

VEC Holding Unclaimed Property



Volunteer Energy Cooperative (VEC) is holding unclaimed property of at least \$50 due to the persons listed below. The owner may claim this property by contacting VEC at the address and/or telephone number listed below:

Volunteer Energy Cooperative
18359 Highway 58 N.
P.O. Box 277
Decatur, TN 37322
(423) 334- 7017

If an owner has not contacted us by April 1, 2005 the law requires us to submit this property to the Tennessee Treasury Department Unclaimed Property Division.

Athens - Susie L Carver, Tennessee Wesleyan College, Gregory A Phillips, Daniel B Roach, Jeffany Thomas, Vickie Franklin, Carmen L Veney. **Benton** - Living Water Family Worship Ct., **Birchwood** - June Dishman. **Byrdstown** - Danny D Maynard. **Calhoun** - Joan Helen Bozaki. **Charleston** - Elbert L Ellis, Annette Morrow. **Chattanooga** - American Alternators. **Cleveland** - Angela S Peacock, William O Curtis, Jr., Veronica Gouge, Phillip W Daniel, Corey C Belcher, Ruben D Fernandez, Lynn A Farmer, C-21-All Stars Inc., Mandy Lenn Gartun, James R Weaver, Ronald D Haney, Jana R Williams, Carol L Massey. **Crawford** - Tabatha R Abston. **Crossville** - Crossville Catering, Aeroil Products, Crossville Arts Council, Patricia Smith, David W Hayes, Aleshia N Conatser, Charles A Goodman, Allen Rogers, Timothy A Matlock, John A Kistler, Tammy Ritecy, Place Of Refuge Church, Pamela King, Reba Holmes, Gerardo Flores-Romero, Mark Jim, Jeremy Jones, Mejia Efrain, Brenda Lair, Brandi Welch, Christina Dooce, Morelio R Lopez, Angela Kilby, Angel D Grogan, Saldivar & Smith. **Dayton** - Reba Gushwa. **Decatur** - Margaret L Henderson, Edward L Smith, James S Mckee, David Hawkins, Brandi Williams, Samantha R Carl, Michael A Vance, Chris N Roy, Helen Pavlisin, Jeffrey R Garner. **East Point, GA** - Carolyn L Parker. **Etowah** - Wanda S Murphy. **Evensville** - Jonas Owens, Daniel Cook.

Fairfield Glade - Maria Malone, Bob Northcutt. **Forest Lake, MN** - Jim Salmela. **Grandview** - Robert Sonigar, **Greensboro, NC** - Bank Of America, **Grimmsley** - Wayne Richards. **Jamestown** - Ellis Carpenter, Ronnie Stephens, Judith A Peary, Betty C Morrow. **Kalispell, MT** - Edward T Mitchell III. **Kingston** - Miranda James, Alvin Burgess, Mary Woodall. **Knoxville** - Ed Mayes. **Madisonville** - Allison D Clark. **McDonald** - Clark McDonald LLC. **Monterey** - Melissa M Shatzer, Patricia G Goff, Theodore Sanchez Jr, Michael P Rodriguez. **Old Fort** - Lyndsey M Freeman, Jason E Benefield, Clyde J Long II, Wesley A Mckee, Jonathan P. Collins. **Ooltewah** - Miles D Raborn, Dennis Winingen. **Pall Mall** - Anthony W Byers. **Philadelphia** - Allen J Henderson. **Riceville** - Rachel Lowe. **Ringgold, GA** - George M Gillilan. **Rockwood** - Zebulon Poore. **Sparta** - Wholesale Outlet, Emmett Kirk. **Spring City** - Gerald E Willard, Dawn M Jacobsen, Carl T Shumate, Cassandra L Tuller, Norma J Hill, Alvin G Farmer, Glenn & Diane McGee, Lozano Romeo II. **Sweetwater** - Kenneth M Lastinger. **Ten Mile** - Sandra Clark. **Terrell, TX** - William E Scott. **Trenton, NJ** - William Arrott Jr.

www.vec.org
VEC
VOLUNTEER ENERGY COOPERATIVE

vec@vec.org

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.



Taking Care of Business

by Bill Buchanan, President/CEO

At Volunteer Energy Cooperative, we have become skilled at multitasking (performing several different activities simultaneously). Keeping a reliable power supply flowing to over 102,000 customers in 17 counties involves much of our time, but parallel activities that are not as visible are important to our membership as well. Some of these include:

Where Does the Money Go?

A large portion of this issue of Powerlines is devoted to our effort to find individuals and businesses for whom Volunteer Energy Cooperative has unclaimed property. This property is in the form of checks that were sent but, for one reason or another, were never cashed. Most have been returned to us by the U.S. Post Office.

