



PHOTO COURTESY CLAIBORNE COUNTY SCHOOLS

Annual Meeting Events

The staff at Powell Valley Electric Cooperative would like to take this opportunity to thank our members for attending the 2023 Annual Meeting. The appreciation we feel for our members' support is immeasurable. Look for comments and photos from the Annual Meeting in the November-December issue.

Fiber Update Info as of 8/21/2023

Miles of backbone – 1,801
Services installed to the home – 7,416

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

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Jonesville Office

All Inquiries: 276-346-6003

Sneedville Office

All Inquiries: 423-733-2207

Tazewell Office

All Inquiries: 423-626-5204

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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.*

Electric Rates Set to Rise in October

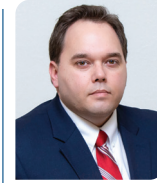
Members of Powell Valley Electric Cooperative should expect to see an increase in their electric bills beginning in October. Our average residential member-owner will pay around \$5 more per month for energy.

As a member-owned cooperative, we want to speak plainly with you about this change in our rates. There are two main factors that led to this increase.

The Tennessee Valley Authority recently announced a 4.5% increase to the rates it charges Powell Valley Electric Cooperative for energy. The need to construct new power plants, inflation and higher interest rates were some of the reasons the TVA board elected to increase prices. Powell Valley Electric Cooperative purchases all of our energy from TVA, so this increase means that we will pay more for energy than we have in the past.

We are committed to acting in the best interests of our consumers. We are making smart investments in the power grid to ensure that our communities have the energy you need, today and tomorrow.

TVA also announced it will be suspending the 2.5% Pandemic Relief Credit it has extended to Powell Valley Electric Cooperative since 2020. Our board of directors had previously voted to pass 100% of this money through to its members each year. The suspension of this credit will also have an effect on members' bills.



Manager's Message

Brad Coppock
General Manager

It is important to put these changes into context. Even with the increase, Powell Valley Electric Cooperative's rates remain below the national average. In June, the national average price for residential energy was 16.11 cents per kilowatt-hour, 6 cents higher than PVEC's average residential cost.

National averages aside, we understand that this will have very real impacts on families and businesses in our communities. We believe it is important to be upfront with you about these rate increases. We understand that this may place a financial burden on our members. If you're having trouble paying your utility bill, help may be available.

Learn more about payment assistance options at:

- pve.coop/account/energy-assistance
- energyright.com/residential/energy-assistance

While rates might change from time to time, one thing remains the same: We are committed to acting in the best interests of our members. We are making smart investments in the power grid to ensure that our communities have the energy you need, today and tomorrow. The team at Powell Valley Electric Cooperative remains focused on providing you with safe, reliable and affordable energy, and that is something you can count on.

The Power Restoration Process

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 these pages, the process by which service is restored.

