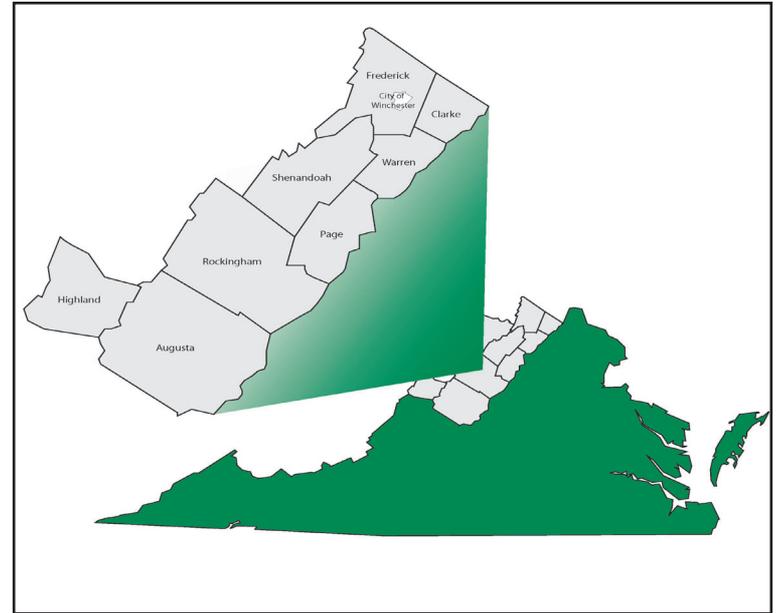


New Member Guide



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“We Exist to Serve Our Members”



Dear Valued Member:

Welcome to Shenandoah Valley Electric Cooperative (SVEC). At SVEC, we 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 the founders of the cooperative movement which we and other cooperatives follow. To put it succinctly, these principles make electric cooperatives different from other electric utilities. You are a member of the cooperative and it is your right and responsibility to attend our annual membership meeting, to vote to select the board of directors, and to act on any other business during the meeting.

SVEC also prides itself in educating the communities in which it serves about the electric service it provides, including safety tips and energy-saving ideas. Responsibilities of your cooperative and you as a member are outlined in the enclosed booklets, “Terms & Conditions for Providing Electric Distribution Service” and “Bylaws.” Please hold on to these booklets and refer to them as needed during your time as a member.

Please report any outages or problems with your electric service by calling 1-800-234-SVEC (7832). We want you to have the best electric service possible, and we will do everything we can to make that happen.

Again, welcome to Shenandoah Valley Electric Cooperative.

Sincerely,

Gregory S. Rogers
President and CEO

Statement of Non-Discrimination

This Institution Is An Equal Opportunity Provider, Employer, and Lender.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA’s TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at How to File a Program Discrimination Complaint http://www.ascr.usda.gov/complaint_filing_cust.html and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

USDA is an equal opportunity provider, employer, and lender.

Equal Employment Policy

In order for Shenandoah Valley Electric Cooperative to abide by its Affirmative Action Statement, the Cooperative publishes the following Equal Employment Policy. This is not a solicitation of applicants for employment.

All applicants for employment shall be considered and hired on the basis of merit, without regard to race, color, national origin, age, disability, and where applicable, sex (including gender identity and expression), marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, or veteran’s status. The employment practices shall ensure equal treatment of all employees, without discrimination in rates of pay or other opportunities for advancement because of an employee’s race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or a part of an individual’s income is derived from any public assistance program, or protected genetic information in employment or in any program or activity. (Not all prohibited bases will apply to all programs and/or employment activities.) Shenandoah Valley Electric Cooperative is an equal opportunity provider and employer. To file a complaint of discrimination or unfair work practices, contact Vivian Michael, Vice President of Corporate Services & HR at SVEC, by calling (540) 574-7248, faxing (540) 574-7230, or email: vmichael@svec.coop

“This institution is an equal opportunity provider and employer.

SVEC supports our armed services and veterans in employment opportunities.”

