Understanding SVEC’s Boundary Lines

by Cammie Tutwiler, SVEC Writer

Have you ever wondered why you receive electricity from Shenandoah Valley Electric Cooperative (SVEC) and not another electric utility provider? Or why your neighbor receives electricity from SVEC but you don’t?

These “territories” are a result of a basic regulatory compact that has existed since the introduction of electric service in the early 1900s, according to Ken Schrad, director of the division of information resources for the State Corporation Commission (SCC).

“An electric utility company or an electric cooperative (or a municipal electric system) is permitted the exclusive right to provide electric service in a defined geographic area,” he said in an email interview. “In return, the utility has the obligation to provide service to any customer willing to pay the regulated rate established by the SCC.”

Electricity distribution is a service provided with a regulated rate to ensure that the price paid by customers is “just and reasonable.”

“The capital-intensive nature of providing electric service makes it logical to be a regulated monopoly,” Schrad said. “It simply does not make economic sense to have multiple companies putting up electric facilities to serve customers on a competing basis.”

Electric cooperatives were created in the 1920s and 1930s to bring electricity to rural areas of Virginia, reaching areas where investor-owned electric companies did not extend service. In general, those basic geographic-boundary lines still exist today.

However, that does not mean the boundaries never change. Schrad said that occasionally the Commission receives applications to amend service-territory certificates.

“If one company is not willing to surrender its existing service territory to another electric-service-distribution company, the matter becomes much more complicated,” he said. “Someone would have to prove to the Commission that the existing utility is not providing adequate and/or reliable service. And, even before making such a finding, the utility would have the opportunity to correct any issue regarding the quality of service being provided.”

There are also instances when boundary changes occur with no dispute. In these cases, paperwork is filed with the SCC from the parties involved, and after review, the SCC issues an “order for revision of certificate,” which adjusts the boundary line.

An example of this kind of boundary change occurred in 2010, when the SCC approved the transfer of the service territory of Allegheny Power, legally named as The Potomac Edison Company in Virginia, to SVEC and Rappahannock Electric Cooperative. As a result of this acquisition, SVEC’s service area grew from four counties to eight, plus the city of Winchester — and increased the Cooperative’s number of meters served from about 39,000 to 91,000. SVEC now serves Augusta, Frederick, Clarke, Highland, Page, Rockingham, Shenandoah and Warren counties; and the city of Winchester.

**SHENANDOAH VALLEY ELECTRIC COOPERATIVE**

P.O. Box 236
147 Dinkel Avenue – Hwy. 257
Mt. Crawford, VA 22841-0236
800-234-SVEC (7832)
Office Hours: M-F, 8 a.m.-4:30 p.m.
www.svec.coop

President and CEO
Michael W. Hastings

Board Chair
Gerald A. Heatwole

Local Pages Editor
J. Michael Aulgur

Writers
Cammie Tutwiler
Preston Knight

**HOLIDAY CLOSINGS**

SVEC offices will close at noon on Wednesday, Nov. 22, and be closed all day Thursday, Nov. 23, and Friday, Nov. 24, for Thanksgiving.

For the Christmas holiday, SVEC offices will be closed all day Friday, Dec. 22, and Monday, Dec. 25.

SVEC offices will also be closed all day Monday, Jan. 1, for New Year’s.

Shenandoah Valley Electric Cooperative would like to wish you and yours a safe and happy holiday season!
To further empower communities that we serve, Shenandoah Valley Electric Cooperative (SVEC) has launched Operation Round Up, a voluntary program for member-owners that helps address crucial needs within our service territory.

Nearly 30 years ago, Palmetto Electric Cooperative in South Carolina developed a simple idea: Round up members’ electric bills to the next dollar, and then use those funds to do good work close to home. SVEC is excited to join hundreds of cooperatives around the country that now participate.

By leveraging Operation Round Up (ORU) member-owner contributions with additional support from SVEC, it’s easy to envision the accumulation of a considerable fund to provide to worthy causes around the Valley.

At the most basic level, in which an ORU participant would round up the maximum amount on his or her bill each month, the maximum annual contribution to the fund is $11.88. On average, a participating member provides about $6 to the ORU fund each year.

The process is simple: For example, a bill amount of $50.51 would be rounded up to $51, with 49 cents going to the charitable program.

