

Now Accepting Director Nominations

Three positions on Rappahannock Electric Cooperative's (REC) Board of Directors will be filled during the 2011 election in August. The Bylaws require that REC's member-owners be given advance notice of all nominees; therefore, no nominations can be accepted on the day of the Annual Meeting. Petition forms for nominations are now available at each REC office.



Three directors will be elected as follows:

Region I

Culpeper County, except that portion in the southwestern tip, which is in Region III.

Currently represented by William M. Alphin

Region IV

The central portion of Spotsylvania County bounded on the west by Rt. 610, southeast to Rt. 612, southwest to Rt. 608 at Shady Grove Corner, westerly to Rt. 606 near Paytes, southeast to Rt. 650 at Margo, south to Rt. 208, southwest to Rt. 601 at Good Hope Church, southeast to Levy, north on Rt. 622 to Rt. 605, east to the intersection with Rt. 646 near Marye, north to Rt. 645, to Rt. 606, and east to the Caroline County line.

Currently represented by A. Nash Johnston

Region VII

Orange County and the western portion of Spotsylvania County, which is bounded on the northeast by Rt. 608, southeast to Rt. 606 near Paytes, continuing southeast to Rt. 650 at Margo, south to Rt. 208 near Brokenburg, and southwest to the Louisa County Line.

Currently represented by Richard C. Oliver

All candidates must be a resident of the region they wish to represent. Regional boundaries are described in the Bylaws, Article IV, Section 2A. There is no length-of-residency requirement for nominees.

A minimum of 25 signatures from Cooperative members who are in good standing with REC is required for each nominee. Nomination endorsements from Cooperative members who reside outside the region to be represented are acceptable. Members who sign the nomination petition must provide their Cooperative account number, phone number and mailing address.

For complete details on director qualifications and the nomination procedure, reference REC's Bylaws, Article IV, Sections 3 & 4. The Bylaws are posted on our website. Those without Internet access may request a copy by calling 1-800-552-3904. Candidates for board positions may submit a brief biography and photograph for inclusion in the July issue of *Cooperative Living*. Due to the publication deadline, this information must be submitted with the petition.

Completed nomination forms must be returned to the office of the president at REC no later than 5 p.m. May 5, 2011. The directors' elections will take place at the Cooperative's Annual Meeting in August. •

OPERATION ROUND UP® Funds Now Available!



Operation Round Up® could be the solution to your non-profit charity or organization's financial need. Applications to request funds from Operation Round Up are now available online and in the lobby of REC's offices.

These funds have been made available by members voluntarily rounding up their electric bills to the next whole dollar.

Non-profit charities and organizations are encouraged to apply. Applications must be received by Monday, Feb. 28, 2011.

REC Offers **Unique Opportunities**

Apply Now!

As a member of REC, you and family members living in your household have several unique opportunities. Your electric Cooperative prides itself on supporting the communities we serve through education programs, scholarships and community grants. Find out how you can benefit from these unique opportunities.



“Power to Make a Difference”

National Rural Electric Cooperative Association Youth Tour

REC will select seven high school juniors to attend the 2011 National Rural Electric Cooperative Association Youth Tour to be held June 12 –16 in Washington, D.C. This once-in-a-lifetime experience teaches students to be aware of important issues and to become active citizens working to make a positive difference in their communities. Those selected interact with other students from around the country, tour historical and cultural sights, and meet their congressional representatives.

To be eligible, students must be high school juniors and complete an application form, including a letter to an elected official. Applications are available through the high school guidance department, at any REC office or online at www.myrec.coop. Completed applications must be submitted at one of REC’s offices or postmarked by March 21, 2011.

LEARN Scholarships Make a Difference

High school seniors have the opportunity to receive a \$1,000 scholarship from REC recognizing distinguished scholastic achievement. Since 1996, REC has helped high school seniors pursue their career goals through its LEARN (Literacy, Education, and Rural Networking) program.