Electrical Safety Tips

- Never touch, kick, pull or attempt to pick up a fallen wire. Notify SVEC immediately at 1-800-234-SVEC (7832) and keep other people away from the downed line.
- Call Before You Dig. That number is 811 for all counties served by SVEC. To prevent unplanned power outages, possible injury, expensive repair bills and/or equipment damage call “Miss Utility” before you do any digging.
- Water conducts electricity. Do not touch an electrical switch while your hands are damp. When taking a bath or shower, do not handle electrical cords or appliances.
- Check all extension cords and appliance cords frequently to be sure they are not worn or frayed. If they are, replace them immediately. Don’t patch a broken cord.
- Be sure tools and appliances are properly grounded. A three-prong plug used in a two-wire receptacle must have an adapter.
- When working outside, avoid contact with overhead power lines or exposed wires.
- Do not place electrical cords so they run through doorways or under carpets. Electrical cords should not be draped over radiators, pipes or other metal objects.
- Fly kites and model airplanes in open fields, away from electric wires. Do not use wire, metal or wet string on a kite. If your kite or model airplane gets caught in a wire or on a utility pole, don’t try to remove it — call Shenandoah Valley Electric Cooperative at 1-800-234-SVEC (7832). Don’t fly a kite in wet or stormy weather.

For more electrical safety tips, visit our website, www.svec.coop.

Member Complaint Procedure

SVEC has five offices to provide closer contact with its members and faster service for emergencies. Each district office follows the same procedure for handling member requests for service, inquiries and complaints.

Member requests for service, inquiries and complaints may be made by contacting our Member Service Representatives at 1-800-234-SVEC (7832) between 8:00 a.m. and 4:30 p.m. Monday through Friday. For outages and emergencies during nights, Saturdays, Sundays and holidays, call 1-800-234-SVEC (7832). Outages can also be reported through our app, MySVEC, and on our website, www.svec.coop.

Legitimate member complaints will be recorded, addressed and resolved in the appropriate manner. If the member is not satisfied, they will be advised that they may contact the Virginia State Corporation Commission via telephone at 1-800-552-7945. A record of these complaints will be maintained by the cooperative for at least 60 days and will be available for audit by the State Corporation Commission.

Applications for service will be recorded and at that time the member will be informed of the requirements of the cooperative, the local government and any preparations that must be completed before service can be provided. The new member will be given a packet of cooperative information containing the Bylaws, Rate Schedules, Terms & Conditions for Providing Electric Distribution Service and other information. When these requirements are complete, the member will be given an estimated date for service.

All members will be notified annually of these procedures through publication in the Cooperative Living magazine. If any significant changes are made in these procedures, the State Corporation Commission will be notified.

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SVEC Board of Directors

AUGUSTA/HIGHLAND COUNTIES

Larry C. Howdyshe, Mt. Solon

ROCKINGHAM COUNTY

Brent H. Arbogast, Lacey Spring
Stephen W. Burkholder, Broadway
Suzanne S. Obenshain, Lacey Spring

CLARKE/FREDERICK COUNTIES/

CITY OF WINCHESTER

William A. Orndoff, Stephenson

SHENANDOAH/

WARREN COUNTIES

Conrad A. Helsley, Strasburg

FREDERICK/

CLARKE COUNTIES

Todd Van Horn, Winchester

SHENANDOAH/

WARREN/PAGE COUNTIES

Jerry Dofflemeyer, Luray

PAGE COUNTY

Brian K. Plum, Luray

CITY OF WINCHESTER

Robbie F. Marchant, Winchester

For more information on how to contact your Board of Directors, visit svec.coop.

