

How Can We Better Serve You in 2018?

It's amazing what we learn through listening and observing.



MESSAGE FROM
GENERAL MANAGER/CEO JERRY BOZE

IT'S A NEW YEAR—TIME TO PUT NEW IDEAS INTO ACTION.

Here at Trinity Valley Electric Cooperative, we're always trying to come up with new ways to satisfy our members' needs. We've found the best way to do that is

by listening to your suggestions.

For example, many members asked for an easier way to monitor their accounts and pay bills. In response, we offer you the online member service portal through tvec.net and the My TVEC app to

check the status of your electric service and keep track of daily energy use.

These services are just some of the ways we connect with you, as are the member services representatives who answer when you call or greet you when you visit our office. They help us offer the quality services you expect us to provide.

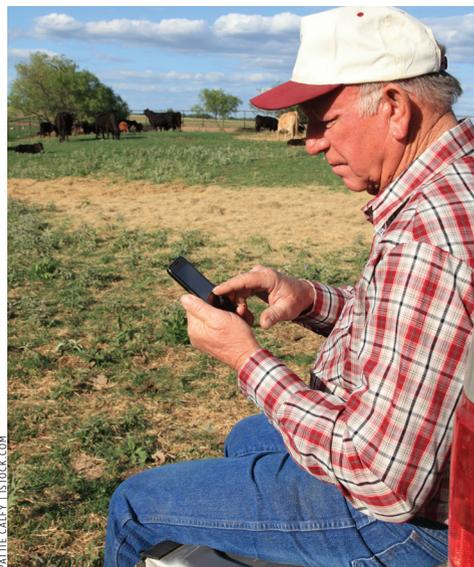
Another of our goals is to find more ways to help you control energy costs. That's why we communicate with you in these pages about ways we can work together to ease the burdens on your wallet.

Listening improves understanding, builds trust, strengthens

relationships and fosters cooperation. It's also crucial to collaboration and success. That's why our co-op employees still love face time with our members.

So, how do we serve you better in 2018? The same way many of us try to serve the community, society and family better each day: by listening. In our offices, on the phone, through social media exchanges and in our face-to-face meetings, we're ready to listen.

When you have questions about energy efficiency, electrical service or any of our products or services, just ask us. When we know just what you want, we're in a better position to deliver successful results. So stop by and see us, give us a call or drop us a line. We're always glad to hear from you.



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THE TRIP OF A LIFETIME

GOVERNMENT-IN-ACTION

YOUTH TOUR

JUNE 6-15, 2018



You're a high school student. You're smart; you have big dreams. Maybe you've never been out of the state, and maybe you've never flown on a plane, but you want to travel—experience a big city, visit historic landmarks and meet people. Sound like you? Then the Youth Tour to Washington, D.C., is your tour. Apply now!

For more information, visit tvec.net or email Laura Melton at meltonl@tvec.coop.



Scan this QR code to see a Youth Tour video

Co-op Career Day

Area high school students get an insider view of what it takes to keep the lights on.



TVEC linemen Carlos Cruz and Victor Garcia demonstrate a hurt-man rescue procedure for students at TVEC's career day event.

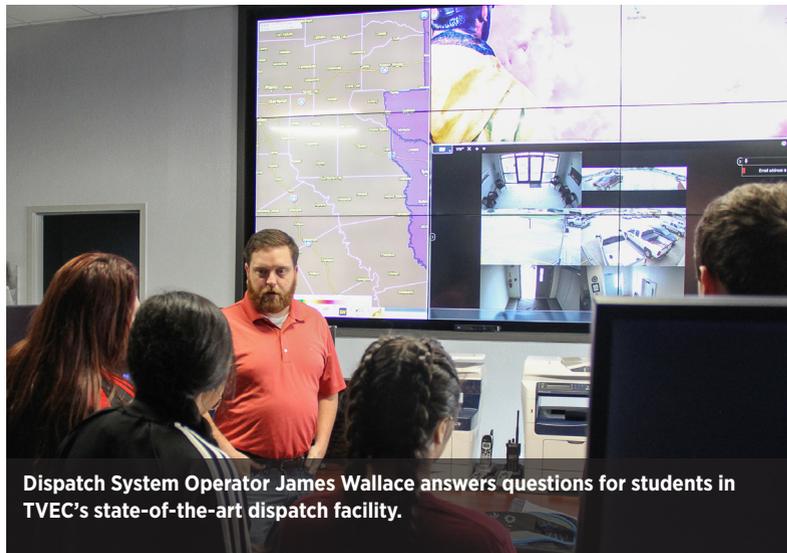
Students from Athens, Frankston, Kaufman, Kemp and Scurry-Rosser high schools got a firsthand look at jobs in the electrical industry at Trinity Valley Electric Cooperative's annual career day event.

