

# Electric Grid Reliability and Resilience



**MESSAGE FROM  
GENERAL MANAGER/CEO JERRY BOZE**  
KEEPING THE LIGHTS ON IN THE EVENT OF A NATURAL disaster or cyber incident is a major—and growing—concern for the electric industry. At Trinity Valley Electric Cooperative, we take steps to lessen potential damage and ensure that the system recovers quickly so it can get back to the business of providing you power.

## What's the Difference?

Power grid resilience and power grid reliability are frequently, and often interchangeably, referenced in conversations about keeping the lights on. This raises the question: What is the difference between reliability and resilience?

*Reliability* means the ability of the power system to deliver electricity in the quantity and quality demanded by users. Reliability means that the lights are always on in a consistent manner. 00070425001

*Resilience* concerns the ability of a system to recover and, in some cases, transform from disruptive events. Resilience-focused approaches to stabilizing the grid emphasize the idea that such incidents occur regularly, and systems should be designed and shored up to bounce back quicker and stronger.

## Steps Toward Stability

A panel of national experts, including scientists from the National Rural Electric Cooperative Association, recently conducted a study on behalf of the U.S. Department of Energy to make recommendations for improving grid security.

The panel recommended more cooperation among stakeholders and stepped-up coordination on threat assessment,

training and joint recovery planning. Major emphasis was placed on the need for research involving government and industry players, including NRECA and its member cooperatives.

At TVEC, our own resiliency efforts involve every aspect of our operations—from the member service representatives in the call center to the linemen in the field, from the engineers in the control room to the communicators keeping the media and members updated.

Electric co-ops serve the most rugged, remote terrain in the country, covering more than 70 percent of the nation's landmass. We have learned how to restore power in incredibly difficult circumstances, and we're focused on increasing reliability and resilience for you, our members.



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MERRY  
CHRISTMAS  
& HAPPY  
NEW YEAR

Trinity Valley Electric Co-op  
will be closed  
Monday and Tuesday,  
December 25-26, for  
Christmas, and Monday, January 1,  
for New Year's Day.



TVEC / DON JOHNSON



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# TVEC to Return \$4 Million in Capital Credits for 2017

As a not-for-profit electric cooperative, Trinity Valley Electric Cooperative does not earn profits. Instead, the cooperative allocates its annual operating margins—earnings in excess of the cost of doing business—to members in proportion to the amount of electricity purchased each year. As determined by the board of directors, any margins in excess of the needs of the cooperative are periodically distributed to the membership in the form of capital credits.

After reviewing the co-op's financial condition this year, the TVEC board of directors approved the retirement of capital

credits in the amount of \$4 million. This distribution to more than 71,000 current and former members of TVEC represents the outstanding patronage capital from 1989, and 1 percent of all other allocated, but unretired capital credits.

Capital credits will be disbursed throughout December. Current members will be issued a bill credit on December bills, and former members will receive a check.

The retirement of capital credits is just one of many benefits of being a member of Trinity Valley Electric Cooperative.

## How Capital Credits Work



At the end of each year, if TVEC has received more revenue than was necessary to cover expenses, the difference is allocated back to members as capital credits based on their share of electricity purchased.



When the co-op's financial condition permits, the board of directors may decide to retire, or pay back, some of the capital credits. This year, all outstanding capital credits from 1989 will be retired, as well as 1 percent of all other outstanding capital credits from 1990-present.



Capital credits are returned to current and former members. For current members this will be applied as a credit on December bills. Former members will receive a check.



## THE TRIP OF A LIFETIME

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JUNE 6-15, 2018

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Scan this QR code to see a Youth Tour video

## Power Tip

Spending more time in the kitchen during the holiday season? Here's one way to be safer and more energy efficient: Unplug small kitchen appliances, like toaster ovens and microwaves, when they're not in use.

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## Space Heater Safety at Work

**IT'S A COMMON PHENOMENON: YOU'RE INSIDE WORKING AT YOUR DESK, BUT YOU'RE freezing.** The building where you work seems to be warm enough in some places but colder in others—and it seems coldest right where you sit, so you bring in a space heater to warm things up a bit.

