

Outage Preparedness and Communications

Keeping the lights on in the Copper Valley system can be a delicate balancing act. While CVEA does everything they can to deliver your power through safe, reliable, cost-effective means, the Co-op cannot guarantee 100 percent uninterrupted power, especially considering the difficulties encountered in CVEA's challenging service territory.

Let's face it, there is no good time for a power outage. Outages not only leave you in the dark, but can disrupt communications, businesses and services, cause food spoilage, and even prevent the use of medical devices. For these reasons, it is critical for members to be prepared. Below are some basic tips to help you:

- Have flashlights ready in multiple, easily accessible locations around your home or business; LED flashlights are great because they last much longer
- Have plenty of fresh, spare batteries for your flashlights and other devices
- Have emergency candles and plenty of matches
- Have a battery operated or hand crank radio available
- Store foods that do not require refrigeration and require very little warming or cooking
- Have other means to prepare food such as a grill and grill supplies, a camping stove, or an open fire
- Have a manual can opener for opening cans of food; if you are a coffee drinker, have a french press available
- Keep your cell phone, iPads, and laptops fully charged; also have battery chargers and car chargers ready and accessible
- Keep your automobile's fuel tank at least half full
- Know how long refrigerated medications can be stored at higher temperatures and have a plan for alternate refrigeration for medications critical for life
- Keep frozen containers of water in your freezer; this will help keep food cold longer if power goes out
- Keep a supply of books, board games, playing cards and other items to stay entertained
- Sign up for local alerts
- Keep extra blankets or sleeping bags handy for warmth during the winter months
- Have CVEA's emergency contact information available

In addition to these common preparations, some members, particularly members that use special health-care equipment, like oxygen generators or dialysis equipment that require power, should notify CVEA in advance. CVEA maintains a life support list that will flag your account in CVEA's system as critical in the event of an outage or emergency.

Special consideration and notice is given to members on this list. To be added, a simple form is required. Please contact your local office to make these arrangements.



Standby Generators

Some members prepare for the possibility of an extended power outage by purchasing an electric generator as a standby system. In some cases, these systems can provide electricity to major appliances, lights, or possibly even an entire home or business until power is restored.

There are two basic standby generation installations: portable standby generators and permanent standby generators.

Portable standby generators are typically under 8,000 watts and would most often be used to power a select number of items in your home or business. Appliances and lights are unplugged from wall outlets and connected directly to the generator utilizing electrical cords. When



using this type of generator, make sure that the generator is placed outdoors or the exhaust is vented outside to prevent hazardous exhaust gasses from entering your home or business.

Permanent standby generators are permanently connected to your home or business electrical system, range in size from 5,000 watts to more than 20,000 watts, and can provide electricity to the entire building. They can either be manually or automatically operated, depending on the type of double-throw transfer switch installed.

A manual transfer switch requires the user to physically move the switch from the utility source position to a standby generator source position. The configuration is wired eliminating the possibility of connecting the generator to the overall utility system.

An automatic transfer switch detects a utility power outage and changes from the utility source to the generator source position. During a power outage, typically less than one minute later, the automatic standby generator is powering your home or business. Once utility power is restored, it will switch back to the utility source.

Generators offer peace of mind, but can also pose serious safety hazards to you and others, including hazardous exhaust gasses if not properly ventilated, excessive sound levels, and electrical shock. To reduce these risks, members should follow all manufacturer's safety instructions. In addition to member safety, the safety of CVEA personnel working on the electrical lines is of paramount importance to the Cooperative; it is required that standby generators have appropriate safety devices to prevent connecting to the energized system or feeding energy back into the system during a utility power outage.

This requirement is addressed in the CVEA Tariff 4, Section 9.13 where it states, "Standby generation installations shall include the requirement for the installation of a double-throw switch on the consumer's side of the kilowatt-hour meter, with the capacity in either position equal to the total connected electrical load through the switch. All such installations shall be subject to prior approval of the Cooperative in order to assure the safety of the Cooperative's personnel."

Also, please be aware that members are responsible for any injuries or damage to their property, their neighbors or CVEA's, resulting from an improperly installed or operated generator.

Outage Communications

CVEA understands that members are interested in information regarding outages; both in real-time and post-outage. The Cooperative is committed to providing members outage information. Currently CVEA provides updates during outages and

additional details are provided on cvea.org and through other media channels after outages.