Please Call 1-800-234-SVEC(7832) to Contact SVEC

Visit One of Our Local Offices:

AUGUSTA COUNTY	Staunton Office
HIGHLAND COUNTY	
ROCKINGHAM COUNTY/HEADQUARTERS	Rockingham Complex
SHENANDOAH COUNTY	Mt. Jackson Office
FREDERICK COUNTY	Winchester Office
CITY OF WINCHESTER	
WARREN COUNTY	
PAGE COUNTY	Luray Office

Check Our Website at www.svec.coop
or MySVEC App svec.coop/app

Sample Electric Bill



Shenandoah Valley Electric Cooperative
A Touchstone Energy Cooperative

Electric Service Bill

To contact SVEC for all purposes, please call 540-434-2200 or 540-515-0011

Account Number	Statement Date
1111111-001	06/05/20

Meter Number	Current Reading	Reading Date	Previous Reading	Number of Days	Multiplier	KWH/KW Used
9999999	43165	06/05/2020	42178	30	1	989

1 Account Information

Customer Name(s)
MEMBER

Service Address
1234 ANYWHERE

Phone Number
540-111-2222

Location Service District
Rockingham

5 Electricity Service Charges

Total Previous Balance	\$81.84
Payments received since last billing date <i>Thank You</i>	-\$81.84
Balance Forward	\$0.00
Current Charges (Schedule A-11-Residential)	
Basic Consumer Charge	\$25.00
Variable Distribution Charge	\$20.59
SVEC Distribution Charges	\$45.59
Power and Energy Charge	\$72.55
Billing Factor (\$0.00172/KWH)	-\$1.70
SVEC Electricity Supply Charges Subtotal	\$70.85
Capital Credit Return	-\$9.16
Rockingham Co Utility Tax	\$3.00
VA Consumption Tax	\$1.54
Sales & Use Surcharge	\$0.49
Total Current Charges	\$112.31

2 Consumption History

Billing Month	KWH Usage	Billing Month	KWH Usage
May 19	607	Nov 18	862
Apr 19	1167	Oct 18	840
Mar 19	1342	Sep 18	737
Feb 19	1600	Aug 18	803
Jan 19	1447	Jul 18	653
Dec 18	1212	Jun 18	548

4 Important Messages From SVEC

Learn about the co-op advantage of capital credit equity allocations and refunds at www.svec.coop. Under Quick Links, click on "Capital Credits".

6 Total Amount Due ▶ **\$112.31**

4 Messages from SVEC

Thank you for your prompt payment.

Bills due and payable upon receipt. To avoid a 1.5% Late Payment Charge, pay Total Current Charges by 06/25/20. Payments made at location other than SVEC offices may be delayed up to five (5) days.

Fees & Charges

SVEC's service fees are based on the cooperative's costs and are charged so members not requiring these special services won't have to share in the expenses. These fees and charges are listed in Schedule F of the cooperative's Terms & Conditions for Providing Electric Distribution Service in this packet.

Type of Fee or Service Charge

- A. Membership Fee - initial service connection (refundable) \$5.00
- B. Service Connection Fee (Non-Refundable) \$15.00
- C. Temporary Connection Fee \$140.00
- D. Reconnection Fee to Existing Consumers (must be paid in the cooperative's office during normal working hours) if the actual reconnection is performed:
 - 1. During working hours, per trip per account \$50.00
 - *Note - The above reconnect charge will not apply if reconnection is made using the remote service switch and no trip is required.
 - 2. After working hours, at consumer's request, per trip per account \$85.00
- E. Returned Check Processing Fee \$32.00
- F. Trouble Call - outage on consumer's equipment \$50.00
- G. Meter Testing Deposit
 - 1. Single-phase meters \$40.00
 - 2. Polyphase \$60.00

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

Please detach and return bottom portion with your payment to ensure proper credit. Keep top portion for your records.



Account Number	Location Number	Meter Number
1111111-001	1-234-56-7890	99999999
Late Pay Penalty Date	Total Amount Due:	
06/25/20	\$112.31	
Amount Enclosed: \$		

11000000

Check this box for address correction or message. Please print on reverse side.



SEND PAYMENT REMITTANCE TO:
SHENANDOAH VALLEY ELECTRIC COOPERATIVE
PO BOX 49001
BALTIMORE MD 21297-4901

010000077421

Key

- 1 Your Account Information**
- 2 Electric Consumption History**
Gives the last 12 months, plus the current month's usage.
- 3 Electric Consumption Data**
- 4 Messages from SVEC**
Payment information and other relevant news is printed here.
- 5 Electricity Service Charges**
- 6 Total Amount Due**
- 7 Address Information**
Please check this information periodically to make sure the address is correct.

