

## VEC Customers Share Reaches Out to Local Communities



Members who participate in the VECustomers Share program funded \$31,400 in community service grants in January. By rounding their electric bills up to the next whole dollar and donating the change to the program, members have now funded more than \$4 million since the program's inception in October of 2001.

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

VEC Customers Share board member Bobby Scott, right, presents a grant check to Glenn Carroll, president of the Ooltewah High School Band Boosters.

### Organizations receiving grants in January

Pine Grove Fire District Assoc., Spring City	\$2,010	Mountain Volunteer Fire & Rescue Service, Crawford	\$950
Manna House Ministries, Jamestown	\$1,500	Midway High School PTO	\$750
Happy Hearts Seniors, Benton	\$1,500	National MooFest, Athens	\$750
Knights of Columbus Council 8252, Crossville	\$1,500	B.A.S.I.C. of Tennessee, Birchwood	\$750
Pickett County K-8 Grade 7 Language Arts Club	\$1,500	Rogers Creek Youth Football, Athens	\$750
Fentress County Ministerial Association	\$1,250	Girl Scout Troop 40311, Athens	\$750
Behavioral Research Institute, Cleveland	\$1,250	Senior Lighthouse Center, Spring City	\$740
Pickett County Jr. High Science Club	\$1,250	Friends of Harrison Bay State Park	\$700
Monterey Senior Citizens Center	\$1,200	Mt. Carmel Ladies of Action, Decatur	\$500
Meigs County Health Council	\$1,000	Cleveland/Bradley County Chamber Foundation	\$500
Visually Impaired Support Group of Cumberland County	\$1,000	Linsdale Community Services Center, Delano	\$500
Plateau Pregnancy Services, Crossville	\$1,000	Gracemoor, Sparta	\$500
Etowah Arts Commission	\$1,000	Cleveland Storytelling Guild	\$500
Midway HS Cheerleader Booster Club	\$1,000	Infusion Solutions, Crossville	\$500
Ooltewah High School Band Boosters	\$1,000	Meigs County High School Spanish Club	\$500
South Roane County Volunteer Fire Dept.	\$1,000	Cleveland State Community College	\$500
For the Children Quilting Ministry, Crossville	\$1,000	Foundation	\$500
		Make-A-Wish Foundation of East Tn	\$200
		Muscular Dystrophy Association	\$100

## VEC Launches Prepaid Electric Billing Option

Electricity is one of the few things that most people use before you pay for it. Gasoline, groceries, and most other things people buy, require them to pay before they use it. But most electricity providers charge customers after they've used the electricity. It's a system that has been in place for a very long time, and for the most part, it works well for the electricity provider and for the customer.

But there's a small percentage of VEC's residential customers who, for various reasons, can benefit from a pre-paid billing system for their electricity. In an effort to better serve these customers VEC recently began offering a pre-paid electricity billing system called PayMyWay.

PayMyWay helps residential customers avoid security deposits, credit checks, late fees, and reconnect fees. Customers can schedule payments at times and in amounts that meet the needs of their individual household budget.

Once a PayMyWay customer establishes a credit balance, their home's energy usage is recorded and charge daily to the account. The credit balance is reduced by the amount charged until either the balance is exhausted or additional payments are made to the account. PayMyWay customers schedule payments that are convenient for them. Payments may be made with cash, credit cards, or checks via phone, at the VEC web site, or in person at any VEC service center. Once an initial credit balance has been established, you make minimum payments of \$40 at any time.

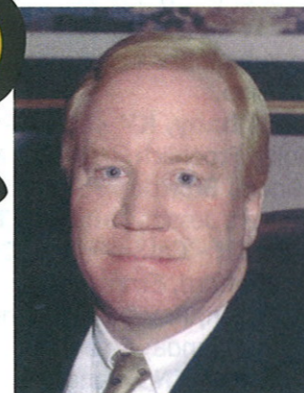
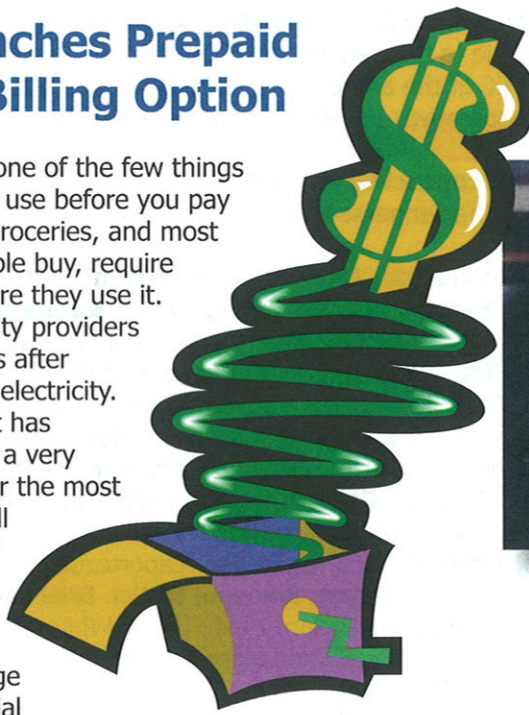
PayMyWay participants do not receive monthly statements. However, customers can view their account balance information 24 hours a day through the VEC web site ([www.vec.org](http://www.vec.org)), by calling your local VEC office, or by visiting any VEC service center. When a customer's PayMyWay balance is low, they receive a courtesy notification via an automated phone call and email.

