



The VEC Customers Share Board Members and VEC support staff include: Front row from left: VEC Vice President of Marketing and Economic Development Patty Hurley, VEC Customers Share Board Members Gloria Schouggins (Meigs County), Holly Neal (Cumberland County-East), and Joyce Callahan (Putnam County). Standing left to right: VEC President/CEO Rody Blevins; VEC Customers Share Board Members Jerry Stephens (Polk County), Pete Williams (Rhea County), Jim Purcell (Cumberland County - West), Carlton Norris (Chairman - Hamilton County), Doug Ford (McMinn County), Galen Rector (Pickett County), Harold Reno (Bradley County), and Alton Lingerfelt (Roane County) Not pictured: Jim Taylor (Fentress County).

...continued from "Tornado Relief"

other occasion for flood relief in Rhea County.

The Board directed \$33,200 to four different organizations who are heading up relief efforts in four different counties that were particularly hard hit by tornadoes.

A total of \$20,000 was directed to the Hiwassee Chapter of the American Red Cross with instructions to use \$10,000 for relief efforts in Bradley County, \$5,000 in McMinn County, and \$5,000 in Polk County.

An additional \$3,200 was directed to the Salvation Army for use in Bradley County and \$5,000 was directed to the Bradley Baptist Association for use in Bradley County.

The Rhea County Interfaith Disaster Relief organization received \$5,000 to assist relief efforts in Rhea County.

VEC President/CEO Rody Blevins said VEC was happy to be able to help these organizations and expressed his appreciation for their efforts in assisting tornado victims.

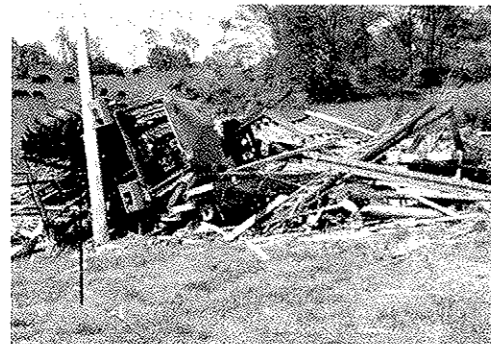
## VEC Customers Share Board Directs Funds to Tornado Relief

The VEC Customers Share Board made a rare decision in May when they opted to direct all donations available for distribution to assist victims of the tornadoes that swept through the VEC service area on April 27. The tornadoes that ripped through the area caused several deaths and extensive damage.

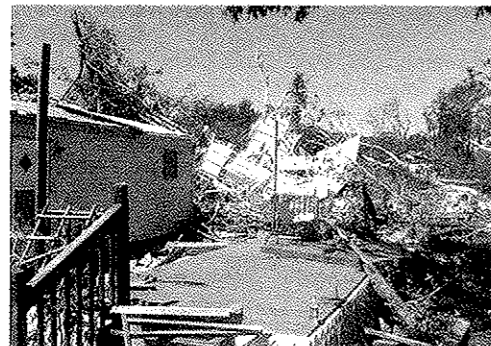
"Like so many in the area, the VEC Customers Share Board wanted to pitch in to help those affected by these storms," said VEC Customers Share Board Chairman Carlton Norris who represents Hamilton County. "We are very grateful that so many VEC customers elect to participate in the program. Without their generosity, we would not have been able to offer this assistance."

VEC Customers Share funds are provided by VEC customers who allow their bills to be rounded up to the nearest dollar. The difference between the actual bills and the rounded up amounts is placed into a fund that is distributed monthly to community agencies in the form of grants. Since October of 2001 when the program began, these grants have provided nearly \$3.8 million to local organizations. The grants are determined by an all-volunteer Board of Directors.

The VEC Customers Share Board has elected to distribute all available funds for a month to a single cause only twice before - once for tornado relief in Cumberland County and on one



The Blue Springs area of Bradley County



Rhea County

## 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

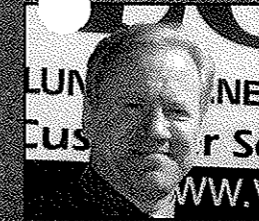
All of the information that we collect, as described above, may be disclosed when necessary to assist us in servicing your accounts to third parties as designated by you, in response to subpoenas or court orders, and to a credit bureau or similar information reporting agency. We do not disclose any nonpublic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



Rody Blevins is President/CEO of Volunteer Energy Cooperative

## Tornadoes Brought the Worst of Mother Nature and the Best of Our Communities

When a series of tornadoes and severe weather ripped through the Tennessee Valley on April 27 we saw the devastating effects of Mother Nature at her worst. In the aftermath of the storms we saw some of the best of human beings reaching out to help those who were victimized.