We are making an effort to locate these individuals by publishing their names in *Powerlines* and obtaining a correct address. We can then reissue the check and send it to the rightful owner. If your name is listed in this issue, please contact our Accounting and Finance department at 423-334-7017.

Preparing for the Legislative Rally

As this column is written, members of the VEC Board of Directors and management staff are preparing to participate in the Tennessee Electric Cooperative Association (TECA) Legislative Rally in Nashville. This is an annual event when we take the message of cooperative member/owners to our state lawmakers. On February 22, we will meet individually with legislators from the districts served by VEC and talk with them about issues of concern. These meetings are very helpful in fostering strong relationships between VEC and the people who govern our members. We are looking forward to making this trip, as we have for many years.

Planning for Growth and Reliability

Plant additions allow VEC to serve our membership growth needs and improve reliability to our customers. New substations are a large part of this. Currently, final work is being done on the feeder circuits out of our Hopewell (Bradley County) substation. Two more substations, one in Hamilton County and one in Cumberland County, will be in service this calendar year. But our work is not done. A new work plan will include a strategy for additional delivery points to assist high growth areas and to replace aging facilities.

New Technology

This spring our customer information system and our accounting system will be upgraded. The new computer interfaces will be improved and, once the initial training period is complete, will result in faster service for our members. Your monthly electric bill will be revamped into a format that is more understandable and easier to read.

Part of the satisfaction of working at VEC is knowing that work done behind the scenes helps to avoid problems in the future. We understand that, while some of our work is not always immediately apparent to our customers, it is all necessary for the smooth operations of VEC.

March 2005
POWERLINES

VEC Customers Share Board Member Wins Top Honor



Bill Sparkman, Bradley County's representative on the VEC Customers Share board of directors, receives a grant application during the January board meeting.

Bill Sparkman has been a part of the VEC Customers Share program since its inception in 2001.

But it was his efforts with another cooperative effort that earned him a statewide honor in November. Sparkman, who has been a leader in the Tennessee Farmers Cooperative since 1958, was awarded that organization's highest honor – the James B. Walker Cooperative Spirit Award.

Sparkman worked closely with the award's first recipient and namesake James B. Walker in founding the Bradley Farmers Cooperative in 1960. Sparkman served as manager of that organization until 1995 when he was elected into the Bradley County Agriculture Hall of Fame and began his service as director of the Bradley County Farm Bureau. Sparkman, a native of White County, Tennessee, earned a degree in agricultural science from Tennessee Tech and currently resides with his wife Mildred on their 169-acre farm near Cleveland.

The Sparkman's have two sons, Jimmy of Knoxville and Jon of Cleveland. Volunteer Energy Cooperative President and CEO Bill Buchanan said he is pleased but certainly not surprised to see Sparkman so honored.

"Bill's sincerity, business ability, and outstanding character are proof positive that nice guys don't always finish last," Buchanan said. "I am pleased to congratulate Bill on this honor. We are blessed to have Bill and people of his caliber serving on our VEC Customers Share Board."



Bill Sparkman is surrounded by most of his immediate family after receiving the 2004 Cooperative Spirit Award from Tennessee Farmers Cooperative. Sparkman, standing beside wife Mildred, holds grandson Eli in one arm and his plaque in the other. In front of them is another grandson, Ben. Sons Jimmy, left, and Jon, right, along with Jon's wife, Libby, are on the back row. Jimmy's wife, Stephanie, and their two children, Tanner and Taylor, are not pictured. (Photo by Mark E. Johnson)

VEC Customers Reach Out to Friends and Neighbors

VEC Customers Share

Volunteer Energy Cooperative (VEC) customers who pooled their pennies through the VEC Customers Share program in December helped fund grants totaling \$33,420. Since the inception of the program in October 2001, a total of \$1,273,972.20 in grants has been awarded.

The deadline for grant applications is the last day of each month. For additional information, contact Patty Hurley, vice president of Marketing and Economic Development, at 423-334-7050. Applications are also available online, at www.vec.org.

Following is a partial list of organizations receiving grants in December:

Friends of the Fentress County Library, Byrdstown	\$6,130
McMinn County Foster Care Association, Athens	3,000
The HOPE Center, Athens	2,500
Pickett County Band Boosters, Byrdstown	2,000
Boy Scout Troop 304, Ten Mile	2,000
Monterey Civitan Club, Monterey	2,000
Hospice of Cumberland County, Crossville	1,781
Ocoee Middle School PTA, Cleveland	1,500
W. Polk County Empty Stocking Fund, Benton	1,400
Tri-County Centet, Athens	1,320
Fair Park Senior Center, Crossville	1,219
Bradley County Scottish Rite, Cleveland	1,200
Am Vets Post 90, Decatur	1,000
7th & 8th Grade English Club, Byrdstown	1,000
Rural Cumberland Resources, Crossville	1,000
Luminary-Frostbite Volunteer Fire Department, Spring City	1,000
McMinn County Living Heritage Museum, Athens	700
Lake Forest Middle School PTO, Cleveland	500
Monterey Garden Club, Monterey	400
VFW, Ocoee	350
Polk County NW Firestation #5, Cleveland	300
Chestnut Community Club, Calhoun	300



VEC Customers Share Board Member Barbara Rector, left, presents a grant check to Martin Hall and Diane Hall of the Pickett County High School Band Boosters.



