

A MONTHLY PUBLICATION FOR THE MEMBERS OF WHITEWATER VALLEY REMC

Comments from your CEO



Boyd Huff, CEO

Capital Credit Records Update

Many current members and past members of Whitewater Valley REMC received letters this summer requesting address verification so that we may update our capital credit records. Since we are updating records from 1954 – 2009, this included past members of Wayne County REMC, Fayette-Union REMC, and the current Whitewater Valley REMC. Over twenty thousand letters were mailed. The response has been great and we thank you for your prompt replies to the letter. Work is progressing on the process of cleaning up the records with information provided on the returned forms.

There is still time to return your address verification form if you have not already done so. Please complete the form and return it to our Liberty office

as soon as possible. All address verifications must be submitted in writing. Even if you are a current active customer we need to have this form returned to verify all addresses current and past. Incomplete forms cannot be processed.

If the member named on the notice is deceased, the surviving spouse or legal heir(s) can find instructions on how to proceed at our website, www.wvvremc.com. Instructions for any name change due to marriage or divorce can also be found on the website.

General retirements of capital credits are made from time to time when the financial condition of the Cooperative permits. The Board of Directors of Whitewater Valley REMC will be making a decision of a general retirement before the end of the year.

A Touchstone Energy™ Cooperative

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For up-to-date information, visit us on the web at www.wvvremc.com

Liberty Office Hours:

7:30 a.m. to 4:30 p.m. Monday through Friday
 Closed Saturdays, Sundays and Holidays

To Report an Outage or Emergency:

Call 1-800-776-0493

24 hours a day, 7 days a week

Be ready to provide the following information:

- The name and account number under which your electric service is listed
- Map location number
- Your phone number - *needed to call back or confirm power restoration*
- The type of problem you are experiencing - *flickering lights, complete power outage, etc.*

We appreciate your call and will work promptly to assist you.



WHITEWATER VALLEY

RURAL ELECTRIC MEMBERSHIP CORPORATION

101 Brownsville Avenue

P.O. Box 349

Liberty, IN 47353

Phone: 765.458.5171

1.800.529.5557

E-mail: info@wvvremc.com

QUESTIONS FOR BOYD

My question or comment is:

Name: _____

Account No.: _____

Phone () _____

If you have any questions for Boyd, please call 1.800.529.5557 or 765.458.5171.

You may also e-mail Boyd Huff at bhuff@wvvremc.com

For up-to-date information, visit us on the web at www.wvvremc.com

President & CEO - Boyd Huff
 Powerlines Editor - Sandy Cason

Let's Be Friends

WWVREMC Expands Communications to Include Social Media

Look around you. Chances are you will see almost everyone with a cell phone in their hand. It seems like these days everyone's "liking," "tweeting," "following," "tagging," "streaming," "sharing," or joining the blogosphere. And they are. That's why the cooperative is excited about the launch of their new Facebook page

and the addition of Twitter to its communications.

"Whitewater Valley REMC understands members want additional choices for communicating with us and to be successful, we need to use tools our members are using and are familiar with," said Sandy Cason, Director of Member Services and Corporate Relations. "We see this during large outages when our e-mail contacts increase because the phone lines can be tied up with outage reporting. Members are also great about sending kudos back to us via e-mail when the power has been restored."

The Whitewater Valley REMC page can be found using the search or by clicking on the convenient Facebook link on our website www.wwvremc.com in the lower left-hand corner. The page will be used to provide tips and ideas for how to save money and energy. The cooperative will also provide information about its programs for rebates, CFLs and weatherization project and many more.

"The new Whitewater Valley REMC Facebook page will be a perfect platform for getting the word out about activities in the community," Cason adds. "I can see how the cooperative may use Facebook to create awareness of events like our annual meeting and safety presentations."

Twitter will be used to send the same tips and updates on cooperative community activities. "Whitewater Valley REMC wants information to be informative, timely and helpful. We don't want to become a nuisance by sending out 'tweets' just because we can," said Cason. "Our goal is to expand involvement in our community to include an online community, improve member satisfaction in areas of technology and use social media to engage members."

Find us on Twitter and become a follower by visiting our official page at www.twitter.com/wwvremc or clicking the TwitterWidget located on the lower left-hand corner our website.



Find the Hidden Account Number!

No one found the hidden account number from October. Keep reading your *Powerlines* each month or browsing our website – the next hidden account number could be yours!

November Due Dates

During November the due dates for payment of your electric bills are November 19th and 26th.

Remember, we recommend that you allow five business days for the mail to reach the payment processing center. That way, you'll never run the risk of being late.

Payment Options

US Mail: Send your payment to:
Whitewater Valley REMC
P.O. Box 3199
Martinsville, IN 46151-3168

Internet: Log-on at www.wwvremc.com

Liberty Office: In person or in the drop box

Automatic Withdrawal: Simply request a form or download at www.wwvremc.com and submit it to our office

FCN or Franklin County National Bank: In person or in the drop box (Please bring your payment stub with you)

First Merchants Bank both Richmond Locations: In person or in the drop box (Please bring your payment stub with you)

If you would like more information about payment options, call 765-458-5171 or 1-800-529-5557.



Whitewater Valley REMC Collecting Canned Food for Area Food Pantries

The Cooperative is collecting canned food items until December 10, 2011. There will be a large collection container in our lobby. Members will receive a free reusable shopping bag and be entered into a drawing for a \$10 bill credit for each five canned food items donated. A total of five bill credits will be given away at the end of the food drive.