The damage that we encountered in the VEC service area was some of the worst we've ever seen. In many areas "complete devastation" is the only way to describe it. Many homes and several lives were lost.

In regards to VEC's electric distribution system, the damage was massive. More than 270 power poles were damaged. Due to the damage to TVA's transmission system, we lost power to four substations. Repairing the damage of required digging through a maze of downed trees and other debris.

It took several days for us to make our way through the wreckage, repair the damage, and restore power to all of our customers. Our line crews, supervisors, dispatchers, engineers, and other support staff worked night and day throughout the crisis and I'm grateful to them for their hard work and dedication.

We also received help from Cumberland Electric Membership Corporation, Etowah and Murphy electric systems, and contract crews from Dillard-Smith, Pike Electric, MPS, Galloway, and Seelbach. I'm very grateful for their support as well.

Since those storms we've also received a barrage of letters, notes, phone calls, personal visits, and emails from customers expressing their gratitude for our efforts during the crisis. I'd just like to offer my personal thanks to every one of these customers. I realize what a hardship it was to be without electricity for several days. In spite of that, so many offered their thanks and support and every encouraging word means so much to all of us at VEC. Thank you.

It is also very inspiring to see so many in our communities rally to support the victims in any way they can. It's easy to get cynical about people and human nature. The silver lining in a situation like this is when we are reminded just how compassionate, unselfish, and kindhearted people can be.

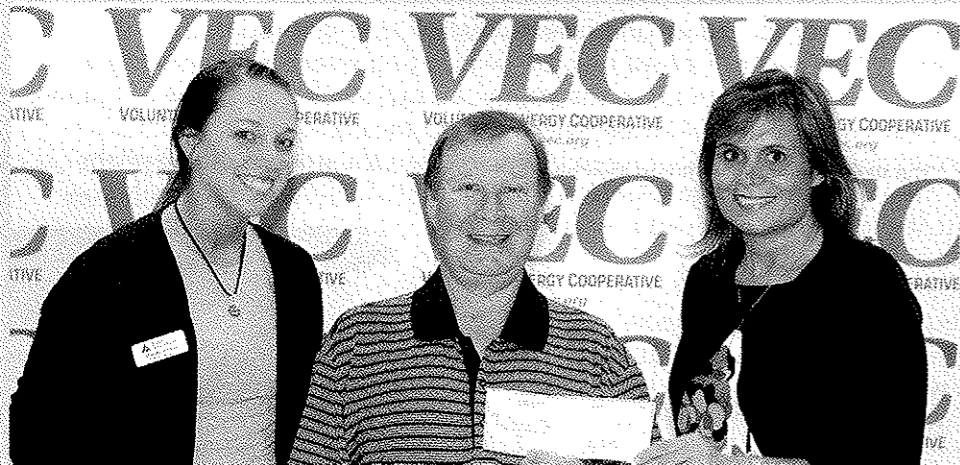


Freewill Road in Bradley County

# VEC Customers Share

## YOUR CHANGE CHANGES THINGS

The VEC Customers Share program funded \$31,400 in community service grants in March. Since the inception of the program in October 2001, more than \$3.7 million 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](http://www.vec.org)



VEC Customers Share Board Member Carlton Norris, center, presents a grant check to Brigette Thurman, right, and Martha Brown, left, of Junior Achievement of Chattanooga.

## Organizations receiving grants in April

Standing Stone Historical Society, Monterey - \$2,000  
 Laurel Bluff Baseball Boosters, Kingston - \$2,000  
 Rhea County Veterans Coordinating Committee - \$1,500  
 Junior Achievement of Chattanooga - \$1,450  
 Pickett County Relay for Life - \$1,200  
 Fentress County Literacy Council - \$1,000  
 United Way of Bradley County (Imagination Library) - \$1,000  
 Cleveland Evening Lions Club - \$1,000  
 Luminary-Frostbite Volunteer Fire Department - \$1,000  
 Fair Park Center, Crossville - \$1,000  
 Polk County Alumni Association - \$1,000  
 Fentress County Food Bank - \$900  
 BASIC of Tennessee, Birchwood - \$800  
 National MooFest, Athens - \$750  
 Tennessee Chapel Baptist Church Food Pantry Fund, Kingston - \$750  
 Meigs Middle School PTO - \$650  
 Health Occupations Students of America, Decatur - \$650  
 Mrs. Emily Billbrey's 5th Grade Reading/Language/Math Club, Byrdstown - \$566  
 Miracle Lake, Etowah - \$500  
 Byrdstown Senior Center - \$500  
 Clearwater Sportsman Rally, Athens - \$500  
 Fairfield Glade Lions Club Charities - \$500  
 Bread of Life Rescue Mission, Crossville - \$500  
 Hiwassee Longbeards, Riceville - \$500  
 Chilhowee Middle School Volleyball Club, Benton - \$500  
 Riceville Youth Football Organization - \$500  
 Friends of the Fentress County Library - \$500