When a collective group of cooperative member-owners provides contributions, ORU has proven that a few dollars can have lasting impact. Volunteer fire and EMS departments, food pantries, public libraries, civic clubs, the Salvation Army, Habitat for Humanity and youth sports organizations are among the seemingly endless list of examples of possible beneficiaries of the funds.

Organizations interested in charitable contributions from SVEC now must apply for grants through Operation Round Up. A 10-person committee of SVEC member-owners and an SVEC employee will review requests. The first round of grants is expected to be awarded in early 2018.

SVEC’s Energy Assistance Program (see page 20) is currently unaffiliated with Operation Round Up.

Operation Round Up is the perfect embodiment of the 7th Cooperative Principle of “Concern for Community,” and we invite you, as an SVEC member-owner, to consider contributing to assist our surrounding communities.

For more information, please visit www.svec.coop or call SVEC at 1-800-234-7832.

**Operation Round Up FAQs**

**How do I sign up?**

There are several ways to begin your voluntary participation:

- Visit any SVEC office and speak with a member service representative.
- Call SVEC at 1-800-234-7832 and request a sign-up form.
- Fill out and return the insert included with your November SVEC statement.

**How much will it cost me?**

Through participation in Operation Round Up, the average contribution per member-owner is about 50 cents a month or $6 a year. It’s small change to the individual perhaps, but the thousands of dollars the program can generate will mean a big difference to the people in our area.

**Who is eligible for funds?**

The funds will be available to any group, organization, charity or like organization that serves SVEC member-owners. No funds will in any fashion be used to support any candidate for political office or for any political purpose.

**How does my organization apply for funds?**

- Visit www.svec.coop and download an ORU grant application.
- Call or visit an SVEC office for an application.
Shenandoah Valley Electric Cooperative (SVEC) offers an Energy Assistance Program to aid people experiencing financial stress in paying their winter energy bills. The funds assist with any type of energy bill (i.e., electric, oil, gas or wood). However, they will not be available for use as utility deposits.

Anyone wishing to contribute to the fund may voluntarily add any amount of money to their electric bill payment in excess of the amount due, or they may make a separate check payable to SVEC Energy Assistance. Contributions are accepted through March 31, 2018.

Member-owners requesting assistance should contact the SVEC partner in their community (listed at right). Acceptance of applications for Energy Assistance and the distribution of funds will begin Jan. 2, 2018.

Please help support SVEC Energy Assistance and those less fortunate than yourself; remember, it is member-owners helping member-owners.

**Give the Gift of Light**

Christmas is right around the corner. Are you having a difficult time deciding what to give to Uncle Joe, Aunt Sally or your neighbor down the road? Consider giving a Shenandoah Valley Electric Cooperative (SVEC) gift certificate. It makes the ideal gift for any SVEC member-owner.

Electric gift certificates are available in even-dollar amounts of $5 or more. You decide the amount you want to give. In return, we’ll credit the recipient’s account and prepare a certificate that we’ll either mail to the gift recipient or send directly to you for personal giving. The certificate tells the recipient the exact amount to expect as a credit on his/her electric bill.

The bills mailed to member-owners in November will contain an insert for use in ordering gift certificates. You can then send that form, pick one up at your local office, or fill in the one below plus a check or money order (payable to Shenandoah Valley Electric Cooperative) to: Shenandoah Valley Electric Cooperative, Attn: Electric Gift Certificates, P.O. Box 236, Mt. Crawford, VA 22841.

**Please DO NOT** mail with bill payment.

Orders for SVEC gift certificates must be received in our offices by Friday, Dec. 22. This year, give the gift of light, an SVEC gift certificate. It’s a great way to get into the true spirit of the holiday season.

---

**Recipient’s Name** ____________________________________________ **Your Name** ____________________________________________

**Address** __________________________________________________ **Address** ____________________________________________

**City, State, Zip** ____________________________________________ **City, State, Zip** ____________________________________________

**Amount of Gift** __________ **Phone No.** ____________________ **Account No.** If Known __________________

**Signature** __________________________________________________

_____ Mail certificate to me _____ Mail certificate to recipient _____ I wish to remain anonymous

Make check or money order payable to Shenandoah Valley Electric Cooperative — PLEASE DO NOT SEND WITH BILL PAYMENT.
Powering Up After an Outage

When the power goes out, we expect it to be restored within a few hours. But when a major storm or natural disaster causes widespread damage, extended outages may result. Our line crews work long, hard hours to restore service safely to the greatest number of consumers in the shortest time possible. Here’s what’s going on if you find yourself in the dark:

Please call 1-800-234-7832 to report an outage to SVEC and download our MySVEC app for updates.