The program also allows customers to catch up on past due balances with affordable payments while still receiving electric service. There is an additional \$8 per month fee to cover VEC's administration expenses.

PayMyWay is a radical change in the way most people are accustomed to paying for electric service and it requires a customer to be an active and well-informed consumer. For that reason we don't accept PayMyWay applications over the phone or via the internet. We require the customer to come into one of our offices so one of our customer service representatives can make sure they completely understand the program and how it will work best for each individual customer.

This new pre-paid billing option probably won't fit the needs of the majority of VEC customers. But for some customers such as those who frequently incur late fees or reconnection fees, customers who want to avoid a security deposit, or for customers who don't like their due date and would rather schedule payments when it is more convenient for them, PayMyWay can be an attractive option.

If you think PayMyWay might be a good option to meet your individual needs, we invite you to stop by your local VEC's customer service center and meet with one of our customer service representatives.



Rody Blevins  
President/CEO  
Volunteer Energy  
Cooperative

## Volunteer Energy Customers Are Better Informed Than Most

The Southern Alliance for Clean Energy (SACE) recently recognized Volunteer Energy Cooperative for their efforts in keeping their customers well informed with an exceptionally detailed monthly bill and newsletter that help customers conserve energy and use energy more efficiently.

"Not all electricity bills are created equal," said Jeannie McKinney an energy efficiency policy associate with SACE's Knoxville office. "Today we'd like to commend a local utility company on providing their customers with an exceptionally detailed one. Volunteer Energy Cooperative provides information and advice beyond what the average national utility bill presents."

McKinney cited a study conducted by the American Council for an Energy-Efficient Economy (ACEE). The study placed VEC in the top 10 percent nationally in terms of relating useful information about each customer's energy use patterns, as well as, information on energy-efficiency and energy conservation.

Some of the components of VEC's bill that particularly impressed SACE were a detailed breakdown of electric rates, data on previous month and previous year usage, and information on average daily use and average daily temperature.

"Most important to us about VEC's bills, though, are the highlights and tips about energy efficiency and usage awareness that they also bring their customers," McKinney said. "There's a paragraph at the top of each statement which promotes VEC's free In-Home Energy

Evaluation program, and provides contact information for the customer to find out more about the distributor's energy efficiency programs."

She added, "In addition to this paragraph, VEC also goes a step further to promote energy efficiency and includes a monthly flyer with every bill sent. Called *Powerlines*, this newsletter provides further information about energy efficiency opportunities and energy conservation tips. *Powerlines* also offers more details



Line Item: SERVICE PRESENT READING PREVIOUS READING AMOUNT USED CURRENT AMOUNT

CUSTOMER CHARGE ELECTRIC (KILOWATT HOURS) 4834 4573 1341 \$ 0.89775 \$ 119.91

VEFCUSTOMERS SHARE TOTAL CURRENT CHARGES 119.91

PROJECT RESERVE 0.00

TOTAL DUE \$ 131.00

ACCOUNT NUMBER: 02  
TOTAL DUE: \$ 131.00  
DATE PAID DUE FOR CURRENT CHARGE ONLY: 12/26/2011  
AMOUNT DUE AFTER: \$ 137.45

and explanations of electricity terms, so that customers can further understand their bills and how to make use of all this information."

Volunteer Energy Cooperative President/CEO Rody Blevins said the acknowledgement from SACE is very encouraging.

"We recently put a great deal of effort into redesigning our bills in order to provide as much information as possible to our customers," Blevins said. "Since we are a cooperative, owned and operated by our customers, we want to partner with them to conserve energy and use energy more efficiently. It not only helps provide a cleaner environment, it produces lower electric bills."

