

Cooperative History, Cooperative Future

Looking back provides the path forward



MESSAGE FROM
GENERAL MANAGER/CEO JERRY BOZE

ONE OF MY FAVORITE SAYINGS ALWAYS HAS BEEN, “THOSE WHO do not remember the past are condemned to repeat it.” Yet sometimes, remembering our history with the goal of repeating it—and improving on it—can be a good thing.

For example, we never forget the struggles thousands of rural families endured before their homes were electrified, and the way electric cooperatives formed to bring light to that darkness. As a result, employees at more than 900 co-ops across the United States dedicate themselves daily to making life better for member-owners.

As the nation’s 30,000 cooperatives celebrate National Co-op Month this October, I think it is a perfect time to take a look back—and a look forward.

Trinity Valley Electric Cooperative was founded when neighbors worked together to bring electricity to our rural community. Big, investor-owned power companies thought they couldn’t generate enough profit, so they bypassed rural areas and only electrified the cities.

Back then, there were frequent meetings among neighbors to discuss the for-



mation of this cooperative. Once established, the co-op’s annual meetings became “must-attend” events every year.

Fast-forward to today—and tomorrow: Your electric co-op currently serves more than 50,000 members, gives scholarships to local students and supports numerous community service organizations in the area. We also regularly return capital credits to our members.

We started out providing electricity, but our impact—with your support and input—has grown. Over the years, we’ve listened to you and your fellow co-op member-owners, and we know that we must keep pace as technology and consumer needs evolve. While times and technology will continue to change, our commitment to you will not. We understand that the spirit that helped create this co-op must be nurtured continually.

You can be confident that your co-op will keep exploring new ways to help our members and our community. We welcome your input as we plan for the future.



Stop the Vampires!

THE LITTLE VAMPIRES WHO RING YOUR doorbell on Halloween night aren’t the only fiends you should be afraid of. Electricity vampires are all over your house, all year long.

Electrical vampires are appliances and devices that continue to draw electricity, even when they are turned off.

According to the U.S. Department of Energy, vampires account for up to 5 percent of the energy use in your house.

Here is a list of the most likely vampires in your house:

- ▶ Computers, modems, routers, printers and other related equipment
- ▶ Your flat-screen TV. The larger it is, the more energy it uses—on and off.
- ▶ Home theater equipment, including surround-sound devices
- ▶ Your cable or satellite TV box
- ▶ Anything with a digital time display, like your microwave oven or DVD player

An electrical device is a vampire if it has a continuous display, like your digital clock; charges batteries, like your mobile phone charger; or has a remote control, like your TV.

The best way to stop these vampires is to unplug them when you’re not using them. A power strip lets you flip one switch to stop a group of vampire electronics from using electricity.

Outage Texting 101

A step-by-step guide to TVEC's new outage texting service

Step 1

Your mobile number must be in our member services database. Contact TVEC Member Services at **1-800-766-9576**, or use the Member Services Portal on tvec.net to update your information.

Step 2

Text **TVECREG** to 85700.

Step 3

The system will confirm the service address you want to associate with your outage texting number.

Step 4

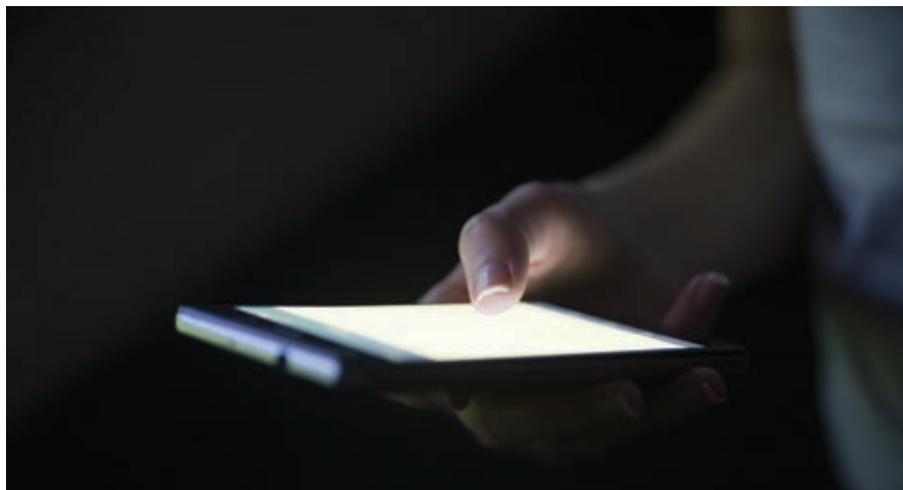
Save 85700 in your contacts list for future reference.

Step 5

Text **OUT** to report an outage, or **STATUS** for information during an outage.

Step 6

You will receive a text message to indicate that power has been restored to your address.



