Introducing SVEC’s New President & CEO

Dear Valued Member-Owner:

I’d like to take this opportunity to introduce myself. I am Michael W. Hastings, Shenandoah Valley Electric Cooperative’s (SVEC) new president & CEO. I am pleased to be working with you and want you to know that even though the leadership has changed, our mission at SVEC remains the same — we will work to provide you with reliable and safe electric service at the lowest possible cost, while remaining consistent with sound management and Cooperative Principles.

What are Cooperative Principles? They are a group of seven statements set forth by founders that we, and other cooperatives, follow, and hope you will become familiar with as well. To put it succinctly, these principles make electric cooperatives different from other electric utilities. You are a member-owner, and it is your right and responsibility to attend our annual membership meeting, elect the Board of Directors, and act on any other business during the meeting.

Shenandoah Valley Electric Cooperative also prides itself on educating the communities in which we serve about the electric service we provide, including safety tips and energy-saving ideas. The newest energy-saving idea here at SVEC is the Beat the Peak program, in which we hope you will participate. Please check page 20 for more information.

Please report any outages or problems with your electric service by calling 1-800-234-7832, emailing us at info@svec.coop, finding us on social media (Facebook: Shenandoah Valley Electric Cooperative and Twitter: @SVEC_Coop), or downloading our mobile app (MySVEC). We want you to have the best electric service possible, and we will do everything we can to make that happen.

Again, I am happy to be here at SVEC, and look forward to meeting you.

Sincerely,

Michael W. Hastings
President & CEO

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For all questions concerning advertising, contact Cooperative Living at 804-346-3344.

This institution is an equal opportunity provider and employer. SVEC supports our armed services and veterans in employment opportunities.

SVEC June Major Outages

June 1  Stanley, Honeyville, Alma areas
3,700 members out for 15 minutes due to line construction

June 6  Shenandoah area
1,400 members out for 2 minutes due to substation construction

June 8  Jennings Gap area
1,200 members out for 40 minutes due to live tree off right-of-way
Gardner Springs, Franks Mill, and Jennings Gap areas
700 members out for 40 minutes due to protective device on sensitive setting to protect linemen

June 16  Fulks Run and Bergton areas
1,200 members out for 2.5 hours due to lightning damage

June 25  Crimora area
1,600 members out for 5.5 hours due to storms and flooding
Cub Run and Virginia Avenue areas
1,000 members out for 2.5 hours due to animal in substation

June 28  Spring Hill, Fort Defiance areas
1,500 members out for 15 minutes due to storms

June 29  North Kent Street area
2,100 members out for 15 minutes due to protective device on sensitive setting to protect linemen
Take your participation as a member-owner of Shenandoah Valley Electric Cooperative to a new level by downloading our free mobile app, MySVEC. Pay your bill, report a power outage, and receive outage-related notifications through this fast, user-friendly program.

Features enable you to:

- Manage and make timely, secure payments;
- Report an outage;
- Receive up-to-date outage-restoration information;
- View the area’s outage map; and
- Contact SVEC by phone or email.

This app is designed to provide an additional convenience for you, our member-owner, and serve as another way in which you can be connected to your electric cooperative. It builds on existing resources such as our website (www.svec.coop) and our social media channels, including Facebook and Twitter. During extreme weather or emergency situations, this app also offers another way to contact us and monitor the area’s outage map.

Remember, you are more than a customer of Shenandoah Valley Electric Cooperative. You are a member-owner. Take advantage of everything the Cooperative has to offer by downloading this app. We will continually evaluate your needs and work to exceed your expectations, pursuing opportunities that will benefit you.

To download the app, visit stores for Android and Apple devices, or find the links under the “MySVEC App” page on www.svec.coop.

### Stanley Project’s Completion Celebrated

Joining officials from the town of Stanley and Page County, Shenandoah Valley Electric Cooperative (SVEC) celebrated the completion of its new Stanley substation on July 14. The roughly 18-month project wrapped up this spring and will improve the capacity, safety and reliability of electricity delivery to about 3,700 member-owners in and around Stanley.

The event, which was held outside of the substation on U.S. 340, included remarks from now-retired SVEC President & CEO Myron Rummel and Garland Gibbs, a Page County resident and member of SVEC’s Board of Directors.

Rummel explained that SVEC’s investment in the substation is proof of the Cooperative’s commitment to serving Page County. SVEC began serving Page County in 2010, after the acquisition of Allegheny Power’s Virginia assets.

“Though we have not been serving this area nearly as long [as other counties], we are certainly no less committed to serving our members here. The facilities at this site today are a great example,” he said.

In his remarks, Gibbs noted that Page County “has been found,” which is reflected in the number of businesses in the area. The growth can be credited, in part, to the affordable, safe and reliable electricity now delivered in the county by SVEC, he said.

SVECs partners in the substation project were also recognized. They were Davis H. Elliot Company Inc., UC Synergetic LLC and Mr. and Mrs. Hensil Good, whose property is next to the substation.

Garland Gibbs, a Page County resident and member of SVEC’s Board of Directors, addresses the crowd.
SVEC Warns of Credit Card Scam

Shenandoah Valley Electric Cooperative (SVEC) recently received information of an apparent scam in which someone claiming to be from Dominion Virginia Power is calling SVEC member-owners, demanding that they load money onto a credit card and then pay the caller, or else their service would be disconnected. Dominion is also aware of this issue.