Space heater safety is no longer just a residential concern; space heaters also are used in workplaces across the country. Unfortunately, they can increase the risks of fire and electric shock if not used properly.

Fires can be caused by space heaters without adequate safety features, space heaters placed near combustibles, and space heaters that are improperly plugged in. Educating employees about safe space heater practices can reduce the risks to employees and facilities.

**If you plug in to warm up at work, make sure to follow these space heater safety tips:**

- ▶ Employees should obtain approval from a supervisor or facility manager prior to using a space heater at work. Some workplaces require safety features that turn off a heater when it tips over or gets too hot.
- ▶ All space heaters should bear the certification mark of an independent testing laboratory.
- ▶ Proper placement of space heaters is critical. Heaters must be kept at least 3 feet away from anything that can burn, including paper, clothing and rugs.
- ▶ Locate space heaters out of high-traffic areas and doorways, where they may pose tripping hazards.
- ▶ Plug space heaters directly into wall outlets. Do not use extension cords or power strips, which could overheat and result in a fire.
- ▶ Do not plug any other electrical devices into the same outlet as the heater.
- ▶ Space heaters should never be left unattended while operating. They should be turned off and unplugged at the end of the workday or whenever you leave the room.



TRINITY VALLEY ELECTRIC COOPERATIVE

A Touchstone Energy® Cooperative 

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

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**Lobby Hours**

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



### Contact Us

For information during office hours and outages after hours

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## Henderson County Ministry Brings Homelessness Out of the Shadows

MUCH LIKE THE COMMUNITY IT SERVES, THE SMALL FORMER CHURCH BUILDING housing the Henderson County Homeless Ministry is tucked away and mostly out of sight.

“It’s not like urban homelessness, where you think of people on street corners,” said HCHM Executive Director Teri Caswell. “In rural homelessness, people tend to hide and have a place in the woods, even here in town. And then there are a lot of couch-surfers, including students, who just move from place to place with people who will let them stay.”

With some hard work and generous help to get the building into shape, Caswell and a small band of volunteers have created a resource intended to help people get back on their feet. Clients can access the internet for job searches or contacting family members, take a shower and do laundry during business hours at the facility.

“It’s just about anything that family would do for people if that was available, but these people don’t have that support,” Caswell said. “Many of them have lost their identification, and that can be a long process, which also costs money—but they need that to move forward.”

The ministry celebrates its first year of operation this month, but already the model is showing success and expanding.

“We were talking about how to get people here from other parts of the county, and the need really is all over the county, including students,” Caswell said. “Within days of that conversation, Caney Creek Baptist Church in Caney City called and said they want to do what we are doing. They are helping the community with some of the same services and meeting needs there.”

For more information visit [hendersoncountyhomeless.com](http://hendersoncountyhomeless.com).



Henderson County Homeless Ministry Executive Director Teri Caswell, along with volunteers Fran Sandipher and Mary Smith, receive a grant check from TVEC PR Representative Kari Wilmeth.

**Henderson County Homeless Ministry**  
\$500

**THE TVEC CHARITABLE FOUNDATION** recently awarded four grants totaling \$7,500. Recipients of the grants include the above and:

**The Genesis Center - Kaufman**  
\$3,000

The Genesis Center in Kaufman is a residential facility that serves women in need with counseling, goal setting and education opportunities in order to move out of destructive life situations.

**Malakoff Education Foundation**  
\$3,000

The Malakoff Education Foundation seeks to improve and enhance the educational experience of students in MISD schools by assisting teachers with grants for innovative ideas.

**Kaufman County Crime Stoppers**  
\$1,000

Kaufman County Crime Stoppers provides anonymous crime reporting capabilities and monetary rewards for crime tips.

### Win \$25 Just for Reading

Somewhere, hidden on Pages 20-23, is a TVEC account number. Read closely. If the account number is yours, contact the Member Services Department by December 29 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](http://tvec.net).