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TVEC Introduces Outage Texting

When an electrical outage happens, it is in everyone's best interest to get the problem resolved as quickly as possible.

To make communication easier during an outage situation, Trinity Valley Electric Cooperative has implemented a technological solution: text message outage reporting.

"This technology is a natural addition to our advanced metering infrastructure system that we installed a few years ago," said TVEC IT Manager Jerry Woolston. "Once members are enrolled in the system, a simple text message puts their outage directly in our system, just as it would if they called the outage reporting hotline number. Then, they also get a message when power has been restored."

Texting to report an outage is faster and easier than calling in, but it does require some preparation ahead of time to use the service.

First, the mobile number that will be used for outage texting must be in a member's account information at TVEC.

Then, the member must enroll by texting "TVECREG" to 85700 to register their phone in the service.

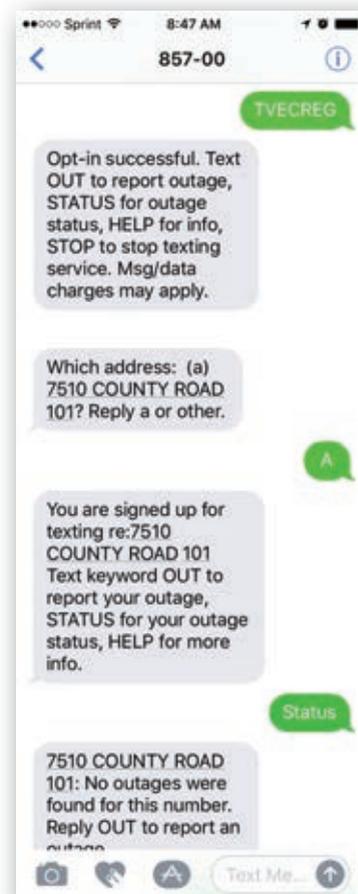
The system will then send a text prompt to confirm a service address.

Once that is all set, it is smart to save the 85700 number with a descriptive name in the phone's contact list.

During an outage, a member only needs to text "OUT" to 85700 to report the problem.

When the outage is restored, the member will receive a text message to indicate that the power is back on.

Contact TVEC Member Services at 1-800-766-9576 for assistance in setting up outage texting for your account.





TVEC crews may have had an ocean view, but Hurricane Harvey restoration efforts were

No Day at the Beach

When a catastrophic storm like Hurricane Harvey hits, there is so much cleanup and restoration work to do that it can be hard to decide where to start. For Trinity Valley Electric Cooperative lineworkers, however, it was a simple matter of heading to one of the hardest-hit areas to do what they do best: getting the power back on so the rest of the work can begin.

Victoria Electric Cooperative, which serves members along the Texas coast just north of where Harvey's eye came ashore, lost power to all 22,465 meters on their lines. With sustained winds exceeding 100 mph in a wide area, there were a lot of things to fix before the power could be turned back on safely.

"From what we saw, our guys were doing a lot of troubleshooting, fixing problems with wind damage and working in areas that had damage from saltwater," said TVEC Manager of Operations Rodney Wesley. "Everyone comes together in a situation like this to work together. For co-ops, it is like we are all part of a family, and when someone is in trouble, you go help."

Fixing damaged electrical infrastructure is just part of a day's work for lineworkers, but when you add the record-setting rainfall that Harvey dumped during the week after it made landfall, access to problem areas became an issue. The flooding even forced the first TVEC crew to change where they were staying after two nights.

"They had to bring a boat to get our luggage out for us at

the hotel," said TVEC Lineman Jay Cook. "Thankfully, one of the local linemen who was showing us around had rooms available at his house, and that worked out great. He even cooked us breakfast." 30024275002

The flooding was an obstacle, for sure, but the mosquito invasion that came along with the water made conditions somewhat miserable.



Flooding conditions added to the challenge for crews restoring power after Hurricane Harvey.



The first TVEC Hurricane Harvey mutual aid crew included Lance Robison, Carson Handlin, Victor Garcia, Billy Sherrell, Jay Cook, Zach Pollett, Mark Harrod and Mauricio Robles.

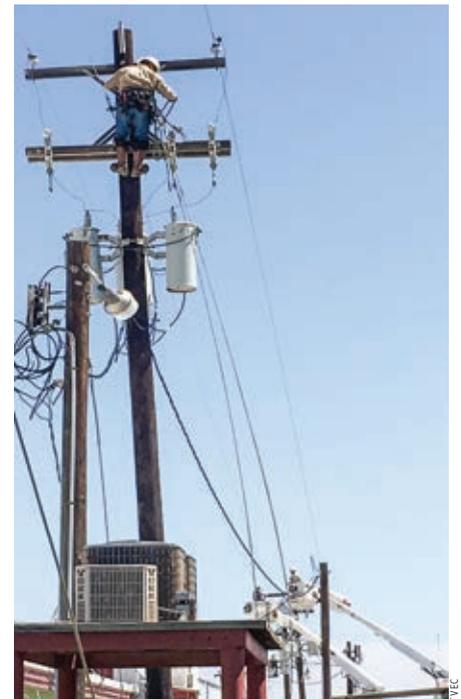


The second TVEC Hurricane Harvey mutual aid crew included Beau Brewer, Anibal Zarate, Scott Stewart, Brandon Bittinger, Carlos Cruz, Chad Flud, Josh Lathem, Brady Hardy and Cody Goforth.

