

VECcustomers Share

Neighbors Helping Neighbors

By allowing their electric bills to be rounded up to the next dollar Volunteer Energy Cooperative (VEC) customers funded \$34,000 in community service grants in January. Since the inception of the program in October 2001, a total of \$1,702,601 in grants has been awarded. The deadline for grant applications is the last day of each month. For additional information, contact the office of Marketing and Economic Development, at 423-334-7051. Applications are also available online, at www.vec.org.

Organizations receiving grants in January include:

Good Faith Clinic of Athens - \$7,500; Cumberland County Emergency Communications Group - \$5,000; Habitat for Humanity of Greater Chattanooga for their Spring City Habitat House - \$2,500; Camp Lookout/Holston Conference - \$2,000; Pickett County Junior High Book Club - \$2,000; Jamestown YSBC Bowling League - \$1,500; Ocoee Middle School PTO - \$1,400; New Hope Pregnancy Care Center - \$1,200; Rhea County Girls Softball Booster Club - \$1,000; Roane County Heritage Commission - \$1,000; Luminary United Methodist Boy Scout Troop 304 - \$1,000; Midway Middle School Science Club - \$1,000; Boy Scouts of America Cub Scout Pack 3239 - \$1,000; Byrdstown Senior Center - \$1,000; Cumberland County Cardiac/Pulmonary Rehab Alumni - \$1,000; Chilhowee Middle School Basketball Boosters - \$1,000; Plateau Pregnancy Services - \$1,000; Clarkrange Volunteer Fire Department - \$1,000; McMinn County Living Heritage Museum - \$300; Walker Valley High School Lady Mustangs Booster Club - \$300; and CAYA (Collegedale Adventist Youth in Action) - \$300.



Habitat for Humanity

VEC President/CEO Rody Blevins (left) and VECustomers Share board members H.B. Rankin (third from left) and Carlton Norris (right) present a \$2,500 grant check to John Lamb, resource development manager of Habitat for Humanity of Greater Chattanooga. The grant will be used for the Spring City Habitat House project.

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 28, 2006 the law requires us to submit this property to the Tennessee Treasury Department Unclaimed Property Division.

