



The **Light Issue**

of the Current Communicator

December 2009

News for the member-owners of Central Virginia Electric Cooperative



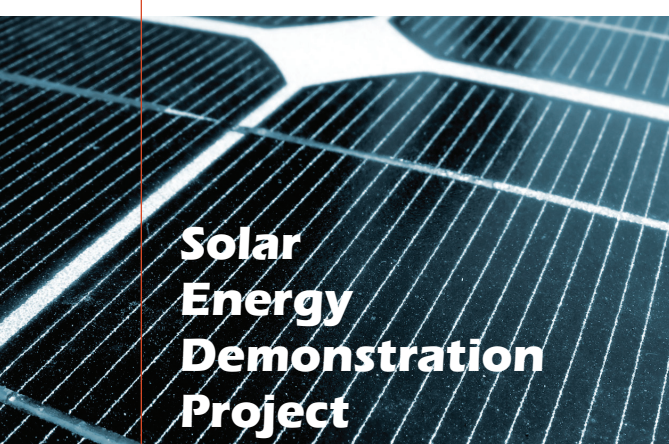
Update Your Contact Information

When hurricanes and winter storms strike, trees tend to fall into power lines often leading to widespread outages. Your Cooperative works hard to get the power back on and to keep you informed during those trying times. CVEC could use your help in preparing for and in managing power outages.

How can you help your Co-op?

- Update your E-911 address so that we can direct crews from other utilities working to restore your service.
- Update your home telephone number so that CVEC can use caller ID with our automated outage management system. When you call us our system will either let you know that we have predicted an outage in your area or will let you press a couple of buttons to include your outage report with the other information that we receive.
- Share your cell phone number and e-mail address with CVEC. We are evaluating systems that will keep you better informed and are updating your member records in advance. (Note: As a member-owned Cooperative, CVEC guards your information and respects your privacy.)

Please update your records by completing, clipping and returning the form (on the flip side of this newsletter) the next time that you send a payment to CVEC. You may also visit www.forcvec.com to provide this information electronically. Thanks for your help.

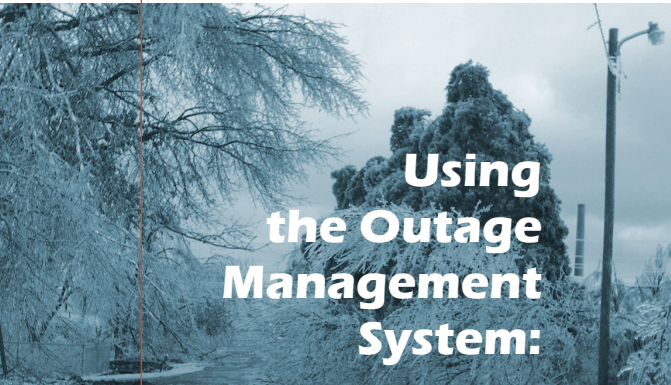


Solar Energy Demonstration Project

Your Cooperative is installing a 2KW photovoltaic array at the CVEC headquarters

as part of an educational demonstration project for the CVEC members. CVEC will use the energy to power a portion of our office. We also want to share information about the process of selecting a solar system, the cost considerations, and the funding sources such as grants and tax credits.

CVEC will post the actual energy output of the solar system on the CVEC website so that you can track the efficiency of the system as you learn more about green energy sources.



As cold weather approaches,

CVEC is preparing for winter storms. In the event of an ice or wind storm that creates power outages, please use the automated outage system, particularly during the first hours of the outages. The outage management system can take hundreds of calls per hour when we don't know where or how many outage locations need our attention. Our computers combine information from the calls and analyze the data to predict where we should send our crews.

Only after our repair crews arrive at a fault location and they get into their repair work, will we have any sense of how long the job will take. Even then, we don't know if there are multiple damage locations along the same stretch of electric line that will need to be addressed. So, when you call to report an outage, please use the automated system so that we can log your information and get to work on the problem. Help us make short work of outages. Use the automated outage management system when you call. Thank you for your help.

Look for outage information at www.forcvec.com or listen to your local radio or television station for updates during major weather events. Also, be aware that CVEC has enlisted the help of the Cooperative Response Center (CRC), a group located in Tennessee that works with rural electric cooperatives and their members during severe outages. If you speak with a CRC representative, please know that they are fully qualified and capable of helping you during weather events.

Disconnections and Reconnections

There are times when CVEC is compelled to disconnect members for nonpayment. This happens only after a member fails to pay one monthly electric bill and receives a 10-day disconnect notice on the following electric bill. When a disconnection is necessary, the Co-op must send an employee to the home, to either collect payment in person or

temporarily suspend service. This is a costly process. A second trip to reconnect a service adds more expense and calling a service man out after hours more than triples the cost of reconnecting an electric service. If the member wants an after-hours reconnection, then the expense is even greater. CVEC recently adjusted its disconnection and reconnection fees to reflect the actual costs of these activities. This adjustment is fair to those members who pay their bill on time but more expensive to those who do not.

If you are having difficulty and concerned about paying your utility bills you might want contact the nearest Social Services offices and discuss home heating assistance. Visit www.forcvec.com for more information and list of helping organizations.



Name on Account

Account Number

E-911 Address

Home phone

Cell phone
(for text messaging during outages)

E-mail address for
(energy efficiency news and outage updates)

Please complete and return to CVEC in your next bill payment envelope.