



Right-of-Way Spraying Helps Reduce Outages

Volunteer Energy Cooperative's Integrated Vegetation Management Program is scheduled to get underway in mid-June and run through September, according

to Steve Scott, VEC's Right-of-Way Superintendent. Scott said herbicide spraying is necessary to help prevent extended power outages by removing incompatible species that threaten electric service 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."

The herbicides VEC will be using are very safe and are environmentally friendly. They are non-restricted herbicides that any homeowner can purchase and apply to their property without a license. VEC does not use any form of Glyphosate (Roundup™). 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. All herbicides are applied by trained applicators in accordance with the product labels as well as state and federal laws.

Customers with questions in the Benton, Cleveland, Decatur, Georgetown and Spring City service areas should contact Steve Scott at 423-334-7034. Customers in the Byrdstown, Crossville, Jamestown and Monterey service areas should contact Brad Rhea at 931-248-1884.

Cleveland Service Area
Waterlevel Hwy, Old Parksville Rd, Chestuee Rd, Old Johnson Rd, Benton Pike, Chilcutt Rd, Lebanon Rd, York Rd, Gatlin Rd, Virgil Rymer Rd, Osment Rd, Horton Rd, Bates Pike, McClanahan Rd, Hancock Rd, Rymer Rd, McDonald Rd, Old Alabama Rd, Brock Lane, Pine Hill Rd, Pine Hill Drive, Johnston Rd, Tunnel Hill Rd, Bullington Rd, Blue Springs Church Rd, Lead Mine Valley Rd, Hickory Top Rd, Blue Springs Rd, Candies Creek Rd, Howardsville Rd, California Lane, Rakestraw Rd, Kelly Lane,

Weatherly Switch Rd, Hungry Hollow Rd, Re Clay Park Rd, Weatherly Switch Trail Rd, Red Clay Rd, Dunn Farm Rd, Lebanon Valley Church Rd.

Crossville Service Area
Lantana Rd north of Dunbar Rd, Pigeon Ridge Rd, Highland Dr, Mimosa Ln, Peter Pan Ave, Washington St, Coon Hollow, South Old Mail Rd, Fox Den Dr, Lee Dr, Halstead Dr, Fox Fire Rd, Oakley Dr, Oak Dr, Laurel Cir, Camelia Dr, Hickory Hollow Dr, Birchwood Dr, Sycamore Dr, Genesis Rd, East First St, Rock Quarry Rd, Knoxville Hwy, Sportsman Club Rd, Chestnut Hill Rd, Peavine Rd to Fairview Rd, Shorty Barnes Rd, Peavine Firetower Rd, Fox Creek Rd, Fred Ford Rd, Linger Lake, Potter Rd, Catoosa Canyon, Hyder Loop, Netherton Ln, Fourth St, Rector Ave, North St, Camelot, School Ave, Taylor St, Cook Rd, County Garage Rd, N Hills Dr, Dooley St, Woodmere Mall Cir, Central Ave, Tenth St, Phillips Dr, Wayne Ave, Brook St, Village Ln. Mayland Rd, Funnel Creek, High Rock, Cowpen, Sandy Creek, Wightman Rd, Sycamore, Hwy 70 from Pleasant Hill to Claysville Rd, Deep Water Rd, Goose Hollow, Old Hwy 70, Hwy 70 from Mayland to Pomona Rd, Randolph Rd, Bud Tanner Rd, Miller Ct, Ernest Neal Rd, Old Pomona Rd, Hunters Ln, Pomona Rd, Howard Springs Rd, L R Neal Rd, Bell Rd, Barnwell Loop.