- Albany, KY:** HL Shows. **Albertville, AL:** James Gang Amusement. **Apison, TN:** Janice Hullander. **Ashville, NC:** Logan T Robertson Jr.
- Athens, TN:** Roger Swafford, Kathy Moses, Sharon Harris, Don Davis, James D Jones, Georganna Mitzel, Tony K Richesin, G V Hester Jr., Vickie J Andrews, Annibell Goins, Eddie Price, Billy R Plank, Michael Brakebill, Jenny A Watkins, R Lewis McCrary, William J Belk, Sharon Price, Brian Tomlinson, Tammy Shamblin, Janice Robinson, Dennis Brown, Derk Shields, Lonas Wall, Kelly B Bryan, Calvin Cook, Shelia D Vance, David Chamberlain, Tony Winford, Tosha Annnet Peel, Pamela Patterson, Ronald F Nipper, Elmer Wilkins, Mick Lankford.
- Benton, TN:** Todd Wade, Richard West, Don M Farmer, Evelyn Wright, Ester Hayes, Dennis Gates, Robert Alvin Locke Jr., C L Raines, Leonard Lee, Danielle M Staton, Karl S Thompson, John Thomason, Steve Hembre.
- Birmingham, AL:** Credit Corp-Goldome **Brentwood, TN:** Bridge Co.-McKinnon. **Byrdstown, TN:** Carl F Mullins, Steve Fulton, Justin Pugh, Calhoun, TN: Timothy D Anderson, Micky Fite, Randall Pulliam, Donna R Andrus, Sue I Pope. **Charleston, TN:** Rodney Dills, Larry Rutledge, Denise and John Watson, Daniel P Kelley, Gary D Suits, Raymond Concrete Pile. **Chattanooga, TN:** W C & H Management, Bingo, John R Worden, J D Gamble Const Co., Moby Dick Sportswear I, D T Hardin, Hidden Valley Camp Inc., Melissa Jones. **Cincinnati, OH:** Fenton Rigging Co. **Clarkrange, TN:** Larry Kygar.
- Cleveland, TN:** Burlington Motor Carries, Dana M Lewis, Arthur Cummings, Douglas L Brown, Christine Keyt, Carl Stinnett, Auto D & B, Mary L Shavers, Rose M Pohlmann, Lloyd C Rogers, David Scott Lane, Timothy Coyne, Teresa Nelson, Greg Brown, Edna Scott, Joretta Benoit, Kippi Haney, John Harris, Wayne Adkins, Debbie Hill, Russell Rogers, Cary Maddox, Guy Bivens, Dorothy F Sanders, Johnny L Wright, Greg G Bohannon, Nathan Hatmaker, Rodney G Pierce, Debbie S Elliot, Brian K Guthrie, Bruce E Brewer, Kenneth Phillips, Cynthia L Leslie, Brenda Workman, Marvin Sneed, William L Griffith, Nicholas A Lewallen, Richard Green, Robert M Sage, Alvin J Suits, Scott Foster, Robert A Martin, Sherry Peoples, Lois Platt, Custom Mech Contractor, An Classic T, Jack Whitaker, David Earls, Robert Barrows, Francis M Ruth, Susan K Spears, Steven L Wilcox, James M Sexton Jr., Ii Legends, Samantha L Voyles, Randy Carver Trucking, Glenn D Ledford, Tim R Williamson, Tammy Staley, Rochelle N Saylor, Toni Houser, Terry Dorman, Joshua K Brown, Paul A Dalton, Claude Ellis, Thomas R Shelton, Ron L Merkel, Steve Filyav, Carrie Prordner, Devin D Hill, Rodney M Camp, Judy Terrell, Brenda Lee Center, Nelle A Pierce, L Rusty Mendenhall, Norman Brown, Eureka Trading Co., Clifford D Land, Margaret Farris, Tonya Moore, Barbara A Mullins, Eagles Nest, B & B Marina, Shirley Graham, Jack Akers, Starr A Overman, D & B Foreign Car Service, Darrell Anderson, Doyle Gibson, Randall Hicks, Treena Diane Wilson, Lee Roy Howard, Dixie Foundry Co. Inc., Consd High Grade Ore, Jane A Allman, Sandra J Klopp, Phillip Daniel, Cecil W Allen, Cheryl L Adcock, Judy Gates, Charles D Hamby, Sandy L Smith, Ashlie N Knight, David Bird, Jimmy Rector.
- Coker Creek, TN:** Jimmy Murphy, Conyers, GA: Jim B Billbrey. **Cookeville, TN:** Cookeville Housing Au., Stephen Streetman. **Coto D Daza, CA:** Larry Crowder. **Crandall, GA:** Clyde E Cook, Crawford, TN: Murphy & Sells. **Crawley, TN:** John N Johns.