1. High-Voltage Transmission Lines:
Transmission towers and cables that supply power to transmission substations (and thousands of members) rarely fail. But when damaged, these facilities must be repaired before other parts of the system can operate.

2. Distribution Substation:
A substation can serve hundreds or thousands of consumers. When a major outage occurs, line crews inspect substations to determine if problems stem from transmission lines feeding into the substation, the substation itself or if problems exist further down the line.

3. Main Distribution Lines:
If the problem cannot be isolated at a distribution substation, distribution lines are checked. These lines carry power to large groups of consumers in communities or housing developments.

4. Tap Lines:
If local outages persist, supply lines (also known as tap lines) are inspected. These lines deliver power to transformers, either mounted on poles or placed on pads for underground service, outside businesses, schools and homes.

5. Individual Homes:
If your home remains without power, the service line between a transformer and your residence may need to be repaired. Always call to report an outage to help line crews isolate local issue.
Honor Takes Flight
Area Nonprofit Gives Veterans Lasting Memories

by Preston Knight, SVEC Writer

“it wasn’t a setup.”

Dan Fines repeats himself a few times, and reiterates those words again in an email later. What unfolded was a chance encounter, he says, and his evidence is that it went too perfectly to have been orchestrated.

Fines, a Frederick County resident and co-founder of Honor Flight-Top of Virginia, is passionate about his volunteer work. The national Honor Flight is a nonprofit that takes veterans from World War II, as well as the Korean and Vietnam wars, on free trips to memorials in Washington, D.C. Given the proximity of the local chapter to the nation’s capital, bus rides are booked, as opposed to the plane rides arranged by groups across the country.

In discussing the program over lunch recently, Fines talks loudly enough to catch the attention of a couple at a table nearby. It’s a Korean War veteran and his wife. Before the couple gets up to leave, the wife apologizes for eavesdropping and then expresses her appreciation for Honor Flight.

Her husband would enjoy such a trip, she says, though they’ve visited most of the sites mentioned. That is a verbal invitation for Fines to go into sales-pitch mode.

“No, it wasn’t a setup at all, but it showed how easy it is to get onboard with Honor Flight’s cause.

The veteran’s wife says she’ll sign up her husband, and probably his brother, for a trip in the future.

“Many expressed they would like to go, but the distance and their age was a tremendous detriment.”

As a private pilot, Morse met with other pilots in his club and suggested that they arrange to fly some of these WWII veterans to their memorial. Their first trip of six planes from Springfield to Manassas brought 12 veterans to Washington, prompting a movement that spread across the United States.

As of September, Honor Flight nationally has transported over 185,000 veterans of WWII, Korea and Vietnam to Washington at no cost to the war hero.

Honorable History

Honor Flight started as the brainchild of Earl Morse, a retired Air Force officer and physician’s assistant in Springfield, Ohio. After the National WWII Memorial was finished in Washington in 2004 — some 60 years after the conclusion of the war — he asked his veteran patients if they were going to visit it.

Many expressed they would like to go, but the distance and their age was a tremendous detriment.

As a private pilot, Morse met with other pilots in his club and suggested that they arrange to fly some of these WWII veterans to their memorial. Their first trip of six planes from Springfield to Manassas brought 12 veterans to Washington, prompting a movement that spread across the United States.

As of September, Honor Flight nationally has transported over 185,000 veterans of WWII, Korea and Vietnam to Washington at no cost to the war hero.
Preference is given to WWII veterans. Groups now exist in 45 states, with hubs in 131 cities regularly flying into Washington. The Top of Virginia chapter took its first trip in October 2016.

A ‘Moving’ Experience

Most organizers of the local club, including Fines and Dianne Klopp, started as greeters or guardians, meeting flights coming into Washington and assisting veterans throughout the day.

“I noticed Dan as being someone I had seen in Winchester. So I went up to him and introduced myself. In the course of our conversation, I said, ‘It’s great that we’re doing this for vets coming in from across the country, but why aren’t we doing this for the guys in Winchester?’” Klopp said.

A small group began meeting in 2016, setting up the local chapter and securing funds for bus trips. Larry Schrock, a Korean War veteran and owner of Schrock Travel, provides transportation for a discounted price, Fines said.