“They were calling mosquito spray ‘Port O’Connor Cologne’ because everybody had it on,” Cook said. “I went down after Katrina, and the mosquitos were bad then, but this was even worse. You had to spray down about every hour, and that only helped a little. They would just swarm on you.”

In all, 17 TVEC lineworkers participated in the effort over two weeks. That also required employees back at the co-op to cover some additional duties.

“We shift people around to make sure everything is still taken care of, and we rely on our contractors to step in as well,” Wesley said. “The contractors come off of their planned work to cover some of the maintenance tasks, and some of our construction crews may have to step in to do some other things, but that all shifts right back to normal when our guys get back.”



Texas Division of Emergency Management

Hurricane Preparedness Guidelines Preparing for Hurricane Season: June 1- Nov. 30



Residents of Texas Gulf Coast **EVACUATION ZONES** should **BEGIN NOW** by making an evacuation plan, preparing an emergency kit and learning evacuation routes well in advance.

If you have a disability or medical needs, register in the State of Texas Emergency Assistance Registry (STEAR) online at <https://STEAR.dps.texas.gov> or by dialing 2-1-1. Gulf coast residents with additional needs (including those who are disabled or medically fragile) who live in evacuation zones and do not have friends or family to help in an evacuation should register in advance online at <https://STEAR.dps.texas.gov> or by dialing 2-1-1. Registration should be completed in advance of an emergency event. DO NOT WAIT, REGISTER NOW! Information collected is confidential.

If you need transportation, register in the State of Texas Emergency Assistance Registry (STEAR) online at <https://STEAR.dps.texas.gov> or by dialing 2-1-1. If you do not have a car or other vehicle, and you cannot get a ride with friends, neighbors or family, register **IN ADVANCE** for assisted transportation by dialing 2-1-1.

Evacuation zone information: If you are interested in registering and you want to find out whether you are living in an evacuation zone, dial 2-1-1 for information.

Hurricane Preparedness tips online:

Texas Division of Emergency Management Website: www.dps.texas.gov/dem

FEMA Website: www.Ready.gov

American Red Cross Website: www.redcross.org

SAVE THE DATE!

TVEC ANNUAL MEMBERSHIP MEETING

OCTOBER 12, 2017 • REGISTRATION AT 6 P.M.

CANTON CIVIC CENTER



TRINITY VALLEY ELECTRIC COOPERATIVE

A Touchstone Energy® Cooperative 

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

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1800 E. Highway 243, Kaufman

Athens District Office

909 W. Larkin St., Athens

Cedar Creek District Office

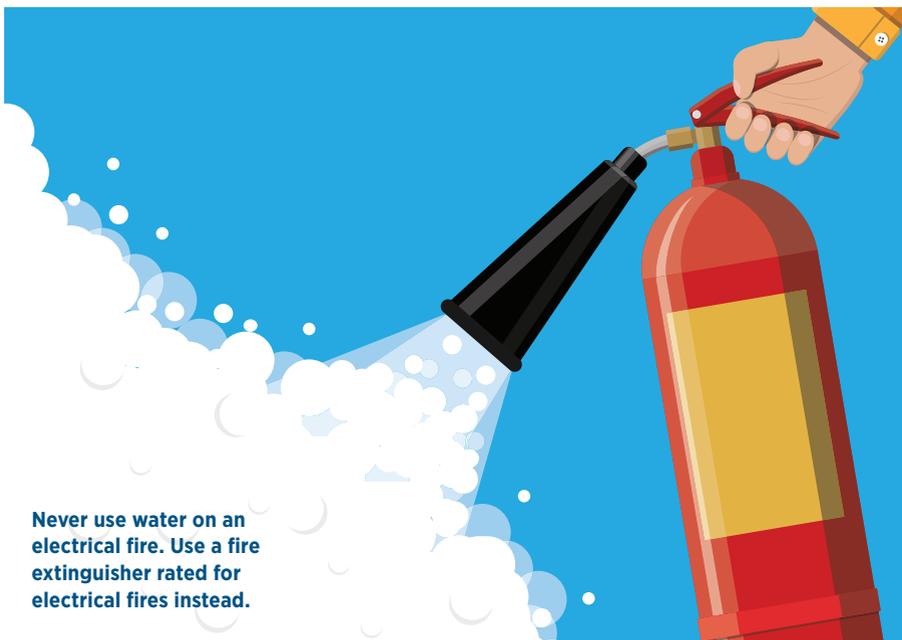
1012 W. Main St., Ste. 102
Gun Barrel City

Wills Point District Office

582 N. Fourth St., Wills Point

Lobby Hours

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



What's That Hissing Sound?