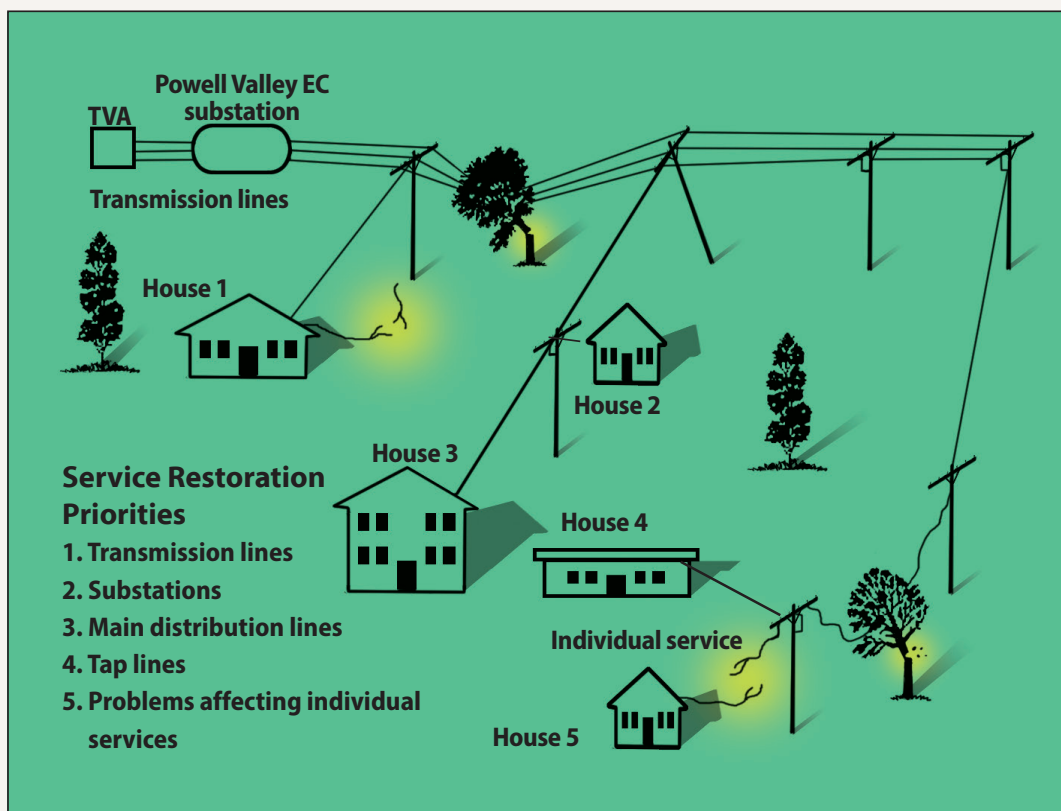
During the restoration process, service priorities must be followed in order to get the power back on as quickly and as safely as possible. Attention must first be given to restoration of service to the main power source — that is to the substation or main three-phase lines, if there are problems affecting 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, it would be of no benefit for the cooperative's crews to attempt to restore power to a tap line that serves your home if the problems back at the

substation or main distribution line aren't corrected first.

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.



How to Receive Restoration Updates

As the warm summer air leaves and cool fall temperatures take its place, you can expect occasional thunderstorms and, unfortunately, power outages. Powell Valley Electric Cooperative knows it is important to have the most up-to-date information.

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 contact your local area office:

- Jonesville – 276-346-6003
- Sneedville – 423-733-2207
- New Tazewell – 423-626-5204

PVEC Provides Storm Aid to Sister Co-ops



Left: Powell Valley Electric Cooperative crew members stand with personnel from Plateau Electric Cooperative. **Right:** A PVEC crew also traveled to assist Appalachian Electric Cooperative following severe weather.

Cooperatives make up a unique community marked by its willingness to help those in need. This includes lending a helping hand to sister cooperatives.

In August, PVEC sent crews to Plateau Electric Cooperative and Appalachian Electric Cooperative to assist in power restoration after severe thunderstorms and tornados left many without power. Through these co-ops' collective efforts, power was restored to members in the Plateau Electric and Appalachian Electric communities.

We are proud of our employees' dedication and willingness to provide aid to sister cooperatives. Together, we stand stronger. That is the cooperative way.

Buh-bye Incandescent Lightbulbs

If you've been having trouble finding replacements for the incandescent bulbs you've been using in your table lamps and overhead fixtures your whole life, it's because they've been banned.

As of Aug. 1, stores stopped selling incandescent bulbs and U.S. manufacturers stopped making them. You may continue to use the incandescent bulbs you already own, but you won't be able to replace them.

The ban aims to encourage the use of LED lightbulbs, which are long-lasting, energy-efficient and cool to the touch. Compact fluorescent lightbulbs are still in stores — for now.

PVECFiber Options

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

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

Safety Tips



Tyler DeBusk
Tazewell Area Supervisor

As Halloween approaches, many homes will be bringing out their most frightening decorations and creepy costumes. In all the thrill and festivities, it's important to not overlook electrical safety. To ensure your family has a hair-raising yet safe Halloween, keep these tips in mind.