On that first trip, Top of Virginia was selected to lay a wreath at the Tomb of the Unknown Soldier at Arlington National Cemetery and witness the changing of the guard. Visitors also greeted and thanked the veterans for their service at the WWII Memorial.

“I get more out of it than they do,” Fines said. “I think most of the companions, we get a lot more out of it than the veterans.

Tourists want to hug them, take pictures with them. It’s really moving to see the tears in their eyes.”

Top of Virginia has now taken three trips, including one in early October, with a fourth planned in the spring of 2018. As many as 60 veterans, filling two busloads, have gone on a single trip.

“It was a long day; however, everyone in our group had a great time and enjoyed the day immensely,” wrote Lew Ewing, a Winchester resident and the national secretary for the Korean War Veterans Association who participated in a trip this spring with his 21-year-old grandson. “All of our WWII veterans, who unfortunately are dying at an alarmingly rapid rate, deserve the opportunity to see their memorial. Without the work of the organizers of the Honor Flights, many of them would never have the honor of visiting their memorial and reflect for a moment, remembering their involvement in the war and remembering some of the other young men they served with and in many instances were casualties of the war. The same is true for the Korean War Veterans.

“I strongly recommend that any qualified veteran who has not participated in an Honor Flight trip to Washington, plan to do so as soon as possible. You will not regret it!”

If you are interested in being a guardian, or know a veteran who could be served by Honor Flight, email honorflighttov@gmail.com or visit www.honorflight-tov.org for more information.

How You Can Help

Each veteran must have a “guardian” with them for the trip, responsible for taking care of the veteran during the day’s activities. The guardians, who can be relatives or simply volunteers from the community, do not pay for anything, either. They must be at least 18 years old.

If you are interested in being a guardian, or know a veteran who could be served by Honor Flight, email honorflighttov@gmail.com or visit www.honorflight-tov.org for more information.

Fines said the local chapter is open to serving any Shenandoah Valley veteran. Veterans must get their own transportation to and from the bus, which leaves from the Winchester area.

Also, on the trip home from Washington, there is a “mail call” in which letters of appreciation from the community, such as from scout groups or churches, are handed out. Letters can be sent to P.O. Box 163, Middletown, VA 22645 for distribution on the next trip.

Financial contributions are also appreciated to pay for trips and other plans, such as purchasing a defibrillator for the buses.

“We give them a full day of honor,” Fines said. “It is a wonderful day.”
The Following Rates Apply to All Member-Owners of Shenandoah Valley Electric Cooperative

Listed below are the schedules of monthly rates and availability clauses for the three predominant rates currently in effect for consumers of Shenandoah Valley Electric Cooperative (SVEC). They include Residential, Seasonal Residential, and General Service rates. Rates not shown below include Large Power, Security Lighting, Churches, and Peak Control (PC-3 and PC-4). For information concerning these or any other rates, please contact your nearest SVEC office, or view them on our website, www.svec.coop.

These are the rates for our consumers receiving total electric service — both distribution (delivery) and generation (electric supply) from SVEC. The major costs in these categories are itemized on the monthly statement for electric service.

The Cooperative asks that you pay particular attention to the availability clause for each rate. Then compare the information for availability to your own uses to be sure you are being billed under the proper rate. Each electric bill the consumer receives states whether the account is considered residential, seasonal, or general service by the heading “Current Charges.” This is located on the consumer portion of the bill in the upper left-hand side.

RESIDENTIAL (Schedule A-11)

Availability
Available to consumers for normal uses in full-time, permanent, single-family residences and residential farms, where such residential structure is occupied on a full-time basis as the principal place of residence for at least nine (9) months per year. All subject to the established rules and regulations of the Cooperative.

Type of Service
Single-phase, 60 cycles at available voltage. Multi-phase, 60 cycles at available voltage.

Monthly Rate
A. Distribution Charge
2. Variable Distribution Charges
   - First 300 kWh @ 2.850 cents per kWh
   - Excess over 300 kWh @ 2.588 cents per kWh.
B. Power Supply Charges
   - All kWhs/month @ 6.681 cents per kWh
   - The above charges are subject to adjustment for changes in Wholesale Power Costs as per the Cooperative’s Wholesale Power Cost Adjustment Clause, Schedule WPA-5 until replaced by schedule PCA-1.

SEASONAL RESIDENTIAL (Schedule S-6)

Availability
Available to consumers for normal uses in single-family, non full-time occupied residences. All subject to the established rules and regulations of the Cooperative. Not available for Commercial use.