IF YOU HEAR A HISSING SOUND BUT YOU DON'T HAVE A CAT, CHECK YOUR ELECTRICITY.

Damaged wires and outlets can hiss when something's wrong—just like a cat. But hissing electricity is much more dangerous than an angry feline. It can signal the potential for a deadly shock or an electrical fire.

National Fire Prevention Week, October 8–14 this year, is a perfect time to check your cords and outlets to prevent an electrical accident. Here are some tips to follow for keeping your home safe:

- 1. When electrical cords are damaged, worn, cracked or corroded, the chances of fire or power surges increase significantly.** Check for loose or improper connections, cracked wire insulation, chewed electrical wiring, or frayed appliance or electrical cords. Call a licensed electrician to fix wiring problems; electricity is not a do-it-yourself project.
- 2. It's common sense: Avoid plugging anything into an electrical outlet that is too near a water source.** Did you know that even plugging a cell phone into a charger too close to water can create a hazard? If it falls into a tub or sink, and you stick your hand in to retrieve it, you could get shocked.
- 3. Do you have a fire extinguisher in your home?** To douse electrical fires, which usually start because of faulty wires or outlets, you need one—and it needs to be the right one, the kind rated to put out electrical fires. Never throw water onto an electrical fire; it can electrocute you.
- 4. Childproof all electrical outlets within the reach of small children.** Insert outlet covers where the prongs of an appliance go. That will prevent toddlers from sticking fingers and other objects into the sockets.
- 5. Cramping too many plugs into a power strip and plugging it into an outlet that's not equipped for the load can cause the outlet to overheat and the circuit to trip.** If you need more outlets, hire a licensed electrician to solve your problem.



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



Alzheimer’s Coalition Focuses on Help For Caregivers

The Alzheimer’s Association statistics tell a grim tale—more than 15 million Americans providing more than 18 billion hours caring for people with Alzheimer’s or other dementias in 2016.

While those numbers are hard to comprehend, for individual caregivers, the difficulties of caring for a loved one with Alzheimer’s disease is just as hard to grasp.

“The hardest thing is having to convince caregivers that things aren’t going to get better,” said Connie Lovelady, budget chairperson for the Alzheimer’s Coalition of Henderson County. “You are looking at the best it is going to get right now, and that is hard to take.”

Supporting caregivers is the purpose of the Alzheimer’s Coalition, based in Athens.

“We can’t keep up with the need,” said ACHC Board President Johnny Johnson. “The last number I got was about 1,900 Alzheimer’s diagnoses in Henderson County, and there are more than people really know because people just see the symptoms as signs of aging.”

Through donations and fund raisers, ACHC provides support groups for caregiver education, and respite care, allowing caregivers a block of time to take care of other needs.

“Caregivers pour every dime and every hour into the person they are caring for,” Johnson said. “But they don’t think about what can happen if they don’t take care of themselves, and that is bad for both the caregiver and the patient.”

For more information visit alzhendersoncotx.org.



ADDRESS/STOCK 18884188

Alzheimer’s Coalition of Henderson County
\$5,000

THE TVEC CHARITABLE FOUNDATION recently awarded eight grants totaling \$23,000. Recipients of the grants include the above and:

Faith in Action Outreach
\$5,000

Faith in Action provides several benevolence services in the Malakoff area including a food pantry, clothing assistance and other services.

Tool Community Food Pantry
\$3,000

This food pantry charity serves the Tool community supported by several churches in the area. They served 4,484 families in 2016.

Children’s Advocacy Center of Van Zandt County
\$3,000

Van Zandt CAC coordinates therapy services for counseling/intervention for abuse victims, caregivers and family members.

Andrews Center
\$2,500

Andrews Center is a nonprofit mental health and developmental disability center, with mental health first aid courses for law enforcement, teachers and first responders.

Friends of the Kaufman County Historical Commission
\$500

Friends of KCHC support the commission’s efforts to identify, protect and interpret local Texas history for future generations.

St. Charles Borromeo Food Pantry
\$1,000

St. Charles Borromeo Food Pantry provides food assistance for needy families in the Frankston area.

Lone Star Court Appointed Special Advocates
\$3,000

Lone Star CASA provides trained community volunteers to advocate for the best interests of children in the court system in Kaufman and Rockwall counties.

Win \$25 Just for Reading

Somewhere, hidden on Pages 18–23, is a TVEC account number. Read closely. If the account number is yours, contact the Member Services Department by October 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.