

# SEE YOUR COOPERATIVE IN A NEW LIGHT



# REC NEWS

August 2021

## Targeted Improvements to Make a Difference for Years to Come

A specialized machine known as a rock digger recently set up shop in the Browntown region of Warren County. Over the next 90 minutes, the contraption hammered and bore through the rock-solid ground, grinding up rock and spewing brown dust in its wake. By the time it shut down, three new holes, each seven-feet deep, were ready for new utility poles to be set.

A contractor brought the equipment down from Pennsylvania that morning to assist with an REC reliability project in the Western region.

It was one of many simultaneous efforts crews have undertaken this year from the West Virginia line to the Chesapeake Bay. At REC, reliability is a team effort. Analytics experts identify circuits that would benefit from upgrades or repairs. Engineers and designers devise the most efficient and effective work plans. Then the vegetation management team, field crews and contractors work together to execute those plans.

### The end result: More reliable electric service.

The rock-digging machine, for instance, was part of a larger project that will give REC multiple options to transfer power between circuits in the area. That means crews can restore outages even faster and, in some cases, an outage can be prevented entirely.

“We targeted this reliability project to make the biggest impact for our member-owners,” said Darrell Potter, Director of Operations and Construction in the Blue Ridge Office.

In the Bowling Green region, crews and contractors have been working on a similar project to upgrade an 80-mile circuit that runs through the Eastern part of the state. On parts of the distribution line feeding the Helmet circuit, vegetation management crews cleared rights of way 100 feet on each side of the power lines to ensure reliable power continues to flow even if storms down a large tree in the area.



Field crews also upgraded lines to accommodate increased future demand for electricity and replaced aging equipment along the lengthy span.

In the Culpeper region, meanwhile, crews and contractors recently completed a major project that will allow REC to automatically restore power to substations in the Stanardsville and Quinque areas of Greene County in the event of a power disruption.

**“We are working together to make the necessary upgrades and improvements to our electric future.”**

*John Arp, Vice President of Engineering,  
Operations and Power Supply*



## Payment Plans Available Contact REC Today!

Virginia's COVID-19 State of Emergency has ended. As a result, the utility disconnection moratorium will end after Aug. 29. REC will resume normal billing and payment processes after Sept. 1.

"We want to work with any member-owner who has fallen behind on their electric bill during the pandemic," said David Johnson, Director of Member Services. "Our team is here to assist members in finding the right plan that suits their budget. It is critical that affected members give us a call as soon as possible."

**REC urges any members who are behind on their payments to contact the Member Services Team.**

- REC Member Services: **800-552-3904** or **office@myrec.coop**.
- To see if you qualify for additional assistance, call your local department of social services or 211.
- Access the Home Energy Calculator to find energy savings at [myrec.coop/calculators](http://myrec.coop/calculators).

Again, we urge any member who is behind on their electric bill to contact us today to prevent a disconnection of service.

## Text Alerts Take the Guesswork Out of a Power Outage

The lights flicker. The TV goes dark. And, worst of all, the AC shuts down. You exchange unhappy glances with your family members. So what now?

Does REC know your power is out? How long could this outage last? Is a crew on the way? What caused the outage, anyway?

**With Outage Text Alerts, you can have those answers delivered right to your phone.**



### In MyREC SmartHub:

Go to *Settings* > *Contact Methods* > *Add Phone Number* > Click "Receive Text Messages" > *Accept Terms and Conditions* > *Complete Verification*. Then click on *Notifications*, and **OPT IN TO RECEIVE THE ALERTS**

**Sign Up Today!**