

DECEMBER 2021

POWERLINES

A MONTHLY PUBLICATION FOR THE MEMBERS OF WHITEWATER VALLEY REMC

MESSAGE FROM THE CEO

Season's Greetings from WWVREMC



MARY JO THOMAS,
CEO

"The holidays." I love everything about this time of year. Just the thought of the holiday season brings a smile to my face and evokes a sense of comfort and nostalgia. Recalling family gatherings and traditions warms my heart and

fills my senses.

It's a time of reflection. I'm grateful for my own family as well as my co-op family. At WWVREMC, we're driven by a sense of mission and purpose. Our team feels a strong connection to our community and our members because we live here too.

While many of our community-focused programs and activities, such as Shedding Light on Hunger, ramp up this time of year, we have several programs and services in place to help our members year-round. I'd like to remind you about some of these offerings in hopes you'll find them beneficial.

We hope you'll take advantage of SmartHub, an app that empowers you to monitor, manage and pay your energy bill conveniently through your phone. Another service we offer is budget billing, which is intended to help WWVREMC members even out their monthly energy costs, avoiding extreme high winter heating or summer cooling bills. You'll still receive your monthly bill to monitor your balances and energy use. We also offer energy efficiency programs to save you money and energy. Two new incentives were added this year – a HVAC tune-up rebate and a rebate paid back to members purchasing new electric powered lawn equipment. The cooperative also rolled out a residential EV charger pilot program offering a limited

number of chargers to members who have recently purchased an EV.

Our Operation Round Up program helps non-profit organizations. By simply opting-in to "round up" your energy bills to the next whole dollar amount, you can help others right here in our community. Through members' generous donations over the last 18 years, we've been able to give nearly \$590,000 to those in need. If you'd like to participate in our Operation Round Up program, please fill out the participation form on page 4. Members signing up, pledging an additional amount, or donating their capital credit refund to the program before December 31st can win prizes.

One of the most important investments we make is in our local youth. WWVREMC is committed to supporting schools, youth clubs and programs along with providing scholarships for local students. Each year, through our Youth Tour program, we send high school students to Washington, D.C. for a week-long immersion to experience democracy in action. Watch for application information for our scholarship program, youth tour and more in upcoming issues of the newsletter, on social media and our website.

At the heart of all these programs is you--the members we proudly serve. Looking back, I'm grateful for so many wonderful community partners and for the positive impact we can continue to make.

This holiday season, I wish you and your family peace, joy and prosperity. Speaking on behalf of our team at WWVREMC, I know the future will be bright, because of you.

IN THIS ISSUE

PAGE 2

Power Outage Update,
Operation Round Up News

PAGE 3

Capital Credits Returned to
WWVREMC Members
ORU Fall Campaign

PAGE 4

Prize Winners
Bill Credit Winners

Office Closings

Our office will be closed
in December for the
holidays: Dec. 23, 24,
30, and 31.

December Due Dates

The due dates for
payment of electric bills
are **December 19 and 26.**

wwwremc.com



Report Power Outages and Get Alerts on Your Phone!

Want updates about outages directly from our crews after you report your power is off? WWVREMC will text you in real-time with updates when you sign up through SmartHub!

WWVREMC is pleased to offer this convenient way for you to receive outage notifications! Outage notifications are specific to your service location through SmartHub. This communication tool allows WWVREMC to update you when your power is out, give you an estimated time of restoration, and let you know when your power is restored. WWVREMC crews update this on the job, so you are getting the information right from the source!

You must have a SmartHub account and sign up to receive outage notifications. Outage notifications include alerts for a reported outage affecting your account, updates for those outages, and a notice your power has been restored. All members who are signed up to receive notifications before December 31st will be entered into a drawing to win an Outage Preparedness Kit valued at \$60. WWVREMC will give away 25 total kits.

Sign Up Through SmartHub

1. Go to www.wvremc.com and click on the "SmartHub" icon or download the SmartHub app for Android or iOS.
2. Follow the on-screen instructions to create your account, or login if you already have an account.
3. Once an account has been created you can start using SmartHub to report power outages. Continue setting up your account to include alerts for a reported outage affecting your account, updates for those outages, and a notice your power has been restored. To set up personalized notification options, click on notifications and manage notifications from your SmartHub homepage or click on more, settings, then manage notifications from your SmartHub app.



During the fourth quarter of Operation Round Up® for 2021, the WWVREMC Community Trust, Inc. was able to award \$6,750 to 9 organizations. All the grants were given to local WWVREMC service area applicants.

If you know of an organization in need, 2022 will bring more opportunities for us to give. You can find an application for a grant on our website at www.wvremc.com.