Decatur Service Area
Ten Mile, Hwy 58 North, Reed Rd, Old Ten Mile Rd, Pickle Rd, Maple Grove Rd, River Rd, Branham Hollow Rd, Keylon Hollow Rd, Gordon Hollow Rd, Irwinton Drive, Woody Hill, Mans Hollow Rd, Raby Hollow Rd, Rockwood Ferry Rd, Grigsby Hollow Rd, Manor Rd, Woody Lane, Lake Harbor Rd, De Armond, Rd Old Hood Landing, Marney Cove Rd, Walnut Grove Rd, Anglers Cove Rd, Smalley Lane, Highland Reserve Rd, Chamberland Cove Rd, Laural Bluff Rd, Hwy 72, Midway, Ponders Gap Rd, Dogtown Rd, Salem Valley Rd, High Ridge Rd, Paint Rock Rd, Tennessee Chapel Rd, Gage Rd, Myrtle Ward Rd, Cedar Grove Rd, Pattie Gap Rd, Dry Fork Valley Rd, Hughes Hollow Rd, Williams Rd, Pleasant Hill Rd, Womack Hollow Rd, Roberts Ridge Rd, Euchee Rd, Sams Boat Dock Rd, Walden Rd, Red Cloud Rd, Leffew Lane, Upper Concord Rd, Norton Rd, Blue Springs Rd, Paint Rock Creek Rd, Hurricane Valley Rd, Ten Mile Rd, Sweetwater Rd, Loudon Hwy, Huff Bend Rd, Oak Grove Rd, Mullins Rd, Woods Hollow Rd, Hwy 68, Hornsby Hollow Rd, Hickory Flats Rd, Moore Rd, Dake Rd, Centerpoint Rd, Ward Rd, NoPone Valley Rd, Rayl Hollow Rd, Old Clearwater Rd, Jordan Rd, Hwy 305, Co Rd 216, Co Rd 188, Indian Shadows, Crabtree Hollow, Cade Rd, Manns Hollow, Sanford, Hwy 11 South, Riceville, Lamontville Rd, Co Rd 50, Co Rd 40, Co Rd 3, Co Rd 5, Co Rd 730.

Jamestown Service Area
Hwy 52, Round Mountain Rd, McGee Rd, Pine Tree Rd, John Stephens Rd, City Lake Rd, Hicks Cemetery, Stockton Chapel, Stockton Cemetery, Mount Helen, Range Cemetery, Moore Knob Rd, Old Mount Helen Honey Creek Loop, Cole Place Rd, Willie Crabtree, Country Club Rd, Rugby Pike, Frank Campbell, Tom Price Rd, Memory Garden Rd, Stockton Rd, Pennsylvania Ave, Allardt Tinch Rd, Northrup Falls Rd, Peters Ford Rd, Shirley Rd, Baseline Rd, Sam Smith Rd.

Monterey Service Area
Monterey City limits, Bee Rock, Monterey Hwy, Calf Killer Hwy, Pen Hook Rd, Sandy Stone Camp Rd, Crossville Hwy, Bent Tree Rd, Dripping Springs Rd, George Branch, Belmont Dr, Green Dr, East Cove Rd, Old Walton Rd, Industrial Dr, Hillwood St, Arrowhead Dr, Vista Dr.

Spring City Service Area
New Lake Rd, Lake Hills, Cemetery Rd, Town of Spring City, Price Rd, Ideal Valley Rd, Hwy 27, Rocky Springs Rd, Macedonia Rd, Clearwater Dr, Euchee Chapel Rd, Dixie Lee Hwy, Roddy Rd, Caywood Rd, Hwy 68, Wolf Creek Rd, Trentham Rd, Grant Houston Rd, Upper Clear Creek Rd, High Point Rd, Dyer Rd, Sutton Rd, Pleasant Rd, Cat Hollow Rd, Vaughn Mill Rd, Smyrna Rd, Earl Brody Rd, Fugate Rd, Back Valley, Rd, Pierce Rd, Carl Patton Rd, Webb Town Rd, Henderson Rd, Sneed Rd, Old Hwy 27, Evansville Mountain Rd, Walsh Pelfrey Rd, Liberty Hill Rd, Dunn Cemetery Rd, Nelson Harrison Rd.

Investing in Reliability

The mission of Volunteer Energy Cooperative (VEC) is to provide our customers with reliable, safe and efficient services in a courteous and timely manner at a competitive cost. This mission has been at the heart of the decisions I have made over my tenure as President and CEO.

