



Electric Rate Changes Coming in October

Powell Valley Electric Cooperative is committed to keeping you informed about important developments that impact you and your family. I want to discuss an upcoming rate adjustment that will soon affect all PVEC members. Starting this month, you will notice a change in electric rates due to two key factors.

First, the Tennessee Valley Authority, our wholesale power supplier, has implemented a 5.25% increase. Growth throughout the Tennessee Valley has created unprecedented demand for energy, and TVA is building new generation facilities to ensure utilities like PVEC have the power needed to

serve our communities. Building power plants is a costly undertaking, but it is necessary to ensure the reliability we expect.

Second, since 2019, Powell Valley Electric Cooperative has been passing through a 3.1% partnership credit from TVA directly to our members. While many utilities chose to retain this credit back in 2019, PVEC was in the position — and we believed it was in the best interest of our community — to pass these savings on to you. Since 2019, however, we have seen the cost of operating the cooperative increase significantly, and our board has made the decision to retain this credit moving forward. This change will help us maintain the financial health of our cooperative and continue providing reliable service.



Manager's Message

Brad Coppock
General Manager

for that average member. Keep in mind that your increase may be different depending on the amount of energy you use.

We know that any increase in rates can be concerning, and we are aware of the financial pressures many families are facing. Even with this increase, I'm pleased to share that our rates remain 29% below the national average. This is only possible because our board and entire team is committed to operating an efficient and cost-effective utility.

At Powell Valley Electric Cooperative, our mission is to serve you with the highest level of dedication and integrity. We are constantly working to improve our services and infrastructure to meet your needs today and in the future. Your trust and support matter to us, and we are here to answer any questions or concerns you may have about these changes.

Please do not hesitate to contact us if you have any questions or need further information. Our team is ready to assist you and provide the clarity and information you deserve. Thank you for being a valued member of Powell Valley Electric Cooperative. Together, we will continue to power our community and ensure a bright future for all.

Fiber Update Info as of Aug. 19, 2024

Miles of backbone – **1,801**
Services installed to the home – **9,960**

CONTACT US

420 Straight Creek Road, P.O. Box 1528
New Tazewell, TN 37824

Office Hours

Monday-Friday 8 a.m.-5 p.m.

Web



Email

pve.coop

info@pve.coop

Jonesville Office

All Inquiries: 276-346-6003

Sneedville Office

All Inquiries: 423-733-2207

Tazewell Office

All Inquiries: 423-626-5204

General Manager

Brad Coppock

Director of Operations

Travis Tolliver

Jonesville Area Supervisor

Jason Stapleton

Sneedville Area Supervisor

Joey Southern

Tazewell Area Supervisor

Tyler DeBusk

*Powell Valley Electric Cooperative is an
Equal Opportunity Provider and Employer.*

“At Powell Valley Electric Cooperative, our mission is to serve you with the highest level of dedication and integrity. We are constantly working to improve our services and infrastructure to meet your needs today and in the future.”

So what does all this mean? The average PVEC residential member uses about 1,072 kilowatt-hours of energy each month, and this rate increase will result in a \$6.35 increase

Annual Meeting Events

The staff at Powell Valley Electric Cooperative would like to take this opportunity to thank our members for attending the 2024 Annual Meeting. We appreciate your participation and the trust you put in us to conduct business in a way that best serves you.

Here at PVEC, we hope to continue to earn that trust by providing safe, reliable power. Look for comments and photos from the Annual Meeting in the November-December issue.

Safety Tips

Shane Bunch
Safety Coordinator



"It's the great pumpkin, Charlie Brown!" "I am the pumpkin king." "It's just a bunch of hocus pocus." These are all famous quotes from favorite Halloween movies. The characters that said them may even be represented in your front yard this season as you prepare and decorate for trick-or-treaters. While the spooky and festive inflatables bring joy to your home and those who pass by, here are some electrical safety tips to keep in mind.

Just because outdoor outlets are outside and made to be there, they don't have superpowers against Mother Nature. Invest in weatherproof covers that shield the outlets when you aren't using them. These covers flip up and give you easy access to the outlet to plug in or unplug your decorations. They also keep the outlets safe from water, snow and wind, because who knows what kind of weather we will be having this Halloween?

It's likely that your home doesn't have as many outdoor outlets as it does inside your home. You may only have a few. It is important to avoid plugging a bunch of decorations into one outlet. This could overload the outlet and cause a fire or other electrical issue. Plus, keep in mind that extension cords can pose a tripping hazard for your trick-or-treaters.

