

VEC Installs Electric Vehicle Chargers in Byrdstown/Jamestown

In partnership with a Tennessee Tech research project and Seven States Power Corporation, VEC installed a Charge Point Electric Vehicle dual point chargers in Byrdstown and Jamestown, Tennessee.

VEC began coordinating with TVPPA to install electric vehicle chargers along the I-75 and I-40 corridors in 2019. Tennessee Tech met with VEC and others to discuss the installation of chargers in Jamestown and Byrdstown in October. TN Tech received a federal grant from the U.S. Department of Energy to pay for a testbed project. This grant included the cost of the chargers. Seven States coordinated the EV charging station effort on the Cumberland Plateau.

VEC selected two sites for Charge Point Chargers. In January 2021, VEC, TN Tech and Seven States installed a charger in Byrdstown at the library. Jamestown's charging station was installed in February at their library.

VEC is committed to providing our consumer-members with the resources they need for a changing world.



Pictured are Dustin Winningham, Gabe Durham and John Schroeder.

Reporting an Outage

It is 8 p.m., you are settled into your favorite chair to watch your favorite television show, and your lights blink. Then they blink again. They blink a third time, and the power goes off. Five minutes pass, and you're not too concerned; 15 minutes pass, and you decide to tell someone. How do you report your outage?

Call Your Service Center

Volunteer Energy's Central Dispatch Control Center is staffed 24 hours a day. Whether it is 8 p.m. or 3 a.m., a dispatcher monitors real-time service on our power grid. Each of our Central Dispatch staff works hand in hand with service area managers to monitor and diagnose problems. The dispatchers utilize state-of-the-art monitoring systems, including the Supervisory Control and Data Acquisition (SCADA) and Outage Management System (OMS). Our Integrated Voice Response System (IVR) can confirm outages and give updated information 24 hours each day in addition to the Dispatch Control Center.



Along with the IVR and Central Dispatch, our Contact Center is open for extended business hours: Monday through Friday 8 a.m. - 7 p.m. EST and Saturday 8 a.m.-noon EST. "Volunteer Energy, how may I help you?" is a phrase repeated often in the Contact Center as representatives answer calls from the 17 counties served by Volunteer Energy.

Use VEC.org or the Smart Hub App

You can also report your outage by signing into your account at www.vec.org or using the Smart Hub app. The app and the website are connected to the OMS system and update the dispatch center in real time.



Do Not Report Using Social Media

Do not report outages using social media. Our social media pages are not monitored 24/7 and are not connected to OMS. Your outage will not be recorded if you report using social media. During large or extended outages, social media will be used to provide progress updates.

Update Your Phone Number

Whether you report your outage via SmartHub, on the website or by phone, remember to update your phone number. Without a current phone number, VEC personnel cannot reach you to verify or provide outage-duration information.

Volunteer Energy Service Center Phone Numbers

Benton 423-338-2569, Byrdstown 931-864-3685, Cleveland 423-476-6571, Crossville 931-484-3527, Corporate 423-334-1020, Decatur 423-334-5721, Georgetown 423-344-8382, Jamestown 931-879-5853, Monterey 931-839-2217, Spring City 423-365-5220

April 12 is Lineworker Appreciation Day

If you were asked to associate an image or a person with Volunteer Energy Cooperative (VEC), I bet you would picture a lineworker. One of the most visible co-op employees, lineworkers, work tirelessly to ensure our community receives uninterrupted power 24/7.

"Lineworker" is listed as one of the top 10 most dangerous jobs in the U.S. This is understandable as they perform detailed tasks near high-voltage power lines. Regardless of the time of day, having to brave stormy weather and other challenging conditions, lineworkers must climb 40 feet in the air, often carrying heavy equipment to get the job done.

Being a lineworker is not a glamorous or easy profession. It takes years of specialized training, ongoing education, dedication, and, equally important, a sense of service and commitment. How else can you explain the willingness to leave the comfort of your home to tackle a challenging job in difficult conditions? This dedication and sense of service to the community is what sets them apart. That's why we set aside the second Monday in April to celebrate and recognize the men and women who work around the clock to keep the lights on.