To be eligible, a student must be a high school senior with a parent or guardian who is a member-owner of REC, and be enrolled or plan to enroll in an accredited educational or training institution. Interested students must complete an application form and write a 500-word essay.

Applications are available to eligible students through their guidance department, at any REC office or online at www.myrec.coop. Completed applications must be dropped off at one of REC’s offices or postmarked by April 4, 2011.

Grant Money Available

Are you looking for a grant to support your school, non-profit organization or emergency service team? Apply today to be awarded one of REC’s 2011 Literacy, Education, and Rural Networking (LEARN) grants. REC will award a total of \$16,000 in grants in three categories:

EDUCATION

Five \$500 and three \$1,000 grants to individual teachers, or groups of teachers, from grades K-12 who demonstrate creative teaching methods to students of Cooperative member-owners.

COMMUNITY

One \$2,000 and four \$1,000 grants will be awarded to non-profit groups serving REC members, or whose services directly benefit them.

EMERGENCY SERVICE

Three \$1,500 grants will be awarded to an emergency response team whose services directly benefit REC member-owners.

Eligible REC members are encouraged to apply. Grants will be awarded in August 2011. Applications are available online at www.myrec.coop and must be postmarked by April 4, 2011. For additional information about these programs, please call Brian Wolfe, REC’s public relations specialist, at 1-800-552-3904, ext. 5914, or e-mail brwolfe@myrec.coop. •



Recognizing scholastic achievement



\$16,000 available

What Happens After the Power Goes Out?

A review of REC's Restoration Process

When devastating weather like a hurricane, ice or snowstorm causes major damage to REC's electric system, it takes a systematic plan to restore power. Crews working long, hard hours after an outage have a major task that involves much more than flipping a switch or removing a tree from the line. This task is one that has to be done methodically and safely.

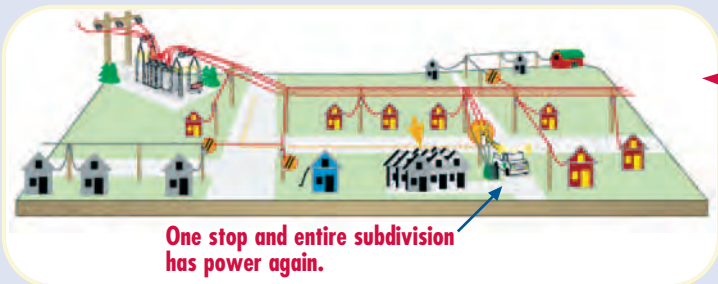
Our priority is public safety. REC crews will be sent to repair any damage that has caused life-threatening situations and to remove power lines from roadways first. Members with special needs, like home life-support systems, are also given priority, if possible. Special consideration is also given to emergency services, hospitals and nursing homes.

REC follows a basic principle when it comes to restoring power – getting the most people back in service as quickly as possible. With a service area expanding into 22 different counties, REC crews work to restore power throughout the entire system.

Here's a simplified look at how REC typically goes about the task of restoring electric service:

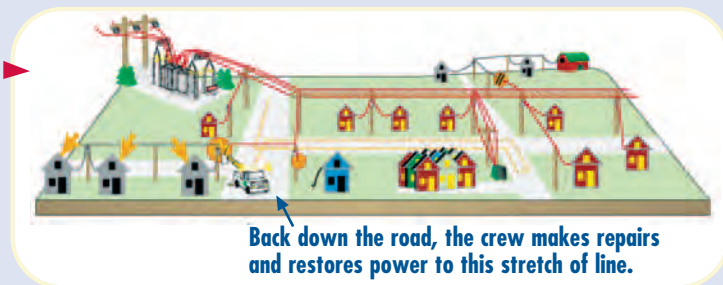
Repairs Start Here:

The substation and the main distribution line from the substation must be repaired first. This will often restore power to many members.



Who Gets Power Next:

With the main line restored, the line crew can isolate other damage and prioritize repairs. Next, crews repair the lines that bring power to the greatest number of members.



