



Work is proceeding on Volunteer Energy Cooperative's new Spring City Customer Service Center which is scheduled to open for business this fall.

VEC Protects Personal Information

Policy Regarding Privacy of Customer Information

Volunteer Energy Cooperative values you as an owner and as a customer and understands how important it is to protect the personal information that you have entrusted to us. We, therefore, treat such personal information in accordance with applicable law and the provisions of this policy.

Information We May Collect

We only collect information that is needed to serve you and administer your cooperative's business. We may collect nonpublic personal information about you from the following sources:

- Information we receive from you on applications or other forms
- Information about your business transactions with us or others
- Information we receive from a consumer reporting agency

Protection of Your Information

We are committed to upholding our pledge to maintain security of our customers' personal and accounting information. To ensure such information is used only in the manner we have described in this notice, we restrict access to your personal and account information to those employees who need to know that information to provide products or services to you. We maintain physical, electronic and procedural safeguards to maintain the confidentiality of the information we collect and to guard against its unauthorized access.

Information We May Disclose

All of the information that we collect, as described above, may be disclosed when necessary to assist us in servicing your accounts to third parties as designated by you, in response to subpoenas or court orders, and to a credit bureau or similar information reporting agency. We do not disclose any nonpublic personal information about our customers to anyone, except as permitted by law.

We may disclose the information that we collect, as described above, to companies that perform marketing services on our behalf. This information may be shared with our affiliates so they can market their services. However, *Volunteer Energy Cooperative does not share personal customer information with unaffiliated third parties for any reason.*

If you decide to terminate your relationship with us, we will continue to adhere to the privacy policies and practices described in this notice.

More Information

Questions regarding this policy can be directed to the Office of the President/CEO, Volunteer Energy Cooperative, P.O. Box 277, Decatur, TN 37322 or to your local VEC service center.

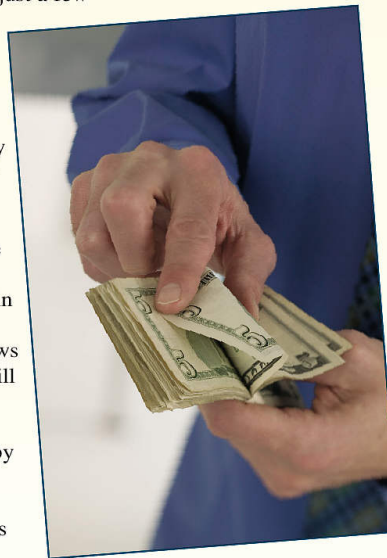
Powerlines is produced by the Volunteer Energy Cooperative's Marketing & Economic Development Department as a service to customers. Comments and suggestions can be e-mailed to vec@vec.org or mailed to VEC Marketing & Economic Development Department, P.O. Box 277, Decatur, TN 37322.

Newsletter of Volunteer Energy Cooperative

An Energy Check on Your To-Do List Will Pay Off

Warm weather has a way of making things grow: flowers, grass, and your to-do list. Adding yet another honey-do to the list may sound unappealing but just a few energy-related repairs could help lower your electric bill all year long. While you're cleaning the windows, check for loose or leaky panes, and identify any single-paned windows. These energy drainers allow cool air to escape from your home in the summer and steal heat in the winter. Replacing older inefficient windows is an investment that will pay for itself in energy savings.

Increase light output by wiping light bulbs and removing excess dust. When a light bulb burns out, replace it with a compact florescent bulb. Compact florescent bulbs use significantly less energy and can last up to 10 times longer. Replace dirty air filters in your heating and cooling system. Dirty filters waste energy by making your heating and air conditioning system work harder. Vacuum under and behind your refrigerator to remove the dust build-up that decreases efficiency. If you use an extra refrigerator in the basement or garage and it isn't very full, fill in the gaps with extra jugs of water or trays of ice. It will operate more efficiently. When you're cleaning major appliances like refrigerators, oven, washers, dryers, and dishwashers, check to see if the model is ENERGY STAR certified. If not, consider upgrading. ENERGY STAR models use less energy and will save you money in the long run.