Walker Valley High School Golf Team Booster Club - \$500  
 Rinnie FCE, Crossville - \$500  
 Benton Elementary School Jr. Beta Club - \$500  
 Coordinated School Health of Polk County - \$500  
 Visually Impaired Support Group of Cumberland County - \$500  
 Art Circle Public Library Teen Summer Reading, Crossville - \$500  
 Peavine Care Center, Crossville - \$500  
 Brown Middle School PTO - \$500  
 Skills USA, Jamestown - \$500  
 Friends of the Pickett County Library - \$484  
 3rd-5th Grade Enrichment Club, Decatur - \$400  
 Dizzy Dean 7 & 8 year Old Decatur Tigers - \$400  
 Meigs County FFA - \$400  
 Grandview Community Club - \$250  
 Walker Valley High School Baseball Booster Club - \$250  
 For the Children Quilting Ministry, Crossville - \$250  
 Stone Elementary School PTO - \$250  
 Springtown Community Support Group - \$250  
 North Cumberland Elementary School Beta Club - \$250  
 Infusion Solutions, Crossville - \$250  
 Cumberland Master Gardeners, Crossville - \$250  
 Fraternal Order of Police Frank Clement Lodge #38, Crossville - \$250  
 Decatur Dizzy Dean Baseball Organization - \$250

## Cumberland Schools, Businesses Receive Energy Efficiency Incentives through VEC/TVA Energy Right Solutions Program

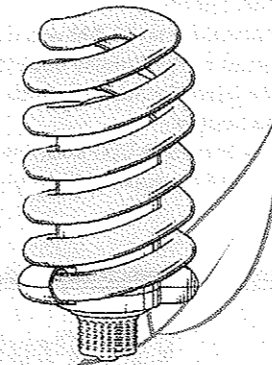
Cumberland County Schools, Micro Metals, and Crossville Staples recently received energy efficiency incentives of over \$118,000 from the Tennessee Valley Authority (TVA) and Volunteer Energy Cooperative (VEC). The incentives are based on efficiency improvements implemented at schools and at the two businesses in Cumberland County. The incentives are offered through TVA's Energy Right Solutions for Business program.

Dr. Aarona Vanwinkle, director of Cumberland County Schools, said that the \$107,881 one-time incentive payment that the school system received was attractive to get the ball rolling to become more energy efficient, but the greatest benefit will be realized as monthly energy usage is reduced. "These are long-term improvements that will reduce our energy usage for many years to come," he said.

Micro Metals received an incentive payment of \$9,500 and the Crossville Staples store received an incentive payment of \$1,500.

In order to take advantage of the incentives, the school system and the businesses' buildings first underwent an evaluation to determine the most cost-effective means to conserve energy. Incentives were based on the estimated savings that will be realized during the peak times of load for TVA after the efficiency improvements were installed.

Rody Blevins, president and CEO of VEC, said that this program is a win-win for the school system, the businesses and the electric cooperative. "In April," he said, "TVA changed their rate structure. This increased the cost that VEC pays to TVA for our power. Customers who implement projects like these help to hold down costs for all VEC customers. Peak load will be a major factor in the future."



## Tennessee Valley Authority (TVA) Residential & Outdoor Lighting Fuel Cost Adjustment

Effective June 1, 2011

**2.564¢**

For the most current FCA information, visit [www.vec.org](http://www.vec.org)

TVA is now reflecting the full cost of fuel used to generate electricity in the Fuel Cost Adjustment. Previously the FCA only included a fraction of this cost and the energy charge included the remainder. As a result of TVA's most recent change, the Fuel Cost Adjustment for electric consumers throughout the Tennessee Valley shows a substantial increase beginning in April. The energy charge drops as the fuel cost is removed from this segment of the charge.