1. Inspect your decorations.

Before hanging up glowing lights and other props, inspect them for frayed cords and other signs of damage. Dispose of worn-out decorations and replace them with new, reliable ones.

2. Mind the cords. As you create the perfect eerie scene, be mindful of how you place your electrical cords. To prevent tripping hazards, keep cords tucked away from high-traffic areas, including walkways and doorsteps.

3. Avoid open flames. While candles may create an alluring glow, it's best to minimize their usage, especially around flammable decorations such as fake cobwebs or paper props. Instead, consider using LED candles, which provide a similar experience without the risk of accidental fires.

4. Unplug after use. Once the Halloween festivities conclude, be sure to unplug all electrical decorations before going to bed or leaving the house. Leaving decorations plugged in while unattended increases the risk of electrical hazards. After use, store your decorations in a dry place where they can be safe from heat and moisture until next Halloween.

By following these Halloween electrical safety tips, you can have a haunting time this Halloween with your friends and family.



Playing it Safe Online

In today's world, most of us don't leave the front door unlocked. We protect our homes, loved ones and valuables from intruders with locks, alarms and other security measures. Cybersecurity is no different. It's the practice of protecting other valuables such as your identity, banking and health records and other sensitive information from digital attacks and theft.

In addition to pumpkin-spice lattes, crisper air and Halloween festivities, October is the time of year we recognize Cybersecurity Awareness Month. While taking necessary steps to protect our personal information is a year-round practice, at Powell Valley Electric Cooperative, we use this time to share helpful cybersecurity reminders across our team of employees.

Given our increased reliance on internet-connected devices and gadgets, this month, we'd like to share a few cybersecurity tips and let you know how Powell Valley Electric Cooperative is working to boost our own cybersecurity efforts.

According to the Cybersecurity and Infrastructure Agency, an agency of the United States Department of Homeland Security that is responsible for strengthening cybersecurity and infrastructure protection, these are the four best ways to keep you and your family safe online.

1. Implement multi-factor authentication (also known as two-step verification) on your accounts. The additional layer of protection makes it much harder for criminals to access your information. Even if a hacker obtains your password, they may be unable to access your accounts if multi-step verification is enabled.

2. Update your software. This is one of the easiest ways to protect your personal data. When downloading a software update, make sure it's coming straight from the company that created it. Beware of fake pop-ups that request urgent downloads. Better yet, turn on automatic updates.

3. Think before you click. Most successful cyberattacks start with a phishing email. Don't take the bait when

cybercriminals go phishing. Avoid emails (or texts) that look too good to be true, oddly urgent, poorly crafted or include unusual requests.

4. Create strong passwords, using long, unique and complex words or phrases. Consider using a password manager to save time, work across all devices, protect your identity and notify you of potential phishing websites.

FOR THE YOUNG PEOPLE IN YOUR HOUSEHOLD

Just as you would talk with your children about safety in the physical world, discuss ways to stay safe online. Help them understand the public nature of the internet. Young people need to know early on, that what is shared online stays online and is difficult (if not impossible) to take back. Just as you would guard your money or valuables, children need to learn to guard their personal information, especially on social networks. As a parent or guardian, help your children learn about and use the privacy and security settings on social networks and gaming sites.

KEEPING THE ELECTRIC GRID AND YOUR DATA SECURE

We're doing our share on the cyber front. Part of offering excellent service is keeping that service secure and reliable. For Powell Valley Electric Cooperative, reliability means repairing wear-and-tear, upgrading our equipment to withstand storms and severe weather, and using technology and best practices to keep our system secure from cybersecurity issues.

We also work together with co-ops across the country to develop new technologies and infrastructure, learn from each other, and keep the grid's network secure.

While we can't stop a storm or predict every disruption, as a co-op, we do everything we can to keep the lights on and our members protected. Because if we all do our part, our interconnected world will be safer and more secure for everyone.