Recently VEC was informed by Tennessee Valley Authority officials of a critical issue at the TVA East Cleveland substation. The substation, as well as the equipment inside, is between 60-100 years old and is reaching the end of its useful life. One of the power transformers is showing signs of degradation and runs a high risk of failure. TVA has brought in a mobile transformer, but at this time they do not have a long-term solution.

Over the next 12 months, VEC will invest between \$7-\$8 million to repair, replace and rebuild where our infrastructure in the area could be affected by the failure of the TVA East Cleveland power transformer. This investment into reliability is the largest capital expenditure over a 12-month time frame in the history of VEC.

Investing in long term reliability for our customers, we have developed a strategy that will not only remove the danger of power loss if the TVA power transformer fails but will also increase capacity and reliability. The areas affected include South Polk County (the Ocoee Area), South Bradley County (the McDonald Area), North Cleveland (the Tasso Area), and Riceville in McMinn County. VEC linemen and contract crews will upgrade the Ocoee and

Providing our customers with reliable, safe and efficient electric service is our mission and we are investing in long term reliability.

South Bradley Substations. This upgrade includes new transformers as well as changing distribution lines to carry more load. Both the upgrade and line change will increase capacity and reliability. In addition to the substations, we are constructing a new transmission circuit on the Highway 411 corridor between the Benton and Ocoee substations. Each step of the project has one objective, moving the load from the TVA East Cleveland substation and securing reliable service to our customers.

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Rody Blevins
President/CEO
Volunteer Energy Cooperative

Monthly Co-op Progress Report - Feb. 2019



Your Change Changes Things

The VECustomers Share program funded \$28,800 in community service grants in April. Since the inception of the program in October 2001, over \$6.6 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.



VECustomers Share Board Member Sharon Parrot presented a grant check this past April to Doylene Farley of the Friends of the Monterey Library. This grant will be used to provide best sellers for the Monterey Branch Library and the surrounding counties.

Organizations receiving grants in April

Cumberland County Cardiac Pulmonary Rehabilitation Alumni Inc.	\$2,250	Midway Youth Development Organization	\$500
New Life Community Kitchen	\$1,500	CASA of Bradley and Polk counties	\$500
Fentress County Friends of the Library	\$1,500	Habitat for Humanity of Cleveland Inc.	\$500
Byrdstown-Pickett Co. Chamber of Commerce	\$1,400	Seniors on the Go	\$500
Monterey First Baptist Church Community Fall Festival	\$1,320	Brown Middle School-Entrepreneur Academy	\$500
McMinn County Education Foundation	\$1,250	Ronald McDonald House Charities of Greater Chattanooga	\$500
HOSA Club (Health Occupations Students of America)	\$1,250	York Institute Girls/Boys Track Program	\$500
Cumberland County High School Baseball	\$1,200	American Legion Ladies Auxiliary of Spring City	\$500
Monterey Middle School 7th/8th Grade Spring Field Trip	\$1,180	White Oak Mountain Long Beards	\$500
Senior Center Exercise Class	\$1,100	Meigs County Aces 5 & 6 yr old Baseball Team	\$500
Midway High School Athletic Support Club	\$1,000	Young Men's Christian Association of Metropolitan Chattanooga	\$500
Eagle Dugout Club	\$750	Cumberland County High School Men's Soccer Team	\$500
We Care Community Services	\$750	Highway 58 Volunteer Fire Department	\$400
FBLA Club-Polk County High School	\$750	Spring City Middle- Eighth Grade Washington Boosters	\$370
Maple Grove Community Seniors	\$600	Dorton Family Community Education Club	\$350
Meigs Matters (Meigs Co. Health Council)	\$600	Midway Youth Cheerleading Organization	\$250
Meigs County Thunder, Dizzy Dean Baseball	\$600	Midway Quarterback Club	\$250
Cumberland County High School Bowling Team	\$600	Great Smoky Mountain Council	\$250
Coordinated School Health	\$600	Watts Bar Lake Association	\$130
Midway High School Baseball Boosters	\$500	Read 2 Be Ready Summer Camp 2019	\$100

Safety Starts With You

Tips for Spotting Potential Electrical Hazards in Your Home

May is National Electrical Safety Month, and here at Volunteer Energy Cooperative (VEC), we think it's a great time to look around your home and check for potential safety hazards.

