



The Light Issue

of the Current Communicator

Fall 2015

News for the member-owners of Central Virginia Electric Cooperative



Payments Options

Good News for Good Paying Members: Choose Your Due Date!

Thank you to all Cooperative members (about 85%) who are prompt with your payments. That helps to keep costs down for you and the other member-owners. It also qualifies you for a special option.

Since CVEC now has the ability to take daily usage readings via the distribution lines, good paying members (those with two or less late payments in the past twelve months) can pick your own payment date. Check your payment history from your bill statements, or at ebiz.mycvec.com; then give us a call or send an email to ms@mycvec.com if you qualify and wish to pick a new payment date.



Get Your Deposit Back!

Some members have opted for the CVEC Pay as You Go program, allowing them to manage their energy usage and pay the amount that they want when most convenient. Surveys show us that people who use the prepaid option like the sense of control and tend to use less energy.

Plus, the member qualifies for a refund of any security deposit. 💡



Fairness Among Members

Bad Debt and Write-offs:

As a member-owned, not-for-profit rural utility, CVEC exists to deliver comfort and convenience to you and your family. While a monthly electric bill is a primary expense, think of what life would be like without electric energy. How would we heat and cool our homes, deliver running water for showers, sanitation and washing clothes, or keep our food cold and make our meals hot? Yes, electric service is a good value and your Cooperative works to make sure that you only pay for what you use ... only your fair share.

Unfortunately, a very small percentage of members fall behind on their payments for past energy usage. To avoid shifting costs to fellow members, the Co-op sends reminders to those who are past due and in some instances must disconnect power to avoid a mounting debt and potential write-offs (200-300 disconnects a month). Balancing the interests of all members requires the Co-op to manage risk and limit service when an account falls into arrears.

Members (not on Prepaid) draw electric energy for 30 days, then receive a bill with payment due in 20 days. If payment has not arrived by the due date, a late fee is added to the account and then a disconnect notice is printed on the subsequent bill. CVEC will attempt a courtesy call as a reminder during the disconnect notice period. If a member is disconnected for non-payment, CVEC's Terms and Conditions call for the Cooperative to apply fees and collect a security deposit in order to protect the rest of the membership.

Please remember that payment is due 20 days after electric bills are issued. Thank you to the many members who are prompt in your payment. 💡

Reliable Service:

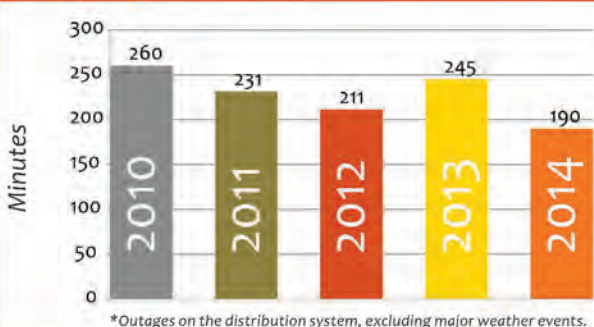
CVEC has been steadily reducing the average number of outage minutes per member over the past five years and has set a goal to keep going lower. While storms and "danger trees" will work against that effort, the Cooperative is making progress. (See top slide at right).

This year alone, CVEC has searched for and cut more than 2,500 dead and dying "danger trees" growing outside of the right-of-way (ROW). Combined with an increase in bush hogging, side trimming, and other vegetative management, your Co-op has increased the ROW budget significantly to increase service reliability for you (See bottom slide at right).

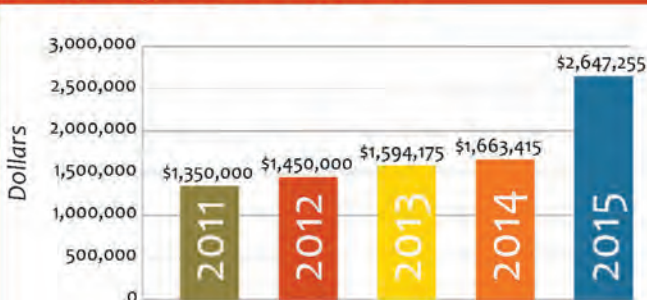
You can help. Snap a photo of any dead or leaning tree along the power line and email it, with location info, to forester@mycvec.com.

Thank you for your help! 💡

Yearly Average Outage Minutes per Account* Comparing 2010 thru 2014



Yearly CVEC ROW Budget Comparing 2011 thru 2015-to-date



Living Green:

Many of us make an effort to reduce the impact we have on the environment while living an enjoyable, healthy life. Often that means taking small steps to be green. Take a few more steps by:

- signing up for paperless billing.
- adding renewable energy certificates to your monthly usage.
- signing up for "Pay as You Go." Watch your kilowatt-hour usage fall as you monitor your energy consumption.

Visit www.mycvec.com.



Scam Alert:

We hear news reports about scam artists posing as utility workers, using deception and diversion to attempt to gain entry to customers' homes. CVEC employees and contractors will carry identification and have truck signage. If you have any questions, call **800-367-2832, Option 0.**

PS: Electric utility crews work only on the distribution lines and never past the electric meter on the exterior of your home or business. **They have no need to come inside!**

Also, we never accept payments in the field.



Got the CVEC app?

HONEST FAIR & RESPONSIBLE

Mobile App:

If you have a smart phone, download the CVEC Mobile App. You can check your monthly bill, check the status of your service, and report an outage. Also, we will push an outage notification to you when we predict that you are without power, a handy option for when you are away from home or at work.

Text Messaging:

Texting will soon be another option. Check mycvec.com to find out when it is activated and available for outage information.



Let us keep in touch with the Mobile App or the Texting option.

I Own an Electric Company?

Over the past five years, the CVEC Board of Directors authorized \$7.3 million in capital credit refunds to the members. These refunds represent a return of a portion of the members' investment in the Cooperative.



FACTS

30,000+ member-owners

35,420 accounts (meters)

4,600 miles of distribution line

7.7 member accounts per mile

ASSETS & MEMBER EQUITY

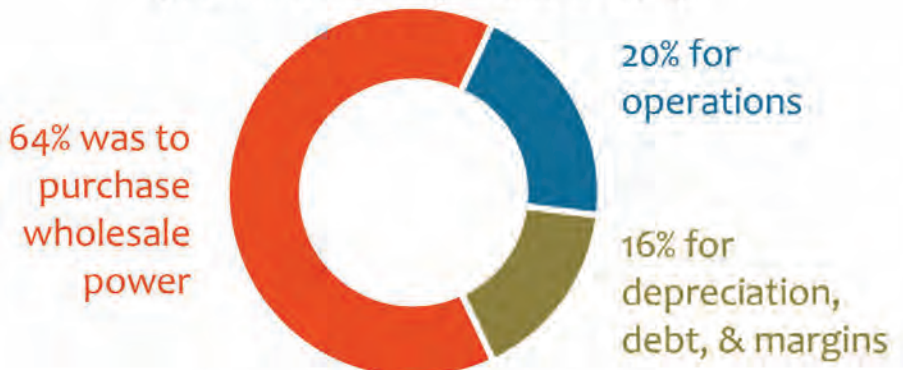


INCOME

\$84 million in sales in 2014

EXPENSES

\$82 million in expenses in 2014



(All figures from 2014 financial statement)