

Lillard-Shadow Scholarships Honor Students' Commitment to Community Service

Four exceptional young adults with proven track records of community service have been named recipients of the four Lillard-Shadow Scholarships awarded by Volunteer Energy Cooperative in 2008.

Kyle H. Dickson, a 2008 graduate of York Agricultural Institute in Jamestown; Preston Michael Hackett, a home schooled 2008 graduate from Crossville; Nicole Michelle Taylor, a 2008 graduate of Midway High School in Kingston; and Alison Jennelle Miles, a 2008 graduate of Polk County High School in Benton were winners of this year's VEC Lillard-Shadow Scholarships.

VEC awards four Lillard-Shadow Scholarships annually. One is awarded in each of VEC's four service districts. Dickson was the winner in VEC's Jamestown Service District, Hackett was the winner in VEC's Crossville Service District, Taylor was selected from VEC's Decatur Service District, and Miles was the Cleveland Service District winner.

Each student was awarded a \$2,000 scholarship to attend the college of his or her choice.

The Lillard-Shadow Scholarship program was endowed to honor the lives and community service of J.W. Lillard and Willis A. Shadow. Lillard and Shadow were dedicated to improving the lives and livelihoods of community residents through electric power. And the two were instrumental in the organization of the Meigs County Electric Membership Corporation in 1933 - the organization that eventually evolved into Volunteer Energy Cooperative.

To honor this history, an independent panel of education professionals judged applications for Lillard-Shadow Scholarships based largely on students' demonstrated commitment to community service.

Dickson, the son of Dwight and Ginny Dickson, has an extensive record of community service that includes volunteer work through Cumberland Gap of Fentress County, the Boys and Girls Club of Fentress County, the Rotary Club, and through his church, First Baptist Church of Jamestown.

He is planning to attend the University of Tennessee at Knoxville where he plans to study turf grass management.

Hackett, the son of Michael and Monica Hackett, has demonstrated his commitment to his community through numerous projects with the Boy Scouts of America, USA Freedom Corps, The Cumberland County Playhouse, and through St. Alphonsus Church.

He plans to attend Tennessee Technological University and study computer engineering.

Taylor, the daughter of Robert and Simone Taylor, also has an impressive record of community service that includes volunteer work at East Tennessee Children's Hospital, Imagination Library, the Beta Club, after-school tutoring, and through Kingston United Methodist Church.

She plans to attend Tennessee Technological University and study nursing.

Miles, the daughter of John and Lisa Miles, has served her community through the "Get a Grip" drug and alcohol awareness program, Bradley/Cleveland Developmental Services, Blood Assurance, Relay for Life, and has been a Special Olympics coach.

She plans to attend Tennessee Technological University and study engineering.

President/CEO Rody Blevins said VEC is proud to honor students, like these, who have shown a real commitment to serving others through community service.

"Our scholarship winners are the types of students who build our confidence in our young people and who give us reason for optimism for the future of our communities," Blevins said. "These students have demonstrated their commitment to helping others, so we are very happy to help them in the pursuit of their educational goals."

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; and
- 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.



Improved Facilities, Upgraded Technologies Will Help Us Serve You Better

Keeping up with the ever-increasing electricity demands of nearly 109,000 Volunteer Energy Cooperative members is a tough job. If we stand still for a moment – we start falling behind. We currently have several projects under way and the goal of each project is to help us provide the best possible service at the lowest price possible.

Hamilton County

We are currently finishing up work on our new Hamilton County Customer Service Center. The office will include about 10,000 square feet of space, a drive-through window, and a secure fenced area.

The office, located near the intersection of Ooltewah-Georgetown and McMahan Gap roads, is designed to be convenient for our customers and crews and it provides us with the ability to upgrade our customer service technologies as well.

We are planning to move into the new office sometime in August.



Rody Blevins President/CEO

Bradley County

We've recently completed construction of our new Bradley County Substation on Tunnel Hill Road. The substation is adjacent to TVA's new 500 KV transmission substation and serves about 2,500 customers in the Tunnel Hill Road, Lead Mine Road, Candies Creek Road, and Blue Springs Road areas. The project was undertaken to relieve our over-worked McDonald Substation and this substation will improve our service reliability in the area significantly.

Automated Meter Reading

The first phase of Volunteer Energy Cooperative's (VEC) four-year, \$9.2 million project to automate meter reading functions is nearing completion and meter readings of about 33,000 VEC customers are already being gathered electronically.

The readings are being gathered from customers served out of 11 VEC substations. We are already beginning to see the benefits of this project and I expect it to tremendously enhance the efficiency of our meter reading process.

One of the main functions of the Automated Meter Reading (AMR) system is to efficiently and accurately gather billing information. But the AMR system will also help VEC manage load demands better, help speed up the power restoration process in the event of an outage, and detect meter tampering.

Other Projects

We are also currently working on major upgrades at our Crab Orchard, Ocoee, and Monterey substations. And we are planning to begin construction of a new centralized call center in the near future.

We will keep you updated on these projects and new projects that we will be undertaking as well. Improving the reliability of our service and incorporating the latest technologies available to keep costs down is a never-ending job. But it's a job in which we take a great deal of pride.