Restoring Power to More Members:

Crews will continue to repair power lines that restore power to the most members at once. If you see an REC truck in the neighborhood and you are still without power, this usually means additional repairs are required before individual repairs can be completed.



Individual Repairs:

Only after the main and tap lines are repaired do crews start working on individual service lines.

We appreciate your patience and understanding during times when outages occur. Please be assured we are doing everything possible to restore power as quickly and safely as possible. If you experience an outage, please report it by calling 800-552-3904. Always remember to report your outage using our automated system. However, if you are aware of the cause of the outage, please speak with a customer service representative to report the cause. •

Generator Safety: Our Lives Are on the Line



The safety of you, our members and our employees is a top priority at REC, especially during dangerous times. When storms hit our area, we rush to your aid as soon as weather conditions allow our linemen to travel and make repairs safely.

REC is proud of our outstanding safety record, but sometimes, no matter how many steps we take to keep everyone safe, the very people we are there to help unknowingly put our lives – and their own – in danger.

Portable generators, widely used when power lines are down, can prove fatal to linemen and your neighbors when used improperly. A generator connected to a home's wiring or plugged into a regular household outlet can cause back feeding along power lines and electrocute anyone who comes in contact with them – even if the line seems dead.

And REC employees are not the only ones in danger when a portable generator is used improperly. Generator owners themselves may be at risk of electrocution, fire injury, property damage, or carbon monoxide poisoning if they do not follow the necessary safety rules. We urge you to follow these safety guidelines when using one:

- **Never connect a generator directly to your home's wiring unless your home has been wired for generator use.** Have a licensed electrician install the equipment necessary to safely connect emergency generators to your home.
- **Always plug appliances directly into generators.** Connecting the generator to your home's circuits or wiring must be done by a qualified, licensed electrician who will install a transfer switch to prevent back feeding.
- **Use heavy-duty, outdoor-rated extension cords.** Make sure extension cords are free of cuts or tears and the plug has three prongs. Overloaded cords can cause fires or equipment damage.
- **Ensure your generator is properly grounded.**
- **Never overload a generator.** A portable generator should only be used when necessary to power essential equipment or appliances.
- **Turn off all equipment powered by the generator before shutting it down.**
- **Keep the generator dry.** Operate it on a dry surface under an open structure.
- **Always have a fully charged fire extinguisher nearby.**
- **Never fuel a generator while it is operating.**
- **Read and adhere to the manufacturer's instructions for safe operation.** Never cut corners when it comes to safety.

We encourage you to protect the well-being and safety of your family during outages, and safeguard those who come to your aid during emergencies. When we work together for safety and the good of our communities, we all benefit. •

CHECKLIST OF THINGS TO DO WHEN AN OUTAGE OCCURS:

- ✓ Check fuses or breakers in your electrical panel box.
- ✓ Check to see if your neighbors' lights are off. Even if your neighbors' lights are on, don't hesitate to call REC.
- ✓ If there are no problems with the fuses or breakers, call REC. Report your outage following the prompts from the automated system.
- ✓ Turn off all electric appliances that were on when the outage occurred, especially air conditioners, heat pumps or other large electric appliances. You will want to leave a light on so you will know when your power has been restored.
- ✓ Turn on your portable radio and listen for messages from REC. This will occur only when there has been a major storm or other major unplanned outages.
- ✓ Stay away from downed power lines and broken utility poles. Please note the location of the downed line or pole and call REC immediately. Even lines that look harmless can be dangerous.
- ✓ If your power is still out once your neighbors' homes have been returned to service, you should not hesitate to call the Cooperative again.
- ✓ Don't keep checking your refrigerator and/or freezer. Food will keep much longer if the doors are kept closed.
- ✓ If any member of your family is on a life-support system, please notify REC today so their name, account number and telephone number can be placed on our Lifeline list.