You've Been Talking ... And We've Been Listening

By Roddy Blevins President/CEO

Volunteer Energy Cooperative (VEC) customers have been responding to telephone surveys designed to help us improve products and services. I'd like to thank all of those who have already participated, and I'd like to encourage those of you who are called in the future to please take the few moments necessary to respond.

In 2006 VEC asked Preston-Osborne, an independent marketing and research firm, to conduct the survey to help us gauge how satisfied our customers are with our service overall and how customers would like to see that service improved. A total of 804 telephone interviews were conducted in 2006.

We found that among those who responded to the survey, 99 % consider "reliable service" important and 88% responded that VEC provides reliable service. Our score of 88% is a very good one compared to industry averages, but there is certainly room for improvement. Improving our system is a non-stop effort, but we have several major projects currently under way. We are upgrading our facilities in South Bradley County, the Fairfield Glade area, the Spring City area, in Hamilton County, and we have made a commitment to a more aggressive right-of-way clearing effort that will improve our reliability.

I understand that we can't always provide everything that every customer would like, but we can always treat our customers with respect and provide the highest level of service possible for customers. In that respect, I am pleased that 92 % of the customers who responded to our survey were happy with the level of service and respect they were shown when conducting a transaction with VEC. Again, that's a good number but we will continue to look for ways to improve.

About 86% of those questioned said they would be interested in receiving telephone notifications of planned outages. That service got the highest level of interest among those questioned. We will begin using our Interactive Voice Response System to make these calls. In this way we can respond to your needs in an economically responsible way.

VEC received an overall satisfaction rating of 78% from our customers who participated in the survey during 2006. Once again we found this number to be a high score compared to industry averages. But we are also aware that there is room for improvement.

Customers who participated in the survey said they wanted rates to be as low as possible, they wanted service to be as reliable as possible, and they want to feel as if they are getting a good value for their money.

Again, I appreciate those customers who have already taken the time to respond to our survey. I encourage others who are called to take the time to give us the input we need to serve you better. As a cooperative that is owned by the people we serve, it is even more important for us to listen and respond to our customers' needs.



VEC Customers Share

Neighbors Helping Neighbors

By allowing their electric bills to be rounded up to the next dollar Volunteer Energy Cooperative (VEC) customers funded \$34,400 in community service grants in April. Since the inception of the program in October 2001, a total of \$2,166,201 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 March include:

McMinn County Foster Care Association - \$1,575; Camp Lookout, Holston Conference - \$1,500; South Roane County Volunteer Fire Department - \$1,500; Meigs County Mu Alpha Theta - \$1,166; Birchwood Senior Neighbors - \$1,125; Fentress County Retired Teachers Association - \$1,000; Helping Hands Ministry, Crossville - \$1,000; Bledsoe County Rescue Squad - \$1,000; Pickett County Junior High Science Club - \$900; 3rd Grade Science Explorers Club, Byrdstown - \$900; New Beginnings Garden Club, Decatur - \$834; First Baptist Church Community Youth Outreach, Spring City - \$800; Monterey High School Baseball Boosters - \$500; Midway Quarterback Club - \$500; Behavior Research Institute, Inc., Cleveland - \$500; Cumberlands Homesteads Tower Association, Crossville - \$500; Jamestown Rotary Club Veterans Program - \$500; UT Extension-Junior Heritage Skill Camp, Cleveland - \$500; Remote Area Medical, Crossville - \$500; G.U.T.S. Youth Group, Monterey - \$500; E.K. Baker Elementary School PTO, Athens - \$400; Boy Scouts of America Troop 271, Crossville - \$350; Spring City Middle School Beta Club - \$300; Spring City Elementary School PTO - \$300; J.L. Cook Alumni Association, Etowah - \$300; SAR-Col. Benjamin Cleveland Chapter, Cleveland - \$250; Bradley Central High School Soccer Boosters - \$250; Calhoun Elementary School PTO - \$250; Lady Cherokee Softball Boosters, Riceville - \$250; Chilhowee Youth Girls Softball, Benton - \$200; Benton Elementary School PTO - \$200; Polk County Basketball Boosters - \$200; Polk County Youth Baseball - \$200; Disabled America Veteran's Auxiliary-Hull York Chapter 5, Byrdstown - \$200; Blue Heat Softball, Benton - \$200; and Riceville Youth Football - \$100.