VEC*Customers Share*

*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 \$34,782 in community service grants in April. Since the inception of the program in October 2001, more than \$2.6 million in grants has been awarded. The deadline for grant applications is the last working 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 April include: Fair Park Senior Center, Crossville - \$3,500; Friends of the Fentress County Library - \$3,000; Pickett County High School Science Club - \$2,303; Snow Hill Recreation League, Ooltewah - \$1,800; North Cumberland Elementary School Student Council - \$1,500; Mineral Springs Hunger Relief, Monterey - \$1,500; Rhea County Rescue Squad - \$1,260; Pickett County Relay for Life - \$1,000; Old Fort Community Club - \$1,000; South Roane



VECcustomers Share Board members Jim Purcell, left, and Pauline Sherrer, second from right, present a grant check in the amount of \$3,500 to Peggy Houston and Charline Picard of the Fair Park Senior Center.

County Volunteer Fire Department - \$1,000; Rhea County High School Softball Boosters - \$1,000; Cleveland Civitan - \$1,000; The Lighthouse Counseling & Life Skills Center, Hamilton County - \$1,000; Polk County Youth Baseball - \$1,000; Gear Up TN, Decatur - \$1,000; Meigs County High School Future Business Leaders of America Club - \$1,000; Bradley Central High School Boys Soccer Booster Club - \$1,000; Pine View School Jr. Beta Club, Rockwood - \$1,000; Pickett County High School English III & IV Club - \$879; Rhea County Veterans Coordinating Committee - \$740; Wild River Island Retreat, Cleveland - \$600; Delano Lions Club - \$600; White Lightning Softball, Decatur - \$500; Young Farmers and Ranchers, Kingston - \$500; Clarkrange High School Girls Softball Booster Club - \$500; Midway Athletic Club - \$500; VFW Post 6277, Monterey - \$500; McMinn High School Mu Alpha Theta Math Society - \$500; Meigs County Livestock Show Team - \$500; Midway Quarterback Club - \$500; Mt. Carmel Ladies of Action, Decatur - \$500; Ooltewah High School Boys Soccer Association - \$500; Business and Professional Women of Cumberland County - \$500; Tennessee Lady Chargers AAU Basketball Team - \$400; and Brown Middle School PTO, Harrison - \$200.

VEC Pitches In With Habitat For Humanity



Volunteer Energy Cooperative is co-sponsoring a home for a low-income family through Habitat for Humanity of Cleveland. VEC funded \$10,000 for the project through the VECcustomers Share program.

Habitat for Humanity of Cleveland works to provide housing for hard-working low-income families. Executive Director Matthew Carlson said Habitat has built 50 homes in the past 15 years.

"The program is a long term solution for low-income families who struggle with poverty and substandard housing issues," Carlson said. "Our program motto is 'We offer a hand up - Not a hand out.'"

VEC President/CEO Rody Blevins said VEC is pleased to be able to assist in such a worthwhile cause.



Eddie Geren, left, and Jeremy White install siding.



Front row – from left, Melvin Flowers, Eddie Geren, Jeremy White, top row – from left, Don McCoy and Matt Hoffman pitch in at the VEC-sponsored Habitat for Humanity House.

"Habitat for Humanity has an excellent reputation for helping low-income families realize their dreams of home ownership," Blevins said. "They are making a big impact in the community and I'm glad VEC can help in that effort."

A total of 24 VEC employees also volunteered to help build the home.

"I'm so encouraged by the response from VEC employees," said VEC Vice President of Marketing and Economic Development Patty Hurley. "This is a terrific opportunity for us to get involved in the community. I appreciate the VECcustomers Share Board for providing this opportunity and I'm very grateful for the fantastic way that VEC employees have responded to help, giving up their Saturdays to work."



From left, Roscoe Ballew, Kelly Green, Mark Pirkle, Scott Dulaney, Charles Hurley and John Selvidge take a break from painting chores.

The VECcustomers Share bylaws dictate the maximum amount of funding that a single organization can receive per year is \$10,000. Bill Sparkman, the Bradley County representative on the VECcustomers Share Board said VEC and Habitat for Humanity is a natural fit.

"VEC's emphasis and experience with energy efficient construction and Habitat for Humanity's emphasis on providing long-term solutions fit together perfectly," Sparkman said. "Energy efficient construction will mean long-term economic benefits for these new homeowners



VEC Volunteers, from left, include Scott Dulaney, Mark Pirkle, John Selvidge, Kelly Green, Patty Hurley, and Charles Hurley; Tyler Bramlett and Jerry Franitza of Habitat for Humanity are also pictured.

Please Help Us Serve You Better

Please assist us in our efforts to offer the best possible service. To ensure our meter readers have safe access to your meter, please consider the following:



- **Keep pets inside, in a fenced area, or on a leash, a safe distance from your meter.**
- **Ensure that your meter is not obstructed by a locked gate or fence.**
- **Ensure that steps and patios are safe and accessible.**
- **Keep foliage and trees trimmed around meter.**

If you believe that there may be access issues preventing our meter readers from reading your meter, please call your local VEC Customer Service Center.