While lineworkers may be the most visible employees at VEC, it is important to note that a team of highly skilled professionals is working behind the scenes. Engineers provide ongoing expertise and guidance on the operations

side of the co-op. Member service representatives are always standing by to take your calls and questions. Our information technology (IT) experts are continuously monitoring our system to help safeguard sensitive data. And these are just a few of the folks who work together to ensure we can deliver the service and reliability you expect and deserve. Without them, our lineworkers wouldn't be able to "bring the light" to our community.

Our dedicated lineworkers are proud to represent VEC, and they deserve all the appreciation and accolades that come their way on Lineworker Appreciation Day.

On April 12, and any time you see a lineworker, I hope you'll join me in thanking them for their exceptional service. I also hope you'll remember that you have a dedicated team of professionals working behind the scenes at the co-op whose commitment to service runs just as deep.



*Rody Blevins
President/CEO
Volunteer Energy
Cooperative*

Tennessee Valley Authority

Residential & Outdoor Lighting Fuel Cost Adjustment Effective

March 1, 2021

1.664¢



For the most current FCA information, visit www.vec.org

Volunteer Energy Cooperative is an Equal Opportunity provider and employer.



The VEC Customers Share program funded community service grants totaling \$24,000 in February. Since the inception of the program in October 2001, over \$7.2 million in grants has been awarded. The deadline for grant applications is the last working day of each month. For additional information, contact the Office of Marketing and Economic Development at 423-334-7051. Applications are also available online at www.vec.org.

Organizations receiving grants in February

UT-TSU Extension Meigs County	\$2,000	Cumberland County High School	
North Cumberland Elementary PTO	\$1,200	Track Team	\$800
Polk County High School Wrestling	\$1,096	Mended Hearts Chapter 127	\$800
Cumberland/Roane Shrine Club	\$1,000	Rural Shakespeare Company	\$750
Monterey Jr. High School Cheerleading	\$1,000	E.G. Fisher Public Library	\$750
Fellowship of Christian Athletes	\$1,000	Unity Center	\$500
Rhea County United Way	\$1,000	Midway High School Baseball Boosters	\$500
York Institute Track Program	\$1,000	Midway Quarterback Club	\$500
Friends of Harrison Bay State Park	\$1,000	Hwy 58 Volunteer Fire Dept. Inc.	\$500
Community Foundation of Cleveland and Bradley County - Freedom Park	\$1,000	American Legion Post 257	\$500
Byrdstown Senior Center	\$1,000	Hiwassee Long Beards	\$500
Byrdstown-Pickett County Chamber	\$1,000	Midway Youth Cheerleading Organization	\$400
Manna House Ministries	\$1,000	Roane County Lady Knights	\$300
Spring City Chamber of Commerce	\$1,000	Roane County Knights Lacrosse	\$300
Coordinated School Health (CMS-Health Services Club)	\$904	Rip City Basketball	\$250
		Hot Shots Softball 16U	\$250
		Cookeville Housing Services Corporation	\$200



Prepare Now For Spring Storms

Spring officially begins Saturday, March 20. Along with warmer weather and longer days, spring often brings strong storms to Tennessee. Here are some tips from the American Red Cross to help your family be better prepared for spring weather.

Make a Plan

Develop a plan to help your family respond to disasters. Discuss how to prepare and respond to emergencies that are most likely to happen where you live, learn, work and play. Identify responsibilities for each member of your household and plan to work together as a team. Know where you and your family will shelter during severe weather. Identify a basement, storm shelter or an inner hallway or closet that can provide protection during storms.

Get Educated

Know the difference between storm watches and warnings. A watch means that bad weather is possible. A warning means that bad weather is occurring, and you should seek shelter. Conditions following a storm can be hazardous. Stay away from downed power lines and call Volunteer Energy Cooperative (VEC) or 911.

Have a Kit

Take time now to organize the basic supplies you will need during a disaster. Basic kits should include food, water, medicine, a flashlight, battery-powered radio and extra batteries, first-aid kit, cellphone and charger. A full list of items to include in your kit can be found at redcross.org.

