolet 1/2 ton           |
| 1998 Chevrolet Blazer 4WD 144,670 miles    | 1998 Chevrolet 4x4               |
| 1996 Chevrolet 4x4 173,839 miles           | 1999 Chevrolet 4WD Truck         |
| 1993 Chevrolet 4WD 120,546 miles           | 2002 Chevrolet 1/2 ton           |
| 1995 Chevrolet 4WD 161,504 miles (Wrecked) | 1996 Ford 4x4 Ext. Cab           |
| 1998 Chevrolet PU 121,558 miles            | 1995 Chevrolet 4WD               |
| 1987 Chevrolet 4x4 55,735 miles C&C diesel | 1995 Chevrolet 4WD 152,241 miles |
| 1994 Chevrolet 1 ton with Uty. body diesel | 1995 Chevrolet C&C diesel        |
| 1995 Chevrolet 1 ton with Uty. body diesel | 1995 Chevrolet C&C diesel        |

\* We reserve the right to add or delete from this listing.