The event kicked off with work and safety demonstrations by TVEC linemen, followed by a tour through the TVEC dispatch center.

Students were able to explore the diversity of career fields available in the industry, from IT and communications to engineering and member services.

"We want these kids to see that, with more than 80 different job types, there are a lot of career possibilities close to home," said TVEC Manager of Human Resources Donna Hindman. "Of course we certainly want to attract students into our lineman program because as that workforce is aging, it is increasingly difficult to find young people for such a demanding job, even though it pays well."

TVEC also promotes electrical careers through high school career days and informative presentations.

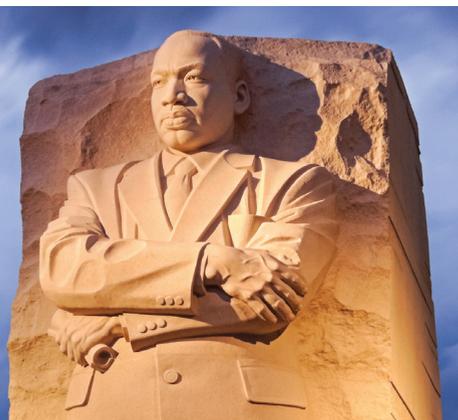


Dispatch System Operator James Wallace answers questions for students in TVEC's state-of-the-art dispatch facility.



Manager of Public Relations Bobbi Byford discusses career options and Youth Tour applications during career day events at TVEC.

Martin Luther King Jr. Day
January 15
Trinity Valley Electric Co-op wishes you and your family a peaceful day.



Happy New Year!
from Trinity Valley Electric Co-op.
Our offices will be closed Monday, January 1, to allow employees to ring in the new year with their families.



TRINITY VALLEY ELECTRIC COOPERATIVE

A Touchstone Energy® Cooperative 

Operating in Anderson, Dallas, Henderson, Hunt, Kaufman and Van Zandt counties

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- Howard Tillison, Chairman, District 6
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GENERAL MANAGER/CEO

Jerry B. Boze

Kaufman District Headquarters

1800 E. Highway 243, Kaufman

Athens District Office

909 W. Larkin St., Athens

Cedar Creek District Office

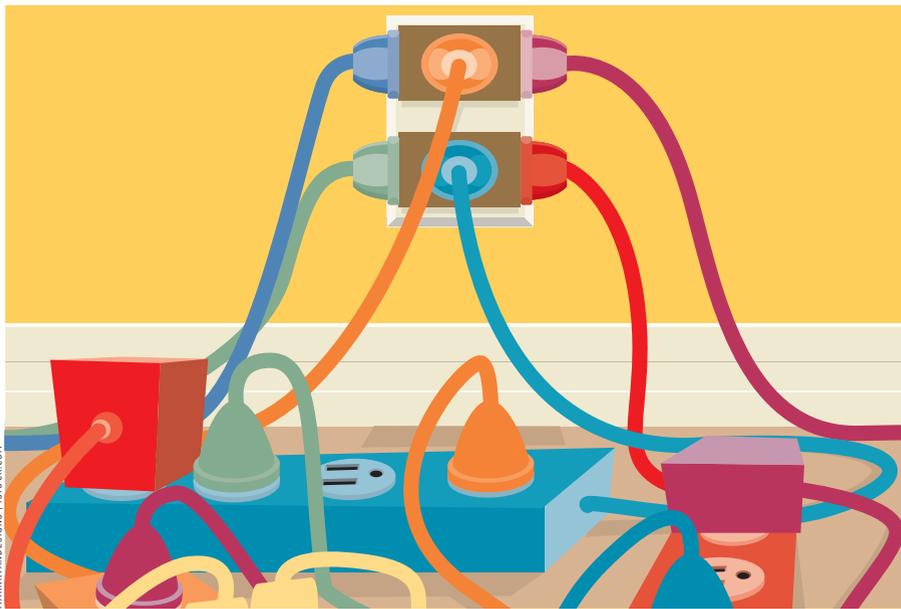
1012 W. Main St., Ste. 102
Gun Barrel City

Wills Point District Office

582 N. Fourth St., Wills Point

Lobby Hours

Monday-Friday, 8:15 a.m.-4:45 p.m.



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Resolve to Save Energy in 2018

SAVING ENERGY—AND MONEY—SHOULD BE ON EVERYONE’S RESOLUTION LIST. HERE are 10 quick tips to help you get started in 2018.