- Crossville, TN:** Tommy Dickens, Doyle Payne, Barbara Rodsdon, Cletus F Bernert, Ronald C Harris, Treasure Resort, Norman McCoy, Ida Annie Kern, Race Cars & Engines Inc., Joseph A Scheibler, Wayne Morgan, Egbert M Hood, Bilbrey Photograph, Tammy Burke, John S Long, Lynn W England, Aron Gonzalez, Oak Lawn Golf & Country Club, Cumberland Fab & Sports Wearwoodmere Mall, Geophysical Service Inc., Glover & Cauble, J David Walker, Kay Burgin, Oiline Shepherd, Terry Davidson, Jamie Hassler, Ida Annie Kern, Hobert S Moore, Cleston Barnes, Clayton Barnes, Candy Lowe, Byron L Simpson Assoc., C S Deacolo Inc., Martin Kriss, Wallace Flynn, Julia Otto, Lee H Bell, US Medic Al Inc., Ulf Backman, Harold Clyde Walker, A T Construction Co., Linda Daton, Gary Meredith, J B S Operating Co., William K Wright, Richard Hall, Keith Wood, Rachel Garthwait, David Chris Martin, Renee Taylor, Elmer Keeton, Michael Madgin, Lamar Nichols, Michael Lewis, Katherine Boles, Richard Westbrook, Jennifer Norten, Chase Manhattan, Robert K Nail, Daniel S Matland, Ronnie Burke, Jeffery Estep, Ed McClung Mines Mars Coal, Oasis Lounges, Charles M Miller, Renegade Resort, Greg Deck, Alura Miller, Harley Burchfield, Hemco S Inc., Cumberland County Times Inc., X ASAP, Benny Hedgecoth, Teresa Holt, Jerry Watchhorn, Rondal Reed, Angela M Miller, Christie Yott, Joe Griffith, The Country S, Kiet's Nails, Communication Plateau, Fulcher-Shelton, Resort Devp Corp., The Lakes Resort, Dollar General Corp., J B S Operating Co., Treasure Resorts, American Recm Ser In., Terri Ellis, Phillip Dunaway, Evelyn Miller, Johnny Cordell, Karen K Moore, Josh Hoskins, Wayne Dill, Clayton E Waldo, Ed Sherrill, Doug Kirby, Charles Irvin, Frank L Lewis, Angela Saurette, Doris Benton, Joshua A Neagley, Michael Stewart.
- Dalton, GA:** Leasing Patterson, Tammy D Streiftha. **Dayton, TN:** Southern Frez & Presg Co., Snyder Properties, Hazel Roberson Inc., Melinda Robinson, Rachele Curtis, Coin Phones of TN.
- Decatur, TN:** Hiwassee Store, Connie Holcombe, David Brady, Virginia McGinnis, John Gilliams, Martin Barrett, Joyce Breedwell, James Monroe, Shirley Hosack, Viki D Miller, Henrietta Mullins, Ivian J Butler, Larry Wilson, Teresa Blankenship, Mitchell Farmer, Mitchell Roberts, John Wayne King, Penny Hardwick, Billy Wilson Jr., Thurman Cantrell, Wanda S Meadows, David L Hicks, Donald Slusher, Bruce W Robbins, Karen M Fairbanks, Decatur Furniture Inc., Janet Ward, Lorie Davis, Sharon Whitted, Michael P Morrow, Larry R Branham, Decatur Tires, Ronald Trent, Heather Roberts, Rebecca Hackler, Randall Pulliam, Robert Paul Jones, Ross Walker, Brad and Cindy Steele, Candice Steele, J E Jukebox Video Inc., Country's Family Restaurant, Scott C Curley, Charles Watson, Brandon D Jarvis.
- Deland, FL:** James Wall. **Delano, TN:** Johnny Wooten, Willie Hammon. **Dunlap, TN:** Signal Tek Corp. **Durant, FL:** Rafael Flores. **East Ridge, TN:** Stephanie Parton. **Englewood, TN:** Michael Shelton, Robert Hall. **Etowah, TN:** Arthur A Damico. **Evensville, TN:** Charles L Pelfrey, Jimmy Kirkland, Steve Cook, Deborah Hickman, Edward Bowman, Betty C Smith, C & H Farms Arena, Janet Reece.
- Fairfield Glade, TN:** David E Hines, C L Autry, Thomas Payne. **Gadion, OH:** Larry Newcomer. **Georgetown, TN:** Michael Farmer, Sandra Goins, David C Willison, Merilyn Ann Vaughn, Willis Fox, Emily Harbin, Sheri M Doub. **Grandview, TN:** Edmund E Scoggins,