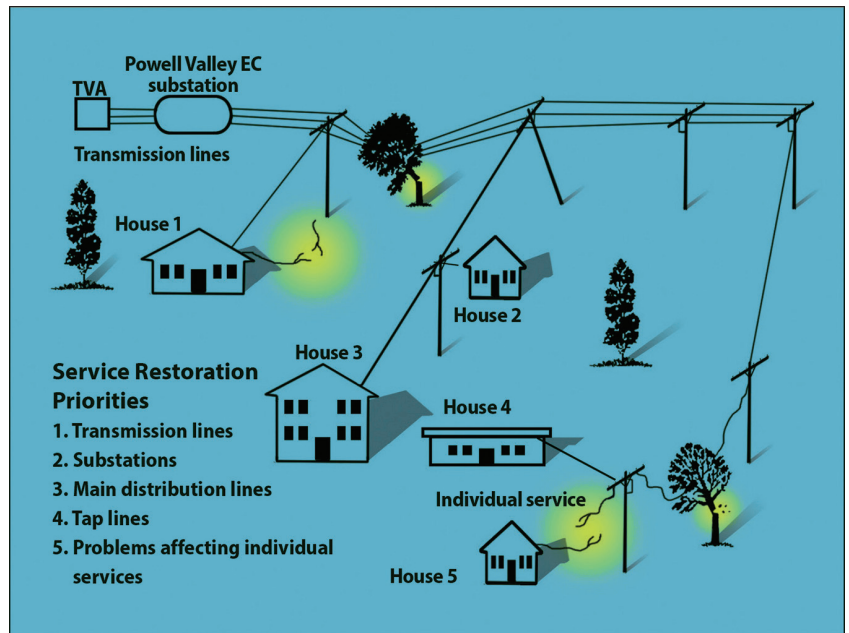
Sparks or abnormal heat from an outlet could indicate faulty wiring. Do not plug anything into an outlet that is experiencing these issues. It's also important to keep the age of your home in mind. If your home is more than 25 years old, it may be a good idea to do an electrical upgrade to keep you, your family and any visitors safe.



How PVEC Restores Power

In order to help you understand the power restoration process that must be followed during a major outage, we would like to illustrate, with the use of the diagram on this page, the process by which service is restored.

During the restoration process, service priorities must be followed in order to get the power back on as quickly and safely as possible. Attention must first be given to restoration of service to the main power source — that is to the substation or main three-phase lines, if there are problems affecting them. It's comparable to electric service in your home or business — it would be futile to plug an appliance into a wall outlet if your main switch is thrown. During a major power outage, crews must first correct any issues with the main distribution lines or at the substation before restoring power to the line serving your home.



In the illustration, all the houses are without electricity and there is no damage at the substation. When the main three-phase feeder line is repaired, service to houses 2 and 3 should be restored automatically because there is nothing wrong with the line leading to them. The next step would be to repair tap lines leading off the main feeder line. In the diagram, the tree would be removed from the tap line and the line would be repaired. Service would be restored to house 4.

Now, repairs would be made at individual homes. As this work is completed, electric service is restored to houses 1 and 5. Of course, this is an extremely simplified version of the power restoration process, and the time involved would depend on the extent of damage to an electric utility's system.

Have an Outage? Let us Know!

As the warm summer air leaves and cool fall temperatures take its place, you can expect occasional thunderstorms and, unfortunately, power outages. PVEC knows it is important to have the most up-to-date information, and this is why PVEC's website features an outage map. The map displays the locations of any current service interruptions. To report an outage, use the PVEC app or reach your local area office.

Jonesville:
276-346-6003

Sneedville:
423-733-2207

New Tazewell:
423-626-5204

Staying Warm and Saving Energy

Vibrant reds, deep oranges and bright yellows are filling treetops and yards, and the temperature is cooling down. You may have the urge to turn on the heat after the first chilly evening of fall or the first frost.

Avoid turning up the thermostat by following the tips below for staying warm while saving money and energy this season.

1. Put on more layers: Bundling up is a great way to keep yourself comfortable without extra heat. You can do this by putting on your favorite light sweater or hoodie that's been hiding in the closet all summer long, keeping fall-themed throw blankets around common areas, or even putting on warm socks or house shoes. These layers will help you stay cozy and warm while saving energy on your electric bill.

2. Reverse ceiling fans: If you run ceiling fans in your living room or bedrooms, reverse the spin of the blades. Switching the fan to run clockwise will push warmer air that rises back down into your space.

3. Open curtains: Even though the temperatures are cooler this time of year, radiant heat from the sun can help warm your home during the day. Open your curtains to let the warmth of the sunshine into your home. The fabric on furniture and carpets will absorb and retain some of the heat into the evening. Be sure to close the curtains once the sun goes down to trap the heat inside your home.