## VEC Vegetation Control Program Aims to Increase System Reliability Without Negative Environmental Impact

Volunteer Energy Cooperative is responsible for delivering quality power as safely and as inexpensive as possible. Trees and underbrush can present a major obstacle to meeting those responsibilities. Faced with new pressures and economic uncertainties, we have re-examined cost and priorities to integrate a long-term approach to control vegetation under power lines.

To manage right-of-way vegetation, VEC has two primary options: mechanical and herbicides. While mowing and cutting at first may appear to be the least expensive way to control vegetation, when all expenses are added: equipment, fuel, labor, and the continuous cycle it is cost prohibitive.

Volunteer Energy Cooperative is concerned about you and your community and we believe that our vegetation management program will provide you with reliable electrical service while resulting in a safe, environmentally sound treatment. See the accompanying article on VEC's right-of-way spraying schedule in this edition of *Powerlines*.

For more information on VEC's vegetation control program, contact: Right-of-Way Superintendent Steve Scott at (423) 334-1020 ext. 7034.

## Right-of-Way Spraying Schedule

Volunteer Energy Cooperative's right-of-way (ROW) spraying program is scheduled to get under way in mid-June and run through September, according to Steve Scott, VEC's vegetation control specialist.

Scott said the spraying is necessary to help prevent extended power outages caused by falling trees and to assist with quick power restorations by improving access for service crews.

"We spray when growth is most active," Scott said. "We only use EPA-approved herbicides that are rated the safest and we use them in low concentrations."

Scott said the herbicides work on woody growth without affecting flowers and grass. The herbicides VEC will be using have been tested and deemed harmless to humans and animals. Copies of the Material Safety Data Sheets for each herbicide are available at VEC customer service centers.

Scott said the technique used is selective, low volume and low concentration, backpack spraying to prevent drift.

Organic growers with questions in the Cleveland and Decatur service districts should contact Scott at 423-334-7034. Organic growers in the Crossville service district should contact Tommy Walker at 931-839-2217 ext. 7411 and organic growers in the Jamestown service district should contact Butch Smith at 931-864-3685 ext. 7651.

### 2011 ROW Spraying Schedule

#### Benton Service Area

Hwy 411 South, Ladd Springs Rd., Busted Rock, Bucks Pocket, Curbow Bridge, Bates Pike, Thompson Springs, Carson, Boanerges Church Rd., Samples Chapel, Easley Ford, Union, Spring Place

#### Byrdstown Service Area

Beason, Edgefield, Greenbrier, Hwy 325, Hwy 111, Old Kentucky Rd, Red Hill

#### Cleveland Service Area

Eads Bluff Road, Van Davis Road, Lower River Road, Hopewell, No Pone Road, Candies Creek Ridge, Mouse Creek, Mt Zion, Rabbit Valley, Harrison Pike, White Oak Valley Road, Sugar Creek, Sanford, Frontage Rd, Freewill, Old Freewill, Eureka, Hwy 60 West, Ooltewah Georgetown, Mahan Gap, Snow Hill, Wolftever, Cedar Springs Church Rd, Spring Place, Ladd Springs, Trewhiitt, Armstrong, Million, Cedar Springs, McClure, Samples Chapel

#### Crossville Service Area

Bowman Loop, Dyke Crossroads, Caryonah, Fredonia, Foxfire Rd, Halstead, Lawson Road, Plateau, Tabor Loop, Potato Farm Road, Pigeon Ridge, Creston, Lantana, Coon Hollow, S Old Mail, Rinnie, Genesis Road, Red Rd., Eastland, Clifty

#### Decatur Service Area

Ten Mile, Hwy 58, River Rd, Womac Hollow, Wasson Rd, Hwy 68, No Pone Valley Rd, Jordan Rd, Centerpoint, Rayl Hollow, Hwy 305, Clearwater, Tranquility

#### Monterey Service Area

Derosssett, Bon Air, Coal Bank, Ravenscroft, Browntown, Pleasant Hill, Hwy 70 West, Glade Creek, Scott Gulf, Old Bon Air, West Lake Rd, Neverfail Rd

#### Spring City Service Area

Bonham, Chestnut Ridge, J.B. Swafford Rd, Lowes Gap, Luminary, Nelson-Harrison Rd, Shut-in-Gap, Summer City, Walden Mountain, Walsh Pellfrey