CVEA reports real-time outage information under the following circumstances:

- For district or system-wide outages expected to last more than 1 hour
- For major distribution feeder outages expected to last more than 2 hours
- For any outage affecting more than 10 customers expecting to last more than 2 hours

Please note that members should not expect real-time outage information if an outage does not meet the criteria above. It is CVEA's priority to provide real-time outage information during extended outages so members can prepare their homes, businesses, and families to be without power for lengthy periods of time.

We ask that members recognize that the Plant Operator's FIRST priority is to assess the situation and then develop a plan to get the lights back on. The process includes locating the cause of the outage, calling appropriate personnel, bringing additional generation online as necessary and energizing distribution lines to restore service to customers.

Depending on weather, time of day, cause and location, these activities can take minutes or hours, therefore this information is not always available immediately. CVEA does provide updates as soon as information is available, so if you don't see it initially, please be patient and check back.

CVEA reports real-time outage updates in a variety of ways to ensure all members have access to current information. Members can call the after-hours emergency voicemail system at 1-866-835-2832; real time information is updated on the voicemail message system for those calling in as Operators are not always available to answer the phone during power restoration.

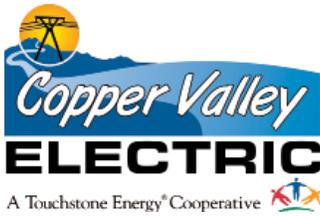
Members can visit the CVEA Facebook page, where current information is posted throughout the outage, or members can visit cvea.org; Facebook updates can also be viewed through a feed on the homepage.

CVEA members can find monthly outage information just one click away. Members can gather information on the number of outages by month and by cause, view copies of press releases sent to the local media, and find copies of Ruralite articles that focus on outages and projects related to outages.

Interested members are encouraged to visit cvea.org and click the Outage Communications link under Quick Links on the homepage.

If you have questions regarding outage preparedness or communications, or any other CVEA issue, please contact Sharon Crisp, CVEA Director of Communications, at 822-5506, 835-7005 or email crisp@cvea.org. ■





CVEA Spotlight-Barbara Eaton



Barb joined the CVEA team in the Copper Basin District in December 2006. She is currently the Office Manager, a position she's held for her almost 12 years with the company.

CVEA CFO, Jaime Matthews, said, "Barb has been an integral part of the CVEA accounting team for over 11 years. She works hard to ensure the accounting department is orderly, yet strives to have a positive attitude. Her dedication to CVEA is a reflection of her work."

In order to highlight Barb, we recently asked her a few questions:

Q. What do you do as the Office Manager at CVEA?

A. I support and oversee all functions of the financial accounting, prepare the monthly financial statements, and track the many CVEA improvement projects.

Q. What things do you enjoy doing in your spare time?

A. During the winter we snowmachine and spend time at our cabin near Lake Louise. In spring and summer, I enjoy gardening and sharing produce with neighbors and friends. This year, we supported the local moose population.

Q. What do you like most about living in the Copper Basin?

A. It's where I met and married my mountain-man. We have

two seasons here, winter and preparing for winter. With a partner, it is easier to embrace the self-sufficient lifestyle of the area.

Q. What are some of the big projects you've been involved in or changes you've seen since you began working at CVEA?

A. In my nearly 12 years, I have seen the completion of several huge projects. The Thompson Pass transmission line was moved out of the avalanche zone and the Allison Creek Hydro Plant was completed and came online. Additionally, we are currently well on the way with the Automated Meter Infrastructure deployment. I enjoy the behind the scenes financial support.