Type of Service
Single-phase, 60 cycles at available voltage. Multi-phase, 60 cycles at available voltage.

Monthly Rate
A. Distribution Charge
2. Variable Distribution Charges
   - First 300 kWh @ 11.585 cents per kWh
   - Excess over 300 kWh @ 2.588 cents per kWh.
B. Power Supply Charges
   - All kWhs/month @ 6.681 cents per kWh
   - The above charges are subject to adjustment for changes in Wholesale Power Costs as per the Cooperative’s Wholesale Power Cost Adjustment Clause, Schedule WPA-5 until replaced by schedule PCA-1.

GENERAL SERVICE (Schedule B-11)

Availability
Available to consumers for general service, commercial, industrial, single- or multi-phase service, and all other non-residential service for all uses subject to the established rules and regulations of the Cooperative.

Type of Service
Single- and/or multi-phase, 60 cycles, at available secondary voltage. Motors having a rated capacity equal to or in excess of ten horsepower (10 hp) must be three-phase.

Monthly Rate
A. Distribution Charge
1. Basic Consumer Charge: $15.41 per billing month single-phase; $18.41 per billing month multi-phase.
2. Variable Distribution Charges
   - (a) Demand Charge:
     - First 20 kilowatts of billing demand = $1.00 per kW
     - All kilowatts of billing demand in excess of 20 = $0.71 per kW
   - (b) Plus RKVA @ $0.56 per RKVA
   - (c) Plus Energy Charge:
     - First 300 kWh @ 1.329 cents per kWh
     - Next 3,700 kWh @ 1.329 cents per kWh
     - Excess over 4,200 kWh @ 0.457 cents per kWh.
B. Power Supply Charges
   - All kWhs/month @ 6.937 cents per kWh
   - The above charges are subject to adjustment for changes in Wholesale Power Costs as per the Cooperative’s Wholesale Power Cost Adjustment Clause, Schedule WPA-5 until replaced by schedule PCA-1.

Note: the above Distribution Charges and Power Supply Charges apply to those Consumers who have the Cooperative as their energy service provider. Only the Distribution charges apply to those Consumers who have an Electricity Supplier other than the Cooperative as their energy provider.

C. Minimum Distribution Charge
The minimum distribution charge per month or fraction thereof shall be the highest of the following:
1. The Basic Consumer Charge; or
2. The Billing Demand Charge in 2.(a) above for (a) 50 percent of the highest monthly billing demand established during the preceding calendar year, or (b) 50 percent of the consumer’s requested capacity; or
3. The minimum specified in the contract for service.

Billing Demand
The billing demand shall be the maximum average kilowatt load for any period of fifteen (15) consecutive minutes during the month, as indicated or recorded by a demand meter.

Determination of RKVA Demand
The Cooperative reserves the right to measure and bill for RKVA. The RKVA demand shall be the maximum RKVA demand measured in any fifteen (15) minute period during the month for which the bill is rendered.

Temporary Service
Temporary service shall be supplied in accordance with the foregoing rate except that the Consumer shall pay in addition to the foregoing charges, the total cost of installing and removing the service, less the value of materials returned to stock. A deposit, in advance, may be required of the full amount of the estimated bill for service, including the cost of installation and removal.

Service at Primary Voltage
If primary service is furnished between 2KV to 25KV, a discount of $0.25 per kW of Distribution Billing Demand shall apply to the distribution charges. If primary service is furnished above 25KV, a discount of $0.50 per kW of Distribution Billing Demand shall apply to the distribution charges.
SVEC Puts Safety First

SVEC believes strongly in making safety a top priority. At the end of September, our Safety Committee left no stone unturned as we inspected all aspects of our organization to ensure we, at a minimum, meet all that’s required.

Card Transaction Fees Eliminated

Shenandoah Valley Electric Cooperative has waved goodbye to credit and debit card transaction fees! Payments made on our eBusiness page, www.svec-online.coop, through our free app, MySVEC, and over the phone no longer are assessed a fee. Payment kiosks that are available 24/7 in our Winchester, Luray, Mount Jackson and Staunton district offices, and our Mount Crawford headquarters, also don’t have the fee for card transactions.

Please register and manage your account on our eBusiness page and download our app to make payments, report outages and receive outage-restoration updates. Our kiosks are an additional convenience to our member-owners that enable you to pay by cash, check or card and receive an immediate posting of the payment to your account.