VEC Customers Share Outline:



VEC Customers Share board member Nell Whittaker, left, presents a grant check in the amount of \$1,575 to Judy Weir, treasurer of the McMinn County Foster Care Association.

TVA Announces Fuel Cost Adjustment in July

The Tennessee Valley Authority (TVA) recently announced that it will apply a .00094 cent per kilowatt hour (KWh) fuel charge adjustment beginning July 1 for residential customers.

The fuel cost adjustment (FCA), which appears as a line item on the VEC electric bills, will mean an increase of about \$1.05 to \$1.55 for the average residential customer. TVA adjusts the FCA each quarter based on the difference between TVA's budgeted fuel cost for the quarter and the most recent forecast amount.

The FCA was designed to help reduce the need for rate increases in the future by better matching revenues to changes in costs for fuel and purchased electricity.

The adjustment will be .00094 cents per KWh for residential customers and for outdoor lighting. The adjustment for general power customers – part 1 will be .00093 cents per KWh. General Power – part 2 customers will see a .00093-cent adjustment per KWh for the first 15,000 KWh and an adjustment of .00091 for additional kilowatt hours. General power – part 3 customers will receive a .00091 cent per KWh adjustment and all other industrial customers will receive a .090 cent per KWh adjustment.

Get Your Community Event Off to a Good Start

Volunteer Energy Cooperative (VEC) wants to help local community service, recreational, and non-profit organizations get the most out of their special events. That is why we host a community events calendar on our website.

It's a great way to publicize your event and it's a great resource for everyone who is looking for family-friendly events that benefit the community.

Posting an event on the calendar is easy. Go to www.vec.org. In the Events section, click on Enter Your Event. You will be asked for an email address and to create a password so that you and VEC's calendar administrators will be the only people allowed to edit your posting. Enter the information about the event and then click Post Event.

VEC will be notified that an event is ready to be posted. The posting will be reviewed and once posted the event will remain on the calendar until the day of the event. It will be automatically removed after the event.

The calendar is designed to promote events that benefit non-profit and community organizations and not-for-commercial advertising. The posting of an event does not imply that VEC endorses any particular event or organization.

If you have any questions about this service, call Robert McCarty at 423-334-7052 or phone your local VEC office and enter extension 7052. You can also reach Robert McCarty by email at rmccarty@vec.org.

Women Control the Thermostat

In the tug-of-war over how warm or how cool the house should be, the woman often wins.

That's the finding of a recent survey by Service Magic, a company that matches homeowners with maids, handymen and other service professionals.

Of the 1,500 people who responded to the survey, 55 percent said women control the thermostat, and a surprising 5 percent said children or pets get the final say. Another 15 percent reported that they "pretend not to hear" when their spouse complains about the temperature inside.

If you are looking to resolve your thermostat war, you might want to consider installing a programmable thermostat. A programmable thermostat lets you program the temperature setting throughout the day so the house uses less energy when the family is away or sleeping. The U.S. Environmental Protection Agency found programmable thermostats can save a household up to 18 percent a year on energy bills.

Even if a programmable thermostat doesn't end the argument, the energy savings could be enough to keep dad happy even if he doesn't get to set the temperature himself.



A Friendly Reminder ...

Keeping the area around your electric meter clear of excessive growth and debris helps to keep away spiders, snakes, and other potentially dangerous pests. That helps VEC keep meter-reading and maintenance costs down which translates into lower rates for you and all our other customers.

It is also a tremendous help to keep pets away from areas in which meter-reading and maintenance crews may be working. Your cooperation helps VEC employees avoid accidents and undue hardships.

Why Buy Stamps?

When you can pay your bill online at:

www.vec.org

VOLUNTEER ENERGY COOPERATIVE