E A S Y | E F F I C I E N T

Usage Management

At REC we know that managing the cost of your monthly energy bills is important to you. We want to equip you with the information you need to help you manage your energy and understand your bill.

Analyze your energy usage

Since December 2002 REC has automatically read meters through our Automated Metering Infrastructure (AMI). With AMI smart-meter technology, REC customer service representatives can answer billing questions easily and accurately without sending a customer service field representative to the property.

REC quickly found how useful AMI is for helping members understand their bills and energy-use patterns. As a result, REC offers a Usage Management section under the Save Energy tab on the REC website. This section of the website offers you the opportunity to request to have your energy usage monitored for one week and to receive an e-mailed usage report.*

“This monitoring helps members have a better understanding of their usage,” said Oliver Price, REC’s director of customer services in Culpeper. “When we send the report, members can actually see their usage instead of just a dollar

*We Can Help
You Save*

figure, as well as an hourly report that includes temperature information. There is more information available on our website to further help manage energy usage.”

Energy advisors offer assistance

REC’s energy management advisors are available to offer educational and technical assistance for any energy usage questions you might have. This includes measures that you can implement within your home to improve efficiency and help manage energy costs. Members are encouraged to call in and speak directly with one of the advisors regarding specific issues they may have uncovered from their energy usage report or prior to usage monitoring.

Rich Mialki, energy management advisor at REC, said, “In most cases we are able to help members identify the cause of their higher-than-expected energy usage. Often, the increased usage is due to malfunctioning electrical equipment. We also provide information that helps our members save on a daily basis. We explain how to make their home more energy efficient and how to reduce electricity usage through lifestyle changes.”

Schedule a home energy audit

REC’s energy advisors offer members a professional home energy audit at a competitive rate. The professional energy audit includes a visual inspection of the thermal qualities of the home, including the heating, ventilation and air conditioning (HVAC) system. The audit includes a list of retrofit recommendations to help members decide which upgrades can benefit them the most.

To schedule an energy audit, call 800-851-3275. An REC customer service representative will refer your request to the energy advisors, who will schedule a time to visit your home.

Call customer service representatives

If you have questions about a high bill, feel free to e-mail checkmyusage@myrec.coop or call a customer service representative. Remember to visit the Usage Management section of the website under the Save Energy tab or to contact one of our energy advisors for assistance with technical or energy-efficiency-related questions. •

**Usage monitoring is not available to all members at this time.*



MANAGEABLE

Payment Options

REC works hard to provide flexible payment options for you, our members. We can assist you with any of these convenient methods to pay your bill.

AutoPay

Our check-less payment plan offers convenience and savings. You can have your electric payment deducted directly from your bank account, saving you time and postage.

eBill

Pay online with eBill. This payment option is easy, secure and gives you control to choose when you view your bill and make your payment. It also lets you view up to 12 months of previous bills whenever you like.

Budget Billing

This average monthly payment plan is designed to help with monthly bills in an affordable manner. You can avoid the uncertainty of high seasonal electricity usage by signing up for budget billing.

Express Pay

Pay your bill by phone or online quickly and easily using a credit or debit card anytime day or night. Each time you choose to use the Express Pay method, a convenience fee of \$4.95 will be reflected on your credit card or bank statement.

Western Union

Visit the REC website to find Western Union payment locations in your area.

Pay by Mail

Mail payments to:
Rappahannock Electric Cooperative
P.O. Box 34849
Alexandria, VA 22334-0849
For faster processing, please enclose your payment stub.

Payment Locations

Visit any of our payment locations in Fredericksburg, Front Royal, Bowling Green or Culpeper between 7:30 a.m. and 5:30 p.m., Monday – Friday.

Whenever you know you are unable to meet your payment due date or are unable to make your payment in full, call in to verify that funds are coming or to schedule a payment extension. Payment extensions may be scheduled if:

- You are not able to make your payment in full by the due date;
- You are unable to make a full payment;
- You have recently suffered a high electric bill due to faulty equipment that has been repaired; or
- You have an unusual situation that requires a payment extension.