Remember, every electrical device has a purpose and a service life span. While we can extend their operations with maintenance and care, none of them are designed to last or work forever. When electricity is involved, failures can present electrical hazards that might be avoided with periodic inspections.



Ground Fault Circuit Interrupters

Outdoor outlets or those in potentially damp locations in a kitchen, bathroom or laundry room often include GFCI features. The average GFCI outlet is designed to last about 10 years, but in areas prone to electrical storms or power surges, they can wear out in five years or less. Check them frequently by pressing the red test button. Make sure you hit the black reset button when you are done. Contact a licensed electrician to replace any failing GFCI outlets.

Loose or Damaged Outlets or Switches

Unstable electrical outlets or wall switches with signs of heat damage or discoloration can offer early warnings of potential shock or electrical fire hazards. Loose connections can allow electrical current arcing. If you see these warning signs, it may be time to contact an electrician.

Surge Protectors

Power strips with surge protectors can help safeguard expensive equipment like televisions, home entertainment systems and computer components from power spikes.

Extension Cords

If you use extension cords regularly to connect devices and equipment to your wall outlets, you may live in an underwired home. Remember, extension cords are designed for temporary, occasional or periodic use. If an extension cord gets noticeably warm when in use, it could be undersized for the intended use. If it shows any signs of frayed, cracked or heat-damaged insulation, it should be replaced. And always make sure that extension cords used in outdoor or potentially damp locations are rated for exterior use.

According to the Consumer Product Safety Commission, approximately 51,000 electrical fires are reported each year in the United States, causing more than \$1.3 billion in annual property damage.

Electricity is an essential necessity for modern living, and VEC is committed to providing safe, reliable and affordable power to all of our members. We hope you'll keep these electrical safety tips in mind so that you can note any potential hazards *before* damage occurs.

Autopay at VEC is Changing



Although VEC has offered automatic draft bill payments using checking accounts or recurring credit card payments, recent changes by the Payment Card Industry (PCI) resulted in our updating the Autopay signup process. We now have multiple ways to enroll in Autopay that are still secure and PCI compliant.

SmartHub:

Our members can enroll in Autopay from SmartHub on our website as well as the SmartHub Mobile app. Member information is secured by username and password. Card information will not be stored on our customer management program IVUE.

Telephone:

Members can also enroll by calling the local VEC service center and following the menu prompts (option 8) to speak with a contact center customer service representative (CSR). At the local office, the lobby phone can be used to contact the call center to enroll in Autopay. Either way, Autopay information will be entered by our contact center CSR's using secure PCI compliant software.

Mail:

Lastly, our members can fill out the Autopay Authorization Form either at home or at the local VEC office. If at one of our offices, members will fill out the form, place it in a sealed envelope to be sent interoffice mail to the contact center for processing. Members can also fill out the enrollment form at home and mail it to VEC, P.O. Box 277, Decatur, TN 37322. Once the information is entered into a member's secure account, the form is shredded.

One thing is true; change is constant. Even with the changes, keeping our member's information safe is vital to VEC. We will continue to update as we are made aware of more secure methods.

Tennessee Valley Authority

Residential & Outdoor Lighting
Fuel Cost Adjustment
Effective **May 1, 2019**

1.797¢

For the most current FCA information, visit www.vec.org

Volunteer Energy Cooperative is an Equal Opportunity provider and employer.

UPDATE YOUR PHONE NUMBER TODAY

Starting in March, when you update your phone number(s) you will become eligible for a prize drawing.

You can update your information by calling your service center, using SmartHub, or by logging into your account at vec.org. You can also use the form on the back of your bill.