Use Emergency Generators Carefully

You can use a portable emergency generator to supply electricity to your appliances if an emergency exists during a power outage. But, if used improperly, they can kill you and the people who are working to restore power. They can also damage the appliances you connect.

Home emergency generators are usually powered by gasoline, which must be properly handled as well.

Connecting a generator to the main electrical supply for your house requires the services of a qualified, licensed electrician. **Before connecting the generator to your household circuit, notify your local VEC Customer Service Center.** If you connect an emergency generator to the main electrical supply coming into the house, the electrical generator could feed back into Volunteer Energy Cooperative's system and electrocute workers who are repairing the electrical lines.

Determining Wattage Requirements

You must also never exceed the rated capacity of your generator. Overloading can cause serious damage to the generator or appliances. Before operating a generator, list all of the appliances that are going to operate at the same time. Then determine the starting wattage requirements and the running wattage requirements. The starting load lasts only a few seconds, but is very important when figuring your total wattage to be used. Your generator must be rated to handle the total wattage.

Extension Cords

When using an appliance or tool at a considerable distance from the generator, a 3-wire extension cord that has a 3-prong grounding plug and a 3-slot receptacle that accepts the tool's plug should be used. A cord of adequate size must be used.

Under no circumstances should an extension cord be run from one house to another.

Make Sure VEC has your Correct Phone Number



When a power outage happens Volunteer Energy Cooperative employees want to restore your power as quickly as possible. And we know you want power restored as quickly as possible also.

To streamline the outage reporting system and speed up the power restoration process, VEC is using an Interactive Voice Response (IVR). The IVR system helps receive and organize outage reports so VEC crews can get power restored in the fastest and most efficient way possible.

The key to allowing the system to operate as efficiently as possible is having your correct phone number on file with VEC.

A quick call to your local VEC customer service center to verify that your correct phone number is on file can help us restore your power more quickly in the event of an outage.

And reporting an outage at a location where the phone number is correct in our system is fast and easy. During a major outage there may be many customers calling in to report an outage. If you are calling from a phone where the number is correctly linked with the outage location, you can report your outage in just a few seconds.

If your phone number has changed since you established service with VEC or if it has been a long time since you have verified your information on file, call your local VEC customer service center and make sure your information is correct.

You will be able to report power outages quickly and easily and VEC will be able to get your power restored as quickly as possible.

New Bills to Provide More Info



Beginning this spring, VEC customers will see a format change in their bills. The new format will be easier to read and more understandable. It will also include a graph of the history of your electric usage for the last 12 month period.

In an effort to better present your costs of electricity, we will begin separating the Customer Charge from the Energy Charge. Currently, the Customer Charge and the Energy Charge are bundled together as one amount.

Today a customer with 1,000 kwh usage sees a bill of \$72.13 (1,000 kwh of electricity at a rate of 6.286 cents per kwh plus a \$9.27 Customer Charge). With the new billing, the customer will see these two charges separated.

The change does NOT reflect a change in the VEC rates or an increase in charges for customers. The Customer Charge has always been included in the cost of electricity, but is just now being listed separately on the bill.

What is the Customer Charge? This charge is a flat fee that is charged to each residential customer to cover the costs of bringing the power to your home. These costs include meter reading, right-of-way clearings, and system maintenance.

Look for more information about your new bill, coming soon!

VEC Customers Helping Soldiers Phone Home

Family members of soldiers serving with the 278th Regimental Combat Team can help their loved ones stay in touch by signing up for a free phone card.

The VECustomers Share Board of Directors voted in December to provide 550-minute phone cards to members of the 278th who are currently stationed in Iraq and who are Volunteer Energy Cooperative customers. Phone cards are still available by request at local VEC customer service centers.

The phone cards must be requested by family members and one phone card per soldier will be sent directly to the soldiers.

To be eligible for a free phone card, the soldier must be on duty with the 278th in Iraq and they must live in a residence that receives electric service from Volunteer Energy Cooperative.

Family members and loved ones can request the cards by filling out a short request form at their local VEC Customer Service Center. The one requesting the card will be asked to verify that the soldier resides in a home served by VEC if the VEC account is not in the soldier's name.



They will also need to provide the soldiers name, rank, and APO address, and the VEC account number for the soldier's residence.

The phone cards are being distributed through VEC's Marketing and Economic Development Department.