- Belinda Cross. **Graysville, TN:** Daniel Owens, Jamie Boles. **Grimmsley, TN:** Christina Maxim.
- Harrison, TN:** David Gough. **Harrison, TN:** Shannon Little, Monroe A Edgeman Jr., Alex Smirmov, James Roach, Bill Swartz, Signal One X, Ruth Stocke, JR Moore, Greg F Gawron, Timothy L Williams. **Horton, MI:** Ad Pros. **Jamestown, TN:** Marni Quist, J & M Auto Sales, Pamela M Threet, Twin Lakes Telephone, Anthony T Sloan.
- Kingston, TN:** Reed Julian, Karen Tavender, Linda K Phillips, James Day, F R Burns, Jack Esco, Jeffery L Renfro, James Tallman, Larry Bailey, Jeffrey Cate, Richard Thomas, Missy Bellia, Jerry Jackson, William Darr Long, Donna L Martin, Susan Michaud, Darren Vadegriff, Marleen Nichols, Candy Reynolds, Ronnie Strickland, Roger Strickland, Conley D Brown, Tom McNeeley.
- Knoxville, TN:** Merit Construction, Joe Charles Taylor, Carl Shumate, Bank of East TN, Michael R Burke, Furrow Auction Co., Ross Quality Foods, Inc., Tricia M Payne.
- Kokomo, IN:** Steve Garrett. **Hixon, TN:** First Family Financial. **Laguna Hills, CA:** Omni America Div Corp. **Lavergne, TN:** Gerald R Page Corp. Lenoir City, TN: Mical Bowling. **Los Angeles, CA:** David R Duplanty. **Madisonville, TN:** Cynthia M Lanham, Maria D Hicks. **McDonald, TN:** Anthony E Byers, Heather S Rogers, Antonia L Brownell, Frances J Scoggins, Gray Goodman. **McMinnville, TN:** Charles Phifer.
- Monterey, TN:** D Forest Associate, The Thrifty Ace, Ernest F Martin, Quality Shirt Corp., Lepolodo Nava, Robert Marquez, Betty Abston, Carman D Perez-Ocasio. **Muncie, IN:** Charles A Craig. **Nashville, TN:** Road Builders Inc., Vanderbilt University. **Niota, TN:** Rebecca A Lucas, Jerry Carter, Quality Auto Sales, Glen E Thornton.
- Oak Ridge, TN:** George T McCord, R G Downelly, William R Rhyne, W H Thompson Sr., DJ Bastock, David G Stanley, James T Gillesphi M.D., David Seay, Coleman C Wright, Virgil O Haynes, R.N.L Credit Union.
- Ocoee, TN:** Rebecca B Hooks, Ocoee Amusements, Adrian Chavey. **Oklahoma City, OK:** Glenda Williams.
- Old Fort, TN:** Kristina D Bennett, Sonya Maddox, S & S Rock Inc., Sherrie L White. **Ooltewah, TN:** David E Adams, Jo Ann Brewer, Vickie Jeffers, Coldwell Banker Pryor, Charles Hughes, Jenny Siler, Alvin Agar, John Sanders Auction, Michael L Smith. **Pall Mall, TN:** Daniel Hollis.
- Philadelphia, TN:** Fred Lane, Michael Maxwell, Randy Cornett, Melissa Crabtree, Ferdinand Lane, Kevin Keffer, Wanda Hart, Darrell Liles.
- Pleasant Hill, TN:** Debra Okon, JM Cunningham. **Powell, TN:** CP Carter. **Reliance, TN:** Lo & Crafts Tennessee. **Riceville, TN:** Kathy Stanfield, Mike McAnoy, Dennis De Silva, Mark Ratliff, BP Services Riceville, Jane Plemons, Treena Ware, Rose Guffee, Bill Rouse, Lorrie Frohlich, Matthew John Young, Performance Torque Co., Paragon Corp., Ted Underdown, Yanna Jones.
- Richardson, TX:** Elston H Turner. **Rossville, GA:** James Richard Moore. **Royston, GA:** Seung Chai. **Pikeville, TN:** Mary P Budd. **Sparta, TN:** Teddy Joney, Dora Sisco, Lynn M Smith, Renegade Inc., Billy N Qualls.
- Spring City, TN:** Wright Bros Construction, Fran Ferrell-Steve Jolley, Gary Russell, Karen Newby, Alan Newby, Tonya Denny, Robert S Davis, Jewell Goodman, Robert Smith, Martha Vance, Barry Rat, Agnes Freeman, Brenda Hodge, DE Littell, Roger Allen couch, Robert Markling, Marvin Cyphers, JC Fugate, Lisa Palmer, Ben McDonald, Tina Harris, James Russell, Theresa Switted, BA Dorsey, Johnny Combs, MARK Huffstetler, Ricky Stewart, James A Edwards, Thomas Padgett, Marleita Janow, James A Lemons, Daniel Edwards, Procure of Tennessee, Clifford Freeman, Steve Brand, Howard Connell II, Joseph Bryant, Elizabeth Beddingfield, Theresa Dyer, Mark Ketterer, Lana Dodd, Gary Forrester, Jason L Reed, Garrey E Smith, Renee Johnson, Melrose Fuller, Gary Brackett, Michelle Jennings, Terri Haggart, City Tire Company, Kathy Hamm, Joe Maynard, Diane Jedlicka, James M Clark, Noe Perez, Ruby Walden, Orville Cutright, Brenda Hill, Matthew Goodwin, Kathy M Pendleton, Bruce Ridings, Madeline Rice, John D Neal, Rick Pias.
- Sweetwater, TN:** Fred Edgemond, John W Humphreys, John E Seiler, Sandra W Smith. **Ten Mile, TN:** Sherry Gwyn, Carma J Cunningham, Preston Shoopman, Wanda Faye Mobley, Charles Ellis III, Susan C Smith, Daryl A Arnold, Mary White, Tina Shirks, Tony Campbell, William S Flaney, H C Scott Darel Furr, Michael Letner, Jason Sheen, Thomas E Neubeck, Lisa Daniels, George Wood. **W Prestonburg, KY:** Dowell Chemical.
- Location Unknown:** Douglas Partridge, John Hurard, Destin Drywall Inc., Arlene Williams, Julie Childress, Alvin Vanwinkle, Camilla Sullivan, Tenn Valley Ext Co., Donna K Ogle, Russell Woodard, GNC #6, Alabama Oil Co.