VEC is a member-owned electricity distribution cooperative that serves all or part of 17 counties in east-central Tennessee. For more information visit: [www.vec.org](http://www.vec.org).

The Southern Alliance for Clean Energy promotes responsible energy choices that create global warming solutions and ensure clean, safe, and healthy communities throughout the Southeast with seven offices in Florida, Georgia, North Carolina, South Carolina, and Tennessee. For more information visit: [www.cleanenergy.org](http://www.cleanenergy.org).

## VEC's Jamestown Office Puts Energy Efficiency and Customer Convenience on the Front Burner



VEC's Jamestown Customer Service Center was originally built in 1987. While wines might get better with age, it was becoming difficult for VEC's employees and customers to conduct business in the office with the 1987 design.

When VEC decided it was time to update the office, they also decided to incorporate innovative technologies to lower energy costs, reduce peak energy demand, and provide a place for other local businesses to investigate energy solutions and see them in action.

"This cooperative belongs to our customers, and so does this building," said VEC's Jamestown Service Area Superintendent Louie DeLorenzo. "Even before the renovations were finished we had folks from local businesses and churches coming by to see how they might be able to use some of the features we're incorporating."

The Jamestown office renovation includes energy-efficient upgrades such as lighting improvements, and heating and cooling system upgrades including an Ice Bear cooling system. The office also received insulation upgrades.

In addition to energy efficiency improvements, the office was also updated to provide a higher level of customer service.

"We've made improvements to the parking lot to enhance traffic flow and safety as well as the overall appearance of the office," DeLorenzo said.

A new enclosed truck bay allows employees to complete vehicle maintenance year-round and a new computer server room has increased the office's voice and data capabilities. An updated crew room, locker room, and customer service area

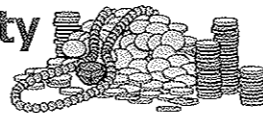
improve work-flow and provide a more pleasant experience for customers.

"It is more comfortable and more accessible for our customers," said DeLorenzo.

(From left) VEC Special Projects Coordinator Scott Woodlee, construction foreman Billy Ray Matthew of RBA Construction, and VEC Jamestown Service Area Superintendent Louie DeLorenzo review plans for renovations to VEC's Jamestown Customer Service Center.



## VEC is Holding Unclaimed Property



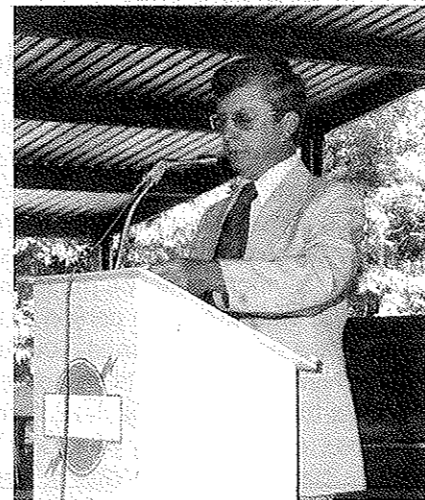
Volunteer Energy Cooperative (VEC) is holding unclaimed property of at least \$50 due to the persons listed below. The owner may claim this property by contacting VEC at the address and/or telephone number listed below:

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 25, 2012 the law requires us to submit this property to the Tennessee Treasury Department Unclaimed Property Division.