Please note that SVEC will NEVER call member-owners to ask for payment. Our employees will only communicate about potential termination of electric service through a mailed notification, not through a phone call asking the member to pay for their service by credit card.

If members have any questions about their account, you can call the Cooperative for more information at 1-800-234-7832. Additionally, if you have received one of these scam calls, SVEC suggests that you contact our office to verify your account status, and contact law enforcement immediately if you have sent money to the caller.

SVEC Adjusts Payment Options

Effective Oct. 1, Shenandoah Valley Electric Cooperative bill payments will no longer be accepted at area Farmers & Merchants Bank branches. We apologize for any inconvenience this may cause, but you can still pay your bill through one of the following methods:

- **By mail**, using the remittance envelope provided with your bill statement.
- **Eazy Pay.** This free service allows member-owners to automatically deduct from their bank accounts.
- **In person** at any district office, open 8 a.m. to 4:30 p.m. Monday through Friday, or at a **drive-through window** in the Staunton and Winchester offices.
- Through the **night deposit box** at any district office location.
- **By credit or debit card**, via telephone at 1-800-234-7832, or online at www.svec-online.coop. A $3.25 convenience fee is charged by SVEC’s payment processor.
- **MySVEC app.** A $3.25 convenience fee is also charged here.
- **Money Gram.** Payments are accepted at any Walmart, CVS and Farm Fresh. The cost to the member-owner is $2.50 at Walmart, and $2.95 everywhere else.
- **Western Union.** Payment may be made in the form of cash, check or money order. The cost to the member-owner is $1.50.

For more information on your account, visit www.svec-online.coop.

Sign Up to Help Beat the Peak Today!

In June, Shenandoah Valley Electric Cooperative (SVEC) launched Beat the Peak, a free and completely voluntary program to help hold down electricity costs. During periods of the very highest electricity usage across the Cooperative, Beat the Peak participants receive alerts by a text message or email asking them to try to reduce consumption for the designated peak hours. These alerts will typically only occur on the very hottest or coldest days of the year.

The Cooperative would like to thank the nearly 3,000 member-owners who have already signed up to receive alerts by the end of July. It’s this collective effort that will help hold down the future costs of electricity for all SVEC member-owners.

“It’s not our intention to make people work in the dark or to be uncomfortably warm,” said Barry Schnoor, the physical plant director at Shenandoah University, which is a Beat the Peak participant. “But bumping up the thermostat a degree or two, or turning off a few unneeded office lights can make a difference that adds up.”

Anything you do that reduces your use of electricity during peak periods helps Beat the Peak. If you haven’t signed up yet or would like more information, please visit www.SVECBatThePeak.coop.
Move Over for Parked Vehicles

The dangers of the job for roadside-assistance personnel are apparent with every passing car. Any driver error has the potential to cause serious, if not fatal, harm.

That’s why you should always move over into a more-distant lane when approaching these vehicles parked on the shoulder. This is not only the safe way to go, but it’s also the law.

Virginia legislators have expanded so-called “move over” laws to protect employees in many fields over the years. The list includes utility workers, such as those at Shenandoah Valley Electric Cooperative (SVEC), public safety personnel, tow-truck services and Virginia Department of Transportation (VDOT) crews.

State code says that drivers must move over for stationary vehicles displaying a flashing, blinking or alternating blue, red or amber light or lights, “with due regard for safety and traffic conditions.” If changing lanes is unsafe, the law says, “proceed with due caution and maintain a safe speed for highway conditions.”

“As we go about performing our job of keeping Virginia moving, we have to be out there on the roadway, which I must say is the most dangerous part of our job,” said Cliff Balderson, administrator for VDOT’s Edinburg residency.

At SVEC, linemen might park their vehicles along the road while working an outage. While it is a recommended practice within the Cooperative to position the vehicle where it is visible and out of the path of other motorists, some situations make it necessary to park roadside, Manager of Distribution Systems Ben Cash said.

Linemen often then retrieve equipment from storage compartments in their trucks.

“This can be very dangerous when working along the side of the roadway,” Cash said. “Having cooperating motorists that are willing to move over allows the linemen to safely retrieve material from the truck.”

The law applies only to four-lane highways with at least two lanes traveling in each direction. Failure to obey it puts you at risk of receiving a traffic infraction. Subsequent violations can lead to a Class 1 misdemeanor, which is punishable by up to a year in jail and/or a $2,500 fine.

Violations can also lead to license suspension if property damage, injury or death occurs. A one-year suspension is possible when there’s property damage to another person’s property, while a two-year suspension may be levied if someone else is injured or killed.

But there’s an easy way to avoid any of those scenarios: Next time you see a vehicle with lights parked on the side of the road, try to safely change lanes. If nothing else, slow down a bit.

For more information on driver-safety laws, visit www.virginiadot.org/travel/move_it_move_over.asp.

SVEC recently moved a mobile transformer from the Mount Jackson warehouse to our Elkton Substation in Rockingham County. This equipment will serve member-owners in the Elkton area while repairs are made to existing facilities. Its setup and installation also afford SVEC an opportunity to use the equipment for training purposes to increase the knowledge of operational personnel.