How Will The Rate Increase Affect My Residential Bill!

BEFORE rate increase	AFTER rate increase		Increase
Example #1 - Monthly Usage 750 kWh	Energy charge per kWh:	\$ 0.06895	\$ 0.07477 \$ 0.00582
Total charge for energy:	\$ 51.71	\$ 56.08	\$ 4.37
Customer charge	\$ 11.60	\$ 11.60	\$ 0.00
Total bill	\$ 63.31	\$ 67.68	\$ 4.37
Example #1 - Monthly Usage 1000 kWh	Energy charge:	\$ 0.06895	\$ 0.07477 \$ 0.00582
Total charge for energy:	\$ 68.95	\$ 74.77	\$ 5.82
Customer charge	\$ 11.60	\$ 11.60	\$ 0.00
Total bill	\$ 80.55	\$ 86.37	\$ 5.82
Example #1 - Monthly Usage 1500 kWh	Energy charge:	\$ 0.06895	\$ 0.07477 \$ 0.00582
Total charge for energy:	\$ 103.43	\$ 112.16	\$ 8.73
Customer charge	\$ 11.60	\$ 11.60	\$ 0.00
Total bill	\$ 115.03	\$ 123.76	\$ 8.73

Nosotros hablamos español un poquito.



En un esfuerzo para servir mejor a las personas que hablan español, algunos de los empleados de Volunteer Energy Cooperative participaron en un seminario de dos secciones en el cual aprendieron algunas frases básicas y también como manejar correctamente algunas situaciones culturales que pudieran afectar una buena comunicación con el cliente. Chris Snyder (a la

derecha), quien trabaja en Cleveland State Community College, fue el encargado de conducir los seminarios en el centro de servicio al cliente de Volunteer Energy Cooperative.

We Speak Spanish.... a little

In an effort to better serve Spanish-speaking customers, several Volunteer Energy Cooperative employees took part in a two-part seminar in which they learned some basic Spanish phrases and learned about cultural issues that can become barriers to good communications. Professor Chris Snyder, right, of Cleveland State Community College conducted the seminars at Volunteer Energy Cooperative's Cleveland Customer Service Center.



Project Deserve Needs You

If you could help an elderly, handicapped or unemployed neighbor for as little as one dollar per month, you would do it wouldn't you?

Project Deserve allows Volunteer Energy Cooperative member/customers to do just that. With a recurring monthly donation or with a one-time gift, VEC customers can assist neighbors who are having a tough time with their electric bills in emergency situations. You can pledge any amount you choose to be added to your monthly electric bill or by making a one-time donation.

Every penny collected through Project Deserve goes straight to those among our neighbors who need it most. No donated funds are used to administer the program.

Call or drop by your local Volunteer Energy Cooperative customer service center to sign up or to get more details.

Real VEC Employees Do Not Ask to Enter Homes

Volunteer Energy Cooperative (VEC) officials recently received word that access has been gained into customers' homes at least twice by scam artists claiming to be VEC employees.

VEC President/CEO Rody Blevins said he wants to stress to all residents in VEC's service area that authentic VEC employees do not ask to enter homes for any reason. He said residents should not allow people into their homes just because they claim to be VEC employees.

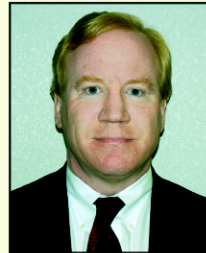
"Our employees can conduct all VEC business without entering a private residence," Blevins said. "If someone knocks on your door, claims to be a VEC employee and asks to enter your home, please notify local law enforcement officials and VEC."