**Albany, KY** - Lucky Productions Oil Exploration; **Athens, TN** - Raymundo Solis; Froehlich, Lorrie I.; Manson, Ronald D.; King, Dawn. **Birchwood, TN** - Lynn, Mindie; Browder, Yolanda F. **Byrdstown, TN** - Clark, Jennifer; Waddey, Heather; Walton, Jesse. **Calhoun, TN** - Gregory, Sandra Charlene; Fanucci, Sarah. **Church Hill, TN** - Calvin Brown. **Cleveland, TN** - Holland, Lynnette; Rogers, Juanita S.; Stafford, Ernest Haskel; Chaney, Kindra K.; Jackson, Paul L.; Maddox, Dolly E.; Dixon, Roy Dale; Patefield, Robert D.; Hicks, Jeremy Alan; Hirsh, Kendall P.; Davis, Wanda; Charleston Pik Quik. **Cookeville, TN** - Grisham, Donald MD. **Crab Orchard, TN** - Randolph, Michael D. **Crossville, TN** - Gunter, Christy; Platz, Kathryn Nicole; Heward, Janeet G.; Sparks, Steven; Laportezubia, Pauline; Brady, Victoria; Brumbalough, Harold N.; Slaven, Brandon; Statler, Billie Rae; Malloy, Melissa; Becker, Jonathon; Lolmaugh, Jason; Hesh, Larry; White, Charles Robert; Reinschmidt, Gregory; Harris, Eric D., Barker, Mary K.; Grootegoed, Donna; Freeman, Thomas G.; Ridge, Barry; Shaffer, Mary Linda; RV Service & Accessories. **Decatur, TN** - Fortner, Mary K.; Monneyham, Jonathan T.; Freeman, Lamar; O'Daniel, Danny E., Thacker, Laura; Cleveland, Carrie L.; Koptyra, Mark. **Delano, TN** - McClary, Austin; **Fairfield Glade, TN** - Bell, Howard; Bowder, Nichols J. **Georgetown, TN** - Davis, Zack T.; Keylon, Carolyn J.; Brown, Frances Lee; Carlton, Stacy E. Jr.; Scarborough, Johnny. **Gibbon, NE** - Morales, Enoc. **Harriman, TN** - Waggle, Buffy B. **Harrison, TN** - Sanchez, Melvin. **Jamestown, TN** - Pemberton, Robert; Romero, Sabas; Ellis, James D.; Jeff's Auto Glass. **Kingston, TN** - Edwards, Shawn C.; Executive Landcare LLC. **Knob Lick, KY** - USP. **Loudon, TN** - Hayes, Steven D. **Louisville, KY** - John Conti Coffee Company. **Metairie, LA** - Iadanza, Gianni. **Monterey, TN** - Booher, Debra K.; Day, Eddie; Villava, Filiberto; Rodriguez, Basilio J. Ponce; Garza, Arnodo. **Monticello, KY** - Parris, Charles. **Northport, FL** - Willis, Clarence D. **Ocoee, TN** - Christie's Shoes. **Old Fort, TN** - Goss, James G.; Earwood, Tiny M.; Oberlin, Amanda; Anderson, William E. II; Stafford Asphalt Inc. **Ooltewah, TN** - Davidson, J. Jeff. **Pleasant Hill, TN** - Nixon, George. **Riceville, TN** - Moses, James W.; Greeno, Mark; Hart, Beverly A. **Sparta, TN** - Stephens, Gary M. **Spring City, TN** - Ewing, Juanita; Janow, Rebecca. **St. Joseph, TN** - West, Sarah M. **Ten Mile, TN** - Whitlock, Mark; Fehl, Howard A.; Brown, Brandon. **Turtletown, TN** - Cave, Dustin Allan.

## In Memory



Earl Ware

Former General Manager of VEC

Earl Ware, former general manager of Volunteer Energy Cooperative, passed away December 30th at the age of 93. Ware, a resident of Decatur, TN, served as VEC's general manager from 1968 to 1979. Ware is survived by his wife, Mildred Ware, daughter and son-in-law, Carol and Thomas Doyle of Copperhill, TN and their children John and Jeff; daughter and son-in-law, Susan and Larry Rogers of Decatur, TN and their children, Meloney, Gayla, and Heith; and five great-grandchildren.



Les Hartman, energy efficiency program manager for TVA's Southeast District, updates area contractors on energy efficiency programs during a contractors' seminar hosted by VEC.

## VEC Works With Local Contractors to Help Lower Your Electric Bill

Not many contractors work as hard as Volunteer Energy Cooperative (VEC) does to help customers spend LESS money on our product. One way VEC works to help customers use less electricity – and lower their electric bills – is by participating in energy efficiency and energy conservation programs with local contractors and TVA.

VEC recently hosted seminars with local contractors who specialize in heat pumps, home insulation, window replacements, and other energy-saving home improvement products to help them stay abreast of the most up-to-date techniques and products and to show them how to help customers receive financing and rebates through VEC/TVA programs.

The two seminars – one in Decatur and one in Crossville – focused on VEC's heat pump financing and In-Home Energy Evaluation programs. The programs offer VEC customers attractive financing rates, expert advice and inspections, and rebates for qualifying home improvements that save energy and money.

### Heat Pump Financing

One of the programs contractors got an update on was VEC/TVA's heat pump financing program which offers customers the opportunity to finance the purchase and installation of a new, energy-efficient heat pump with interest rates of low as 6%.

Payments are added to customer's monthly electric bill.

### In-Home Energy Evaluations

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Payments are added to customer's monthly electric bill.

## Tennessee Valley Authority (TVA)

Residential & Outdoor Lighting Fuel Cost Adjustment  
Effective February 1, 2012

2.116¢

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