Critical Account Registry

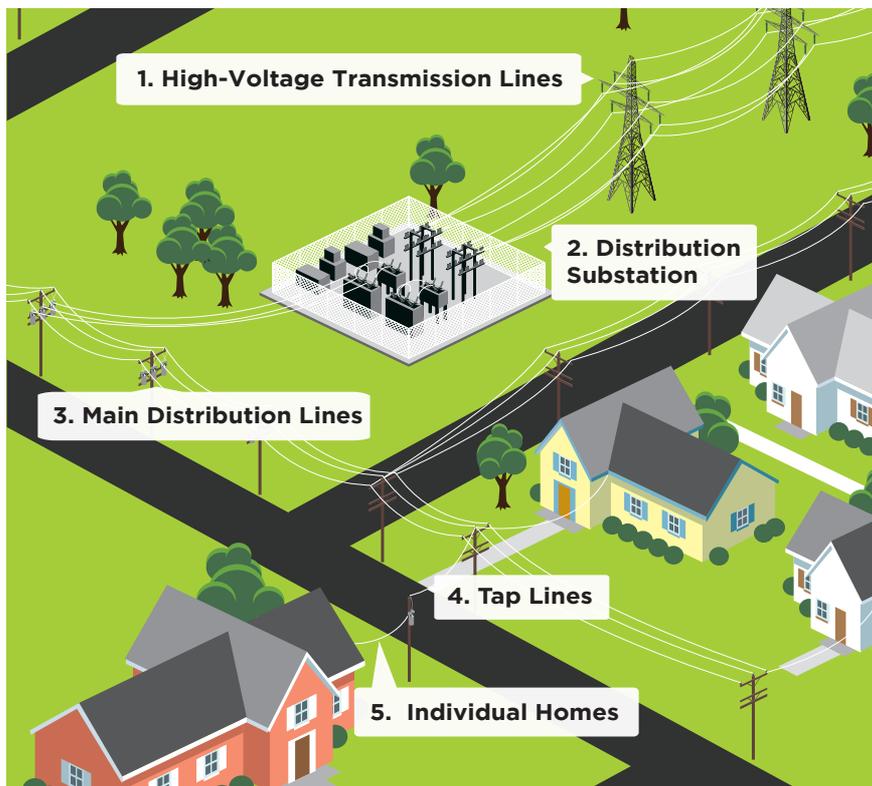
SVEC maintains a critical account registry to identify service locations where life support equipment is in use. It is important to know where this equipment is located in the event of a planned power outage. At certain times our construction crews need to interrupt service for repairs or new construction. If we know in advance that you have life support equipment in operation, we can contact you about planned outages. It is the goal of the cooperative to provide you with the highest quality service possible, but due to uncontrollable events (ice, snow, lightning, etc.) we cannot guarantee electric service 100 percent of the time.

We recommend that any member with life-sustaining equipment look into buying a small generator capable of operating this important equipment.

Do not wait until a power outage to let us know you have life support equipment in operation in your home. Even if you have contacted the cooperative in the past about the equipment in your home, please visit our website at www.svec.coop to fill out another form. Completed forms, along with physician certification, can be sent to: SVEC, P.O. Box 236, Mt. Crawford, VA 22841.

Please do not mail with bill payment.

Service Restoration Priorities



Power Restoration Questions

Why would an SVEC service crew pass by without restoring the power at my house? If you see an SVEC service crew passing by, it is because work must first be done at a nearby location before electric service can be restored to you and your neighbors. Following the above service restoration priority process ensures all members have their power restored as quickly and as safely as possible.

Why does my neighbor have power and I do not? It depends on the cause of the outage. Remember to check and make sure your power is not out because of an electrical problem inside your home, such as a tripped breaker. If your neighbor has electricity and you do not, more than likely, they receive their electricity from a different power line or are located on a different circuit than the circuit your home is on.