VEC employees are typically identifiable by their uniforms and the VEC photo identification card they are issued. But Blevins said it may be possible that a determined person could replicate an authentic looking uniform and identification card. He said asking to enter a home, however, is a sure sign that the person is not a genuine VEC employee.

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.

TVA Rate Hike is a Disappointment to All of Us

By Rody Blevins President/CEO



TVA announced in February that they would be raising the rate they charge distributors effective April 1. I am disappointed that TVA has felt the need to raise rates twice in less than a year. I am disappointed as

a ratepayer and I'm disappointed as someone who has been charged with looking out for Volunteer Energy Cooperative's (VEC) 104,000 customers.

This rate increase is particularly tough on rural electric distributors such as VEC and rural electric customers. We have significantly fewer customers per mile of line than municipal distributors. That means we have a very thin margin with which to operate and we are unable to absorb any of this added cost.

For every dollar we collect from customers, about 80 cents goes directly to TVA to pay for electricity. The remaining 20 cents is what we use to build and maintain our distribution system. That's why VEC has no choice but to pass the TVA increase through to customers. But we will not add an increase of our own.

When TVA increased rates by 7.5 percent in October we all hoped that would completely cover the increased fuel costs TVA has incurred. But prices for coal and natural gas have continued to skyrocket. That also has been driving up the price TVA pays to purchase power.

So TVA's need to raise rates to cover these costs doesn't come as a complete shock to those of us who carefully watch the energy market. But two increases over a seven month period create a challenge for all of us.

The 9.95 percent increase to firm wholesale rates will translate to approximately 8 percent increase for VEC customers. The average VEC customer uses about 1,000 kilowatt hours of electricity per month. This customer's electricity charges are \$68.95. After April 1, this customer's electricity charges will be \$75.81. A customer who uses 1,200 kilowatt hours per month would see their electricity charge rise from \$82.74 to \$89.72.

At the same time TVA officials announced the April 1 rate increase they also announced the TVA board's decision to begin testing a fuel cost adjustment that could be applied to customers bills. Many utilities use such a mechanism to cover spikes in fuel costs on a temporary basis rather than enacting frequent rate increases. Even though similar measures have been used in other regions, this is a new concept for Tennessee Valley power distributors.

My concern is that the fuel cost adjustment could mean unpredictable electricity costs for customers. We will monitor this process closely and carefully study the calculations and mechanics to make sure customers are not overly burdened.

Rate Increase Examples on the inside.

SURGE SENTRY HELPS PROVIDE PEACE OF MIND

Having VEC install a Meter Socket Adapter (MSA) is your first line of defense against electrical spikes.



The typical American home contains many thousands of dollars worth of electronic devices. And thunderstorm season is just around the corner.

That's why now is the time to consider affordable surge protection products backed by a solid warranty. Volunteer Energy Cooperative's Surge Sentry products are also backed by a local company with 70 years experience and a real commitment to customer satisfaction.

Surges in electricity can happen at any time, but they are more prevalent during stormy weather. Lightning strikes and tree limbs falling on electric lines are two of the most common causes. They can cause sudden, powerful increases in voltage. They may last only a millisecond, but they can damage or destroy household appliances and electronic equipment.

The first line of defense in VEC's Surge Sentry protection system is a Meter Socket Adapter (MSA). The MSA is installed between the electric meter and the electric meter base. It protects the service line entering the home from major high-voltage spikes coming from the power line.

The second line of defense is plug-in suppressors. These come in a variety of sizes and configurations. They contain plugs and ports for plugging in a variety of appliances and electronic equipment. Plug-in suppressors are available with ports for power outlets, coaxial connections, and telephone connections.

The final line of defense is having your home properly grounded. When VEC technicians install Surge Sentry equipment, they first check to make sure the home is properly grounded. The purpose of grounding the home is to prevent shocks, fires, damage to appliances and electronic equipment, and to minimize damage from lightning.

When all three of these lines of defense are in place, one more line of defense is automatically installed. That defense is the warranties that will repair or replace your appliances and/or electronic equipment. The warranties vary depending on which Surge Sentry products are in place, so check with a customer service representative at your local VEC customer service center for all the details.