The food will be delivered to local area food pantries.

Leave the Pole Alone

Placing a sign on a utility pole could endanger a life

What do yard sale signs, basketball hoops, deer stands, satellite dishes, and birdhouses have in common?

They're often found illegally attached to utility poles. But this isn't only a crime of inconvenience. Safety issues caused by unapproved pole attachments place the lives of lineworkers and the public in peril.

It may seem innocent, but a small nail partially driven into a pole can have deadly results around high-voltage electricity.

Your local electric co-op line crews climb utility poles at all hours of the day and night, in the worst of conditions. Anything attached to utility poles can create serious hazards for our line personnel. Sharp objects like nails, tacks, staples, or barbed wire can puncture rubber gloves and other safety equipment,

making linemen vulnerable to electrocution.

Lineworkers with electric co-ops have reported poles used as community bulletin boards, satellite mounts, and even support legs for deer stands, lights, and carports. Not only do these attachments put line crews at risk, anyone illegally placing these items on poles comes dangerously close to energized power lines with thousands of volts of energy pulsing overhead. It's always wise to keep any structure at least 10 feet away from utility poles.

Unauthorized pole attachments violate the National Electrical Safety Code, the accepted manual containing guidelines for safe electrical engineering standards. Utilities strictly follow this code that includes a section that reads,

“Signs, posters, notices, and other attachments shall not be placed on supporting structures without concurrence of the owner (the utility is the owner of the pole). Supporting structures should be kept free from other climbing hazards such as tacks, nails, vines, and through bolts not properly trimmed.”

Please help us keep our linemen—and our community—safe. Don't attach any of these unauthorized and dangerous items to utility poles. Fixtures not belonging to the cooperative or another utility will be removed by co-op line personnel; the co-op is not responsible for any losses if an item is damaged or destroyed during removal.



Whitewater Valley REMC Welcomes New Employee

Brad Wildman joined Whitewater Valley REMC as Apprentice Lineman in September. He is a 2011 Union County HS graduate and lives in



Liberty, Indiana. Brad is an avid outdoorsman enjoying deer hunting, hiking and camping. As of the writing of this article, he was preparing to leave for climbing school. The climbing school is a two week program held at Hoosier Energy's Franklin Training Center in Franklin, Indiana. Brad is also enrolled in the Hoosier

Energy Apprentice Training and Safety (HEATS) program. HEATS trainees must complete 8,000 hours of on-the-job training over four years, in addition to 144 classroom hours per year. There are programs for line specialists, powerhouse mechanics, maintenance electricians, meter technicians and instrument and control technicians.

The staff and directors welcome Brad to the cooperative and wish him well in his new position and journey to become a lineman.

Our office will be closed for the following holidays:

Veterans Day
Nov. 11

Thanksgiving
Nov. 24 and 25



Use Dedicated Toll-Free “Hotline” Number to Report Power Outages

To serve you faster during a power outage, the cooperative has a ‘hotline’ to report power outages 24 hours a day, 7 days a week. When a power outage occurs at your home or business, call 800-776-0493. You will receive a greeting that says “Thank you for calling Whitewater Valley REMC, this call will be recorded for quality assurance, please hold for the next available representative.” Or if all ‘live’ agents are on the phone it will say, “Thank you for calling Whitewater Valley REMC, if you are experiencing a life threatening emergency please hang up and call 911, otherwise press 1 for an outage, press 2 for a meter reading, and 3 for other services.” Either talking to a live agent or using our automation for reporting outages you have the ability to receive an automated callback to ensure that your power came on, this will occur shortly after your power is restored.

When major outages occur, Whitewater Valley REMC posts information to our cooperative web site home page – www.vremc.com. The updates include the cause of the outages and areas of our service area most affected. For outage detail by zip code and a map showing where the outages are located, click on the Storm Central tab on the web site.

For Your Information OUTAGES BY CAUSE

August 2011



Cause	Outages	
	#	%
Trees	39	31.20
Decay	23	18.40
Lightning/Weather	22	17.60
Animals	21	16.80
Member	9	7.20
Material/Equip Failure	6	4.80
Vehicles/Public Activity	3	2.40
Unknown	2	1.60
Total	125	100



Energy Efficiency

Tip of the Month

Use motion sensors on your lights to save on your electric bill. These sensors turn on lights automatically when someone enters a room and turns them off after a person leaves.

Source: U.S. Department of Energy

November CFL Winners

Congratulations to the following members! They each won a complete home CFL package from the cooperative.

November winners are:

Joseph Alexander, West Harrison
Albert Fullerton, Richmond
Angela Kuntz, Brookville
Lon Rice, Richmond
James Short, Hagerstown

Each month we randomly select five members to receive a complete home CFL package (while supplies last).

In addition to the drawings each month, the cooperative is giving away free CFL bulbs at the cooperative office in Liberty. There is a limit of six free bulbs per member.

For more information on CFL's and other energy saving ideas go to www.vremc.com and click on the Touchstone Energy Home Energy Audit link.



LED Holiday Lights Program



Our LED Holiday Lights Program has been a popular program with our members and we are pleased to offer quality lights at a great price. We have multi-colored and all-white lights available. Both options have 35 lights per string and are \$4 each with the trade-in of your old incandescent holiday lights. The lights last up to 200,000 hours and come with a 3-year limited warranty.