Prepare for Power Outages

Despite our best efforts, strong storms can create extended power outages. Battery-operated flashlights and lanterns can provide light and are safer than candles. Keep your refrigerator and freezer doors closed as much as possible. If you plan to use a generator, have an electrician properly install it to keep you, your family and first responders safe.

YOUR POWER OUTAGE PANTRY

We do our best to avoid power outages, but unfortunately, Mother Nature occasionally has different plans. Stay ahead of the storm by stocking your pantry with a variety of non-perishable items.

Set these items aside for extended outages only, and your storm prep will be a breeze!

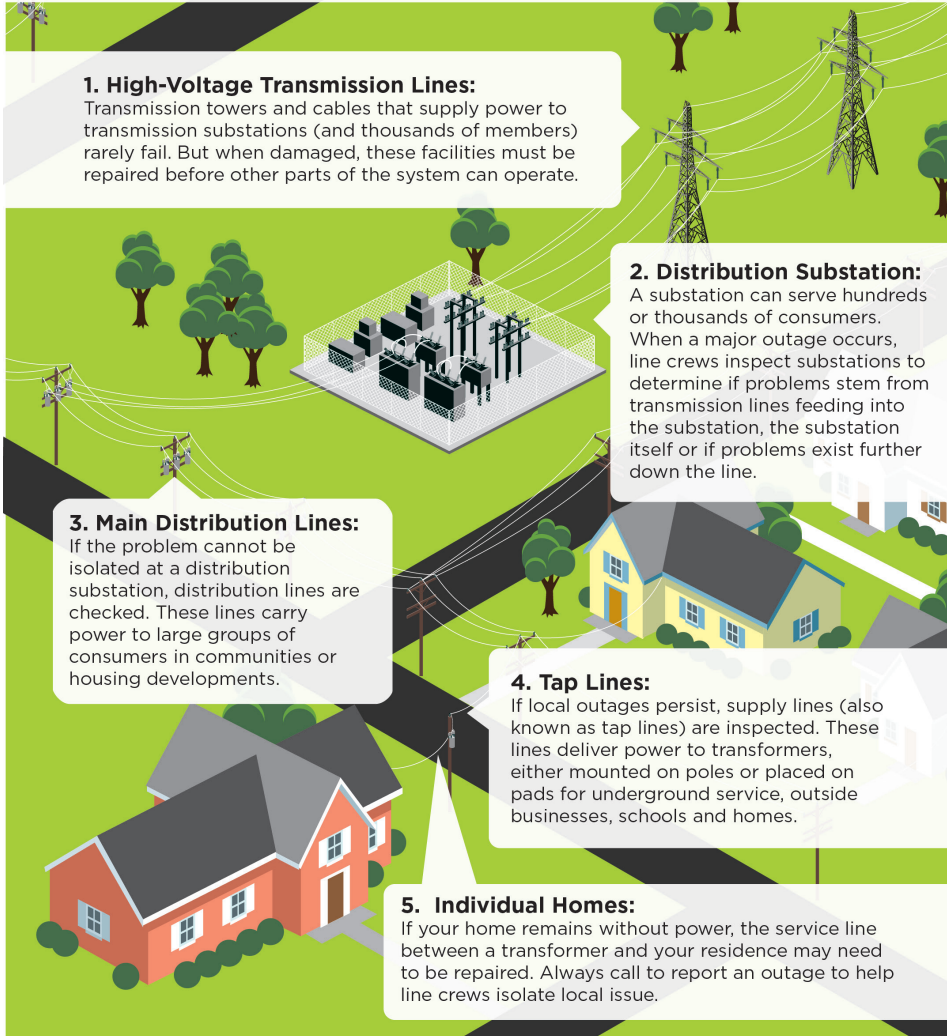
- BEANS
- CANNED FRUIT
- CANNED TUNA
- CANNED VEGETABLES
- CEREAL
- DRIED FRUITS
- DRIED MEATS/JERKY
- GRAHAM CRACKERS
- PASTA
- RICE
- SPAM
- OATMEAL



Don't forget to stock up on disposable goods, like paper plates, napkins, plastic cutlery and cups.

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:




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.



AMERICA'S ELECTRIC COOPERATIVES