- 1. Replace your light bulbs.** Most people have switched from traditional incandescent bulbs by now, but in case you’re still on the fence: An \$8 LED lasts up to 25 times longer and costs only \$30 to operate over that period.
- 2. Beef up the insulation in your attic.** Attics can be sources of heat loss in the winter and heat gain in the summer. Payback varies by region, but it’s usually within two years, and your home’s comfort will show a difference.
- 3. Install programmable thermostats.** Up to 20 percent of the average home’s yearly energy bill goes toward heating and cooling. Programmable thermostats save money by adjusting the temperature during unoccupied hours.
- 4. Maintain your HVAC system.** Heating and cooling system equipment runs best when maintained. Change your filters on a regular basis and have equipment serviced annually to make sure it’s running efficiently.
- 5. Unplug.** Check around the house to see if devices are unnecessarily plugged in. Cellphones, chargers, TVs, entertainment systems, computers and appliances still draw power when not in use.
- 6. Weatherize.** Weatherizing your home means sealing against airflow around doors, windows and places where pipes enter the home.
- 7. Conduct your own energy audit.** Do you really need two refrigerators? Is there a fish tank with no fish? Is your house so hot in the winter that you need to wear a Hawaiian shirt? Walk around your house to check for—and eliminate—wasteful energy loads.
- 8. Replace your single-pane windows.** Upgrading to more energy-efficient windows can help control temperature and air infiltration in your home. It can be costly, but payback can take just a few years.
- 9. Upgrade your appliances.** Energy Star-rated appliances mean more energy efficiency and can save you hundreds of dollars over their life span.
- 10. Contact your electric cooperative** for information about energy audits, or other programs offered. Visit tvec.net to see what programs we have available.



Contact Us

For information during office hours and outages after hours

CALL US

(972) 932-2214 local or
1-800-766-9576 toll-free

24-HOUR AUTOMATED ASSISTANCE

1-800-720-3584

24-HOUR OUTAGE REPORTING

1-800-967-9324

FIND US ON THE WEB AT
tvec.net



Still Waters Offers Hope For Teens In Crisis With ‘I Am Enough’ Program

Getting through the awkward teenage years and into young adulthood is tough for most everyone, even in the relatively small towns and tight-knit communities that make up the Trinity Valley Electric Cooperative service territory.

For the kids, there is still plenty of pressure to make bad choices that can have lifelong consequences. And for teens from troubled homes or with abuse in their pasts, it is a time in life that can shape their entire futures.

For the counselors and volunteers at Still Waters in Kaufman it is the perfect time to intervene and build strong positive character to build on for bright futures.

“With our ‘I Am Enough’ program, we spend four sessions with these kids each year for three years, and talk about healthy relationships, healthy friendships and helping them understand their self-worth,” said Still Waters Director Ketra Hancock. “When you get to them early, they can begin to understand that they do not have to make some of the choices their peers are making, and if they are in a difficult home life, they can step up out of that.”

The I Am Enough curriculum that was developed by Still Waters has proven itself enough that it is being used by other organizations in 11 states and in six foreign countries.

“We go over all kinds of things, from sexting and pornography to building positive relationships,” Hancock said. “You have to understand who you are and have confidence in your own value. Over the course of three years, we really build a relationship and they can come to us with problems instead of reaching out to someone who may actually end up doing them more harm.”

Find more information at stillwatersps23.com.



Still Waters, Kaufman
\$2,000

THE TVEC CHARITABLE FOUNDATION recently awarded eight grants totaling \$21,500. Recipients of the grants include the above and:

No. 1 British Flying Training School Museum
\$500

The No. 1 BFTS Museum preserves a part of area World War II history. Prior to the United States’ entry into the conflict, the Terrell airport was constructed as a place to train British pilots for war.

Forney Education Foundation
\$2,000

The Forney Education Foundation supports Forney ISD through grants for innovative programs and scholarships for graduating seniors.

Mabank Area Good Samaritans
\$4,000

Mabank Area Good Samaritans operates a food pantry serving residents in Henderson, Kaufman and Van Zandt Counties.

Shining Light Ministry
\$5,000

The Shining Light Food Pantry distributes food to needy families in Van Zandt County, assisting about 5,163 families in the last year.

Kaufman County Environmental Co-op
\$2,000

Kaufman County Environmental Co-op offers recycling services for area businesses and community recycling events on a regular basis throughout the county.

Keep Athens Beautiful
\$3,000

Keep Athens Beautiful sponsors two annual citywide cleanup events for the city of Athens.
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Pilot Club of Wills Point
\$3,000

Pilot Club of Wills Point offers Lifeline emergency personal help systems for persons with health related needs.

Win \$25 Just for Reading

Somewhere, hidden on Pages 18-21, is a TVEC account number. Read closely. If the account number is yours, contact the Member Services Department by January 31 to receive a \$25 credit on your electric bill. Don’t miss out—you could be a winner.

Founded in 2013, the TVEC Charitable Foundation is an independent, nonprofit organization. The foundation was created to serve the community and help improve the quality of life for residents in our service area. **The foundation is funded entirely by donations from TVEC members who participate in Operation Round Up.** For more information, please call 1-800-766-9576 or visit tvec.net.