Listed below are the organizations who received grants during the fourth quarter of 2021:

Discover Connersville	To help fund the construction of a stage in the Oasis greenspace area.	\$ 750
Hagerstown Golden Tiger Marching Band	To help pay for winter percussion and summer (2022) marching band activities.	\$ 750
Indiana University East	Towards the purchase of a commercial Ping Pong table.	\$ 750
Randolph Central FFA	Towards travel expenses for four high school students & 4-H State Champions in Meats Judging Competition to attend the national contest in Denver.	\$ 750
Randolph County 4H	Towards the purchase of two chicken incubators and supplies for expansion of embryonic development education for 4-H students.	\$ 750
Soldiers in the Army of the Lord	Towards the purchase of a new washer and dryer to clean donated clothing prior to distributing them to those in need.	\$ 750
Surety Community Ladies Center	Towards expenses for parenting and life-skills classes to clients in and around the Wayne County community.	\$ 750
The Junction Inc.	Towards the purchase of two mobile, sound reducing walls.	\$ 750
Union County/ College Corner Joint School Libraries	To help recoup monies lost due to COVID restrictions and inability to hold in-person book fairs.	\$ 750

2021 YEAR ENDS WITH CAPITAL CREDITS RETURNED TO WWVREMC MEMBERS

Your WWVREMC Board of Directors has reviewed the financial condition of the cooperative and is pleased to announce the retirement of \$834,000 in capital credits. Following the cooperative's capital credits retirement policy, 30% of the Generation & Transmission margins from 1993, as well as 100% of retained distribution margins from 1994, plus 10% of the most recent year 2020, will be retired and returned to members.

ABOUT CAPITAL CREDITS

Unlike investor-owned utilities that maximize profits to pay their shareholders, not-for-profit electric cooperatives do not exist to earn a profit. You receive capital credits because you are more than a customer; you are an owner of WWVREMC. The hidden account number is 1319502. These credits represent your ownership in WWVREMC and are one of the unique and rewarding benefits you enjoy as a member of the cooperative.

HOW MUCH WILL YOU RECEIVE?

The amount you receive will be based on two factors; your length of membership with the cooperative and the amount of power used during the period being retired. Refunds less than \$10 will be applied as a credit on your January 2022 electric bill. If your refund is more than \$10, you will receive a check in the mail. Checks will be mailed by the end of the year.

QUESTIONS OR PROBLEMS WITH YOUR REFUND?

For more information, frequently asked questions, search for unclaimed credits, learn how to donate your refund, or to resolve a capital credit issue, please visit our website www.vremc.com, call our office at 765-458-5171, or send an e-mail to info@www.vremc.com.

Operation Round Up® Fall Membership Campaign Continues

Our annual Operation Round Up membership drive continues. Sign-up through the end of December and be entered for a chance to win prizes. Winners will be selected from all entries on Facebook Live at the end of the campaign.

PARTICIPATION IS EASY Operation Round Up is a great way to help your community. If you are not a participant, simply sign-up, and WWVREMC will automatically 'round-up' your monthly electric bill to help organizations within the cooperative service territory. You may also elect to contribute a one-time donation of a specified amount or contribute a specified amount to the fund monthly.

Since the program began in 2003, donations have resulted in nearly \$590,000 being awarded to organizations throughout our communities, showing how much our members care about making a difference.

While Operation Round Up is a voluntary program, the more support received from our members; the more lives will be changed!

Complete the form below, checking the appropriate box and fill in the amount of your donation where applicable. Mail form to WWVREMC, P.O. Box 349, Liberty IN 47353.

Yes! Sign me up for Operation Round-Up®.

Name: _____

Address: _____

Phone Number: _____ Account Number: _____

- ☐ New participant, round-up my monthly bill.
- ☐ In addition to my round up, I want to contribute \$ _____ each month to Operation Round Up®. (fill in the additional dollar amount to be added to monthly electric bill)
- ☐ I want to make a one-time contribution. My check is enclosed.



Each month we hide an account number in the Powerlines. Did you find it?

NO NOVEMBER WINNER

Keep reading your Powerlines each month because the next hidden account number could be yours!

Payment Options

US Mail

Whitewater Valley REMC, P.O. Box 3199, Martinsville, IN 46151-3168

SmartHub

Log-on at www.vremc.com.

Pay-by-Phone

Call 844-827-4759. Set up your PIN. Follow prompts.

Liberty Office

In person or in the drop box.

Automatic Withdrawal

Simply request a form and submit it to our office.

FCN or Franklin County National Bank

In person or in the drop box. (Bring payment stub.)

VanillaDirect

Visit vanilladirect.com for payment locations and details.



For more information about payment options, please call us:

765-458-5171 or 1-800-529-5557

Helpful Information

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. Login to your SmartHub account and report your outage.

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.

PRIZE WINNERS

All members were entered to win bill credits awarded during October in celebration of National Cooperative Month. Members visiting the office during the month got an extra entry into the prize drawing. The following members each won a \$10 bill credit.

Karen Brown, Liberty

Fred Miller, Hagerstown

Terri Frederick, Richmond

Jim Norton, Richmond

Mark Gardner, Centerville

Carol Kay Parks, Liberty

Chuck Gibbs, West College Corner

Jim Ray, Richmond

Craig Robinson, Liberty

Jeffrey Leonard, Connersville

Bill Credit Winners

Our monthly drawing for five \$20 bill credits from all voting members attending the 2021 annual meeting continues. Here are the winners.

DECEMBER

Dean Bunce, Losantville

Cynthia A. Gilbert, Bath

Louis Jacquemin, Liberty

Chad Stegner, Richmond

David Taylor, Brownsville

Ready
for
more
info?

Visit www.vremc.com



101 Brownsville Avenue, P.O. Box 349, Liberty, IN 47353

765-458-5171 • 1-800-529-5557

www.vremc.com • info@www.vremc.com

President & CEO - Mary Jo Thomas • Powerlines Editor - Sandy Cason