Why can't you tell me how long it will take to restore my power? Each outage is a result of different circumstances, and some may take longer to find and restore than others. As a result, during storm-related outages, restoration information may not be immediately available. You may follow updates through the MySVEC app.

What should I do if a power line falls in my yard? Consider all fallen wires to be energized, regardless of whether or not they appear to be safe. Report the fallen power line to your cooperative immediately at 1-800-234-7832 (SVEC). Make sure your children, pets and neighbors stay away from the power line and any objects it may be touching.

How Electric Rates are Set

SVEC's rates are based on the cost of providing electric service to members. These costs include the cost of operating and maintaining lines and equipment, taxes, interest expenses and wholesale power costs. SVEC's rates are approved and/or filed with the Virginia State Corporation Commission.

SVEC operates on a not-for-profit basis. Any revenues collected in excess of the actual cost of operation provide for members' ownership/equity in the electric cooperative.

Copies of these rate schedules are available upon request at each office of the cooperative, and on our website at www.svec.coop.

Margins, Allocations, Capital Credits - What Do They All Mean?

Shenandoah Valley Electric Cooperative members are rewarded with one of the advantages of being a part of the cooperative business model: your ownership in the cooperative grows through equity allocated to your account.

What is equity?

Equity is cooperative ownership assigned and held in your SVEC account as capital credits. In years when SVEC has remaining revenues (called margins). After an audit confirms that all proper expenses are satisfied at the end of a given year, the board of directors usually allocates the margins as equity to member accounts.

When SVEC assigns capital credits to each member's account, it is called an "equity allocation." The cooperative determines shares of equity assigned to each member's account based on their proportional share of the co-op's electricity used and paid for that year. Each member's share of patronage is assigned to their account in the form of capital credits. The cooperative business model uses equity as operating capital and required reserves until the board retires those capital credits.

Members who purchased electric services from SVEC during the previous year may receive a "Notice of Equity Allocation" by mail in the spring of the year. This notice shows the amount assigned, or allocated, to your SVEC account in the form of capital credits. Capital credits held in your account cannot be applied to your bill until the capital credits are retired or refunded.

What is capital credit retirement?

When financial conditions of the cooperative permit, your board of directors may decide to retire a portion of capital credits from your account in the form of a check or a bill credit. This is typically decided in the board meeting in the month following equity allocation decisions.

****If you have an address change, please keep the cooperative informed so SVEC may issue you a capital credits retirement when approved by the board in the future.**

You may view the technical details of how equity allocation and capital credit retirement processes work in SVEC's Bylaws online at www.svec.coop - "Your Cooperative" tab, Bylaws, Rates and Terms, or ask questions at 1-800-234-7832.

Estate Retirements

Estate retirements are capital credits paid to the estate, or personal representative of an estate of a deceased member who is a natural person. In order to claim estate capital credits, the personal representative of the estate must contact the cooperative within one year of the member's death. The estate retirements consist of payment of the remaining capital credit balance that has not been paid by the cooperative.

When Will I Receive the Value from My Capital Credits?

It may take some time to receive a return, or refund, of your capital credit equity because the cooperative is required to first satisfy all financial obligations. Member-owned, not-for-profit electric utilities like SVEC must set their rates to produce revenues sufficient to cover all costs of owning, operating and maintaining the electric system plus a reserve. The financial health of SVEC depends upon its ability to take care of any debt that is incurred. Once SVEC's obligations are met, the board of directors may vote to retire and refund the capital credits.

Capital credits held in your account cannot be applied to your bill until the capital credits are retired or refunded through action of the board of directors.

Programs of the Cooperative

For more information about SVEC's programs and services, please contact your local SVEC office at 1-800-234-SVEC (7832) or e-mail us at info@svec.coop.

SVEC Online

SVEC Online allows member-owners to use the internet to view their account history, estimate energy bills and to pay online using a credit card. To sign-up for SVEC Online go to www.svec-online.coop and click on "Your Account."

Eazy Pay

This is a payment option that allows the amount of your electric bill to be automatically deducted from your financial institution account. This optional, secure, safe and FREE service means you no longer need to write a check, go to a payment center, use a stamp, or worry about late payment. Visit www.svec.coop for more information.