By calling in and explaining your situation, you can avoid additional charges to your account and/or having a representative visit your home for collection or disconnection. Take advantage of the options REC has to help make your payment or schedule an extension so you can keep the power on. •


EASY PHONE GUIDE


If you need to contact REC concerning your electric bill payment, follow these options:

In the event of an **emergency** ALWAYS press: 

To make a **payment** press: 

To request a **payment extension** press: 
Use this option if you are able to make your payment in full, but need to extend your due date.

To speak with a **customer service representative** press: 
Use this option to connect to a customer service representative if you are unable to make your payment in full; are having difficulty making a payment; if you need assistance with an unusually high electric bill; or for additional help.

For REC's **hours of operation** and **directions** press: 

PROTECT YOUR HOME— AND YOUR MEMORIES.

September 1988 ☺☺

October 1985
GREAT JOB!

FEBRUARY 1984 ★ So tall!

October 1981

July 1980

June 1979 Happy Birthday!

1 in 4 households will report a
home fire in an average lifetime.*

Protect what's important with smoke detectors as part of
your customized, 24/7 monitored security system from RSS.

Call 1.800.392.2666 for a FREE security analysis and estimate.



Rappahannock Security Services

rappahannocksecurity.com



RSS is a wholly-owned subsidiary of
Rappahannock Electric Cooperative.

*Source: National Fire Protection Association,
Fire Analysis & Research Division, July 2009

Not available in all areas.
DCJS #11.2970



Together We Save

Give Your Savings a Boost

Your ENERGY STAR-qualified clothes washer or dishwasher is energy efficient. That's why you bought it. But thanks to a choice of settings, you can reduce energy use even further. Here's a tip from REC that can help you save even more energy – and money – when you use your washing machine or dishwasher.

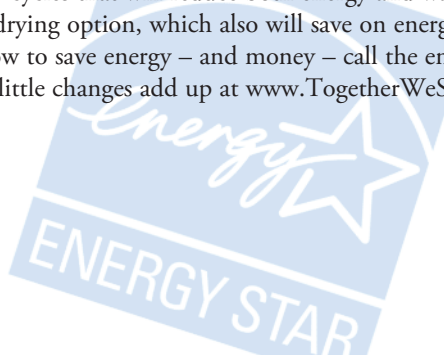
The average American family washes almost 400 loads of laundry every year. That's a lot of laundry. An ENERGY STAR-qualified clothes washer uses one-third less electricity – and one-half less water – than a conventional washer. And an ENERGY STAR clothes washer offers a choice of efficient settings that will save you even more.

You can select a lower water temperature – a cold wash/cold rinse setting, for example – which reduces energy use. And you can choose a lower water level for smaller loads, cutting your water use. Some ENERGY STAR clothes washers also have energy-saving features such as pre-soak and “suds saver.”

Much of the energy used by your dishwasher – as much as 80 percent – is used to heat the water. An ENERGY STAR-qualified dishwasher with a booster heater will let you set the temperature on your home's water heater at 120 degrees, saving energy.

Many ENERGY STAR dishwashers have efficient settings, such as “energy-saving” and “short-wash” cycles that will reduce both energy and water use. And most dishwashers have an air-drying option, which also will save on energy use.

For other tips on how to save energy – and money – call the energy experts at REC. Find out how the little changes add up at www.TogetherWeSave.com. •



President & Chief Executive Officer:
Kent D. Farmer



Board of Directors:
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Richard C. Oliver
Region VII



Vice Chair
Darlene H. Carpenter
Region III



Secretary
Linda R. Gray
Region VIII



Treasurer
William E. Lane
Region IX



William M. Alphin
Region I



Thomas T. Grady
Region II



A. Nash Johnston
Region IV



Frank B. Boxley, Jr.
Region V



William C. Frazier
Region VI



Michael W. Lindsay
Director-at-Large



Christopher G. Shipe
Director-at-Large

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