4. Do household chores after dark: Staying active by cleaning, vacuuming or even folding clothes will keep you warm. You can also run the dishwasher, washing machine or clothes dryer after dark to add a bit of heat to your home.

5. Invest in a smart thermostat: Programmable smart thermostats allow you to program it to lower the heat when you go to bed, raise it when you wake up and turn itself down again once everyone heads off to work and school. This allows you to stay warm and conserve energy at the same time.

PVECFiber Options

Speed	Price
100/100 Mbps	\$59.95 per month
500/500 Mbps	\$79.95 per month
700/700 Mbps	\$89.95 per month
1 Gig / 1 Gig	\$99.95 per month

Leased wireless routers are available at an additional monthly fee of \$5.00.

Planting the Right Tree in the Right Place

Typically, we think about planting trees in the springtime when things begin to bloom, but late fall through early winter is actually the best time to plant trees in Tennessee and Virginia. According to the Nashville Tree Conservation Corps, the changing of leaf colors is a good sign that it is safe to start planting trees. You can continue planting trees through the winter as long as the ground isn't frozen. The earlier you plant the better, because the tree has more time to spread its roots.

While timing is important, it is also important you consider where you are planting this new tree and the size it will be when fully mature. It is easy to get excited about the new beauty you are adding to your landscape — not to mention the important environmental benefits and added property value. However, if a fully grown tree becomes so tall it interferes with power lines, that can create a real problem.

If your tree is not planted in the right place, high winds could bring tree branches into contact with power lines, resulting in safety hazards for your family, neighbors and lineworkers. Trees can also be a tremendous inconvenience when planted in the wrong location. Trees making contact with power lines is one of the most common causes of power outages on the Powell Valley Electric Cooperative system. To avoid these problems, do some research or talk to a professional before purchasing or planting trees on your property.

Some great examples of smaller trees include flowering dogwoods and redbuds. Both are power-line friendly choices. Always remember to contact 811 before you dig. At no cost to you, your underground utility lines will be located and marked prior to the start of your project. One click or call can prevent dangerous accidental contact or expensive repairs.



Cybersecurity Tips for a Safer Digital World

Did you know the average household with internet access owns about 17 connected devices? That figure covers a wide range of electronics, including smartphones, computers, streaming devices, smart speakers, home assistants and more. Given our increasing reliance on internet-connected technologies, the likelihood of cybersecurity threats is ever-present.

Part of offering excellent service is ensuring our system is safe and secure, and PVEC is deeply committed to doing our share on the cyber front. For PVEC, reliability means routinely monitoring and managing cyber risks, upgrading our equipment to withstand storms and severe weather, and working together with other co-ops to share the latest measures in cybersecurity that make us stronger — and you can help too.

When we all work together to stay safe online, we lower the risk of cyber threats to our systems, online accounts and sensitive data. October is National Cybersecurity Awareness Month, and while good cyber hygiene should be practiced year-round, we'd like to share a few cybersecurity tips to help bolster your online safety.

SPOT AND REPORT PHISHING ATTEMPTS

Phishing occurs when criminals use phony emails, direct messages or other types of digital communications that lure you to click a bad link or download a malicious attachment. If you receive a suspicious email or message that includes urgent language, offers that seem too good to be true, generic greetings, poor grammar or an unusual sender address, it could be a phishing attempt.

If you spot one, report it as soon as possible — and don't forget to block the sender. If you receive a suspicious work email, report it to the appropriate IT contact. Suspicious messages that are delivered to your personal email or social media accounts can also be reported.

CREATE STRONG, UNIQUE PASSWORDS

When it comes to passwords, remember that length trumps complexity. Strong passwords contain at least 12 characters and include a mix of letters, numbers and symbols. Create unique passwords for each online account you manage and use phrases you can easily remember.

ENABLE MULTIFACTOR AUTHENTICATION

Multifactor authentication, also known as two-factor authentication, adds an extra layer of security to your online accounts. These extra security steps can include facial recognition, fingerprint access, or one-time codes sent to your email or phone. If you use a password manager, opt for one that is safe, secure and reliable.

UPDATE SOFTWARE REGULARLY

Software and internet-connected devices, including personal computers, smartphones and tablets, should always be current on updates to reduce the risk of infection from ransomware and malware. When possible, configure devices to automatically update or notify you when an update is available.

CYBER SAFETY STARTS AT HOME

Just as you would talk with your children about safety in the physical world, discuss ways to stay safe online and help them understand the public nature of the internet. Take steps to ensure they know the various ways to guard their personal information online, like showing them how to utilize privacy and security settings on social networks and gaming sites.

If we all do our part, our interconnected world will be safer and more secure for everyone. Visit staysafeonline.org to learn about additional cybersecurity tips.