



# The Light Issue

of the Current Communicator

Summer 2016

News for the member-owners of Central Virginia Electric Cooperative



## Heads Up! ... for our Computer System Upgrade

On August 1, CVEC will upgrade our core computer systems that manage our billing and customer information.

This will help your Co-op operate more efficiently and prepare for increased member options in the future.

There won't be many noticeable differences to you, the member, but **below are a few** that you may see after the upgrade.

### Billing & mailing address:

- ✓ CVEC has redesigned our electric bill, so it will have a new look.
- ✓ If you submit payments by mail, your envelope will go to a new address, where it will be processed, credited to your account, and then deposited to CVEC's bank.
- ✓ If you utilize your bank's bill payment service, you will need to provide them with the new address once the change goes into effect.
- ✓ **Your current account number will stay the same!** (Make sure you are using the account number printed on your bill.)

### Online & phone payments:

- ✓ CVEC will be switching from Western Union / Speedpay to a different payment processor.
- ✓ If you are enrolled for recurring Western Union payments, no payments will be automatically processed after August 1. You will need to visit the new payment site on [www.mycvec.com](http://www.mycvec.com) and re-enroll for recurring payments.
- ✓ When you pay online or through the automated phone system, your account will be updated in real time.
- ✓ If you are paying to have service restored or to avoid an imminent disconnection due to non-payment, contact us by phone so that we can take the appropriate action.

### Member web portal:

- ✓ The portal that permits you to access your account information will be new, but the features will be similar, if not the same.
- ✓ Members will be able to use their existing username but will need to use their existing account number to sign-on for the first time.
- ✓ Your billing and usage history will be available with a weather overlay.
- ✓ You will still be able to view your daily usage to help manage energy.
- ✓ Submitting a service request or reporting an outage are options that will remain available. (At [www.mycvec.com](http://www.mycvec.com) choose the Report Outage icon.)



### Other programs & options that WILL NOT CHANGE:

- ✓ Levelized Budget Billing
- ✓ Prepaid / Pay as You Go Option
- ✓ Automatic Bank Draft
- ✓ Paperless / E-Billing
- ✓ Mobile App
- ✓ Texting

*Look for additional updates!*



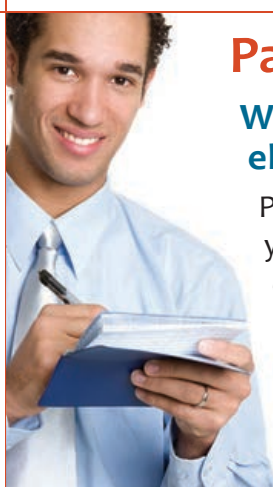
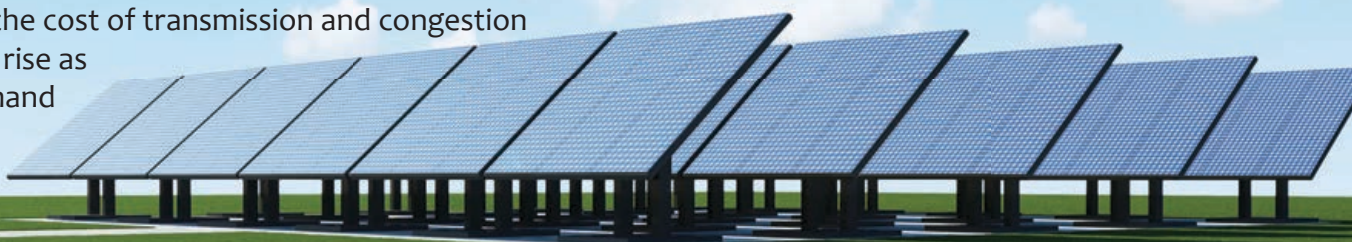
*When a CVEC maintenance crew cuts trees below and along the power lines, a second crew will follow up to bush hog that right-of-way area and clean up any cut debris left in the member's yard.*

## Solar Energy Going Mainstream

CVEC members will soon have a new source of green energy flowing through local distribution lines. CVEC is working with Coronal Development Services, based in Charlottesville, to install two 5 megawatt solar generation systems along the Interstate 64 corridor.

CVEC will purchase the output from the photovoltaic systems as part of a 25 year contract, with the energy from one system being delivered to the Shannon Hill substation and the energy from the other system to a substation in an adjoining county.

The 10 megawatt project will account for up to 5% of the Cooperative's load, depending on weather and other factors. It will be particularly helpful during hot summer afternoons, as the locally generated power will save on the cost of transmission and congestion charges that rise as regional demand increases.



### Pay as You Go.

Wouldn't it be easier to make a weekly or bi-weekly payment for electricity, rather than one large payment each month?

Pay as You Go Service works like a prepaid cell plan ... you pay up front for electricity you will use later. And just like your prepaid cell service, we'll warn you before you run out of electricity.

Further, you can now check your account balance and electricity usage as often as you like at [www.mycvec.com](http://www.mycvec.com) or with the CVEC mobile app. No more monthly surprises when you open your CVEC bill! Read more about it online or give us a call.



# GAFF -N- GO LINEMAN'S RODEO



The Gaff-n-Go Lineman's Rodeo was created by CVEC in 2002 and first held at Oak Ridge in Nelson County. It is now in its 14<sup>th</sup> year, is sponsored by the **Virginia, Maryland, & Delaware Association of Electric Cooperatives**, and has grown to be the largest of its kind on the East Coast. In traditional rodeo form, linemen compete in numerous events comprised of tasks they do daily in their work. Their performances are timed and scored, with safe work practices being the most important factor in judging.

At the June 3-4 rodeo, CVEC apprentices **Mitch DeJarnette** (left) placed 2<sup>nd</sup> and **Steven Matney** placed 4<sup>th</sup> out of 47 apprentice competitors in the Hurt Man Rescue event. In the team competition, CVEC's trio **D. J. Noble**, **Brandon Hudson** and **Brute Gardner** (l to r above) placed 2<sup>nd</sup> out of 14 teams in the Single Phase Wire Transfer event. In the picture (above right) they are joined by Rodeo Co-chairs **C. T. Bryant** (l), retired Operations Manager from CVEC, and **Maxie Rozell** of Rappahannock Electric Co-op.

# SCAM

*noun: a confidence game or other fraudulent scheme, especially for making a quick profit; a swindle*

The scammers are back and trying to swindle good people.

A member recently reported that they received a call from someone claiming to be a CVEC employee. They were told their electricity was about to be disconnected for non-payment and that the member needed to provide their bank card information over the phone.

**This was a scam attempt.**

While the Co-op will alert members when a payment is late, we never take bank card information live over the phone and don't even process cards at our payment windows, all to ensure that members' information is protected.

**Be smart and protect your information!**