****What will I be charged for this service? ABSOLUTELY NOTHING!****

Your account must reflect a zero balance before enrolling in Eazy Pay, modifying your Eazy Pay information, or discontinuing your participation in the program.

Beat The Peak

This is a simple way to help keep costs down for every member of SVEC. It is free to join, voluntary and you can end your participation at any time. The amount of electricity that members of SVEC use varies during the course of the year and from hour to hour in a given day. But there are certain times when electricity usage increases as members all use more power at the same time, increasing the risk of higher energy costs. These high usage periods are called "peaks." For more information visit www.svecbeatthepeak.coop.

Operation Round Up

This is a charitable giving program where SVEC members voluntarily "round up" their bill to the nearest dollar. Members' donated cents combine to award charitable grants to community non-profit organizations and the cents flow into a charitable fund.

Load Management

SVEC uses this program to help keep rates stable when the demand for electricity is at its peak. SVEC installs a free load management switch on members' water heaters, which allows SVEC to suspend electric water heating during peak demand periods as a means of limiting wholesale power costs.

Most people never notice when the system is operating. When the switch is installed, you will receive a FREE water heater inspection and a FREE water heater blanket.

Levelized Payment Plan

Each month, SVEC will average your actual billing for the current month with the previous 11 months. Your bill will vary slightly from month to month, but this "rolling average" evens out extreme highs and lows. The bill will show your kilowatt-hour consumption and the levelized bill amount that is due. It must be paid just the same as a regular bill, on or before the late payment date.

Surge Suppression

SVEC offers the TESCO surge protection system, which helps to protect your motor-driven or resistance-heated electrical equipment. An electrical surge is a very brief period of high voltage and is the most damaging of power disturbances. Surges may be caused by several things, such as lightning strikes, storms, fallen tree limbs and auto accidents.

The TESCO system offers protection for items such as your: washer, dryer, refrigerator, freezer, range/stove, dishwasher, electric water heater, TV, computer and other electronic equipment. The cost is \$4.95 per month with a one-time \$30 installation fee. The monthly cost will be added to your electric service bill. This meter-based device remains the property of SVEC. This service is supported by the manufacturer's down line repair or replacement warranty.

If The Power Goes Off

The following information will help you and your family cope with an outage if one should occur. Your SVEC account number is very important — the cooperative uses that number to locate your account on our system.

IN THE EVENT OF A POWER OUTAGE PLEASE CALL

1-800-234-SVEC (7832)

This dial-in reporting supports pinpointing the exact location of an outage. Then you may follow restoration on the app, svec.coop/app

KEEP A POWER OUTAGE KIT ON HAND

- SVEC account number ■ SVEC telephone number 1-800-234-SVEC (7832)
- Candles/matches ■ Flashlight ■ Portable radio ■ Fresh batteries

CHECKLIST OF THINGS TO DO IF AN OUTAGE OCCURS:

- _____ A. Check fuses or breakers in your electrical panel box.
- _____ B. Check to see if your neighbors' lights are off. Even if your neighbors' lights are on, call SVEC at 1-800-234-SVEC (7832).
- _____ C. If fuses or breakers are OK, call SVEC. Give your name, SVEC account number, telephone number and the approximate time the outage occurred.
- _____ D. Turn off all electric appliances that were on when the outage occurred, especially air conditioners, heat pumps and other large electric appliances. Leave a light on so you will know when your power has been restored.
- _____ E. Listen for messages from the cooperative through social media (Facebook or Twitter) or media outlets. This will occur only when there has been a major storm or other major unplanned outage.
- _____ F. **STAY AWAY FROM DOWNED POWER LINES** and broken utility poles. Note the location of the downed line or pole and call SVEC immediately. Even lines that look harmless can be dangerous.
- _____ G. If your power is still out once your neighbors' homes have been returned to service, don't hesitate to call the cooperative again.
- _____ H. **If any member of your family is on a life-support system**, please notify SVEC today so their name, SVEC account number and telephone number can be placed on a priority service list.