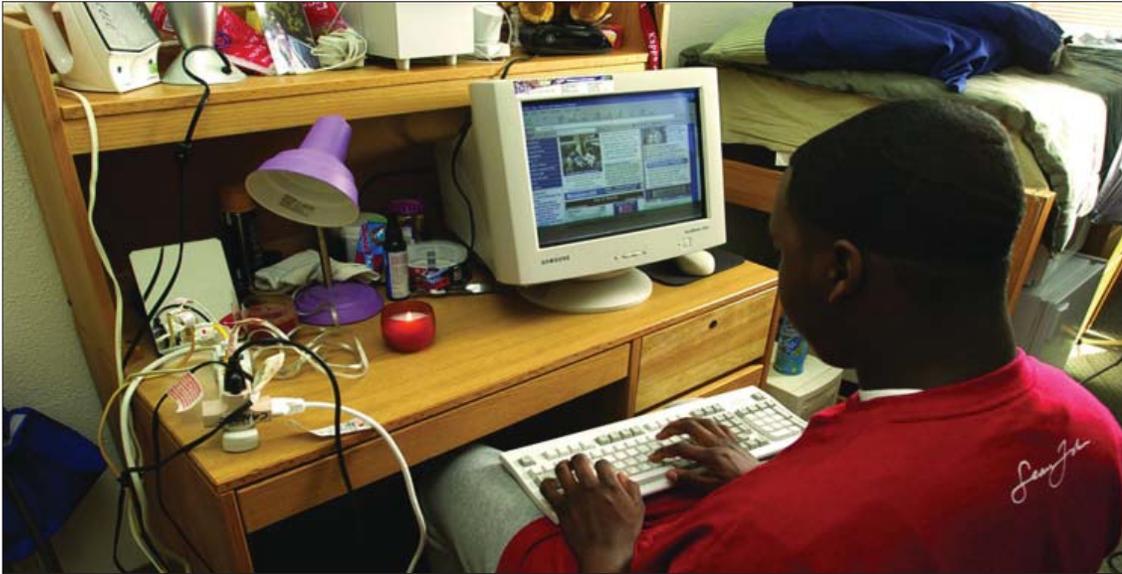
Q. What is one little known fact about you and your family?

A. At age 51, I set off for Alaska with my possessions in the back of my Ford Ranger pick-up. After living the previous two years on a sailboat in Washington, it was a fairly easy transition to the Glennallen cabin life.

Q. What do you like about your job at CVEA?

A. I find the financial and office management work rewarding. The people I work with are dedicated to serving our members. No two days are alike, and there are always new challenges. I am excited about retiring in another year and passing the baton. ■

Remember Electrical Safety as Your Student Heads Back to College



According to Underwriters Laboratory (UL), an average of 1,800 fires occurs in dormitories and campus housing each year in the United States. Careless smoking, unattended candles and cooking, as well as overloaded extension cords and power outlets are the most common culprits.

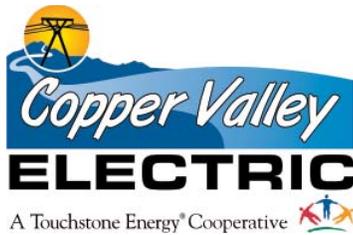
Many college residences were built before new technologies arrived, such as computers, CD players, and microwaves. Wiring in older buildings simply cannot handle the additional electrical load. Therefore, it is especially important to follow university rules with regard to electrical use and not overload circuits. The following tips will help your college students stay safe this fall:

- Do not overload extension cords, power strips or outlets
- For rooms with old-fashioned, two-prong outlets, adaptors should be used, follow directions carefully with the adaptor
- Get a power strip with an over-current protector, it will shut off power automatically if there is too much power being drawn
- Follow the wattage instructions on appliances; some appliances may indicate amps rather than watts, if so, use this simple formula to figure out the wattage: $\text{amps} \times \text{volts} = \text{wattage}$; if the appli-

ance uses 5 amps at 125 volts, its wattage rating is 625 watts

- If you are using an extension cord with two or more appliances, add the wattage rating for all appliances to determine if the cord is sufficient
- If an outlet is hot to the touch, unplug appliances immediately and notify the resident assistant
- Do not connect multiple extension cords together
- Extension cords are only for temporary use
- Do not route extension cords under carpet or doors
- Do not staple or puncture extension cords
- Look for the UL mark on electrical products
- Use light bulbs with the correct wattage for lamps; the wattage specification should be indicated near the bulb socket
- If you use halogen lamps, make sure they are updated (all halogen lamps should be designed with a mesh guard to prevent contact with the bulb and an automatic tip over switch); some college campuses have outlawed the use of halogen lamps. ■

Sources: Underwriters Laboratories; Electrical Safety Foundation International.



Are You Managing Your Account with SmartHub?



The screenshot displays the SmartHub website interface for Copper Valley Electric. At the top, there is a navigation bar with links for Home, Billing & Payments, My Profile, My Usage, Notifications, and Contact Us. A 'Log Out | Help | Pay Now' link is visible in the top right corner. Below the navigation bar, there are several sections:

- Quick Links:** A list of links including 'Pay My Bill', 'Manage My Registered Accounts', 'View Billing History', 'View Usage', and 'Get Help'. There are also links for 'Copper Valley WebSite' and 'Our Hours Are Changing'.
- View and Manage My Usage:** A section titled 'We've improved your usage management tools!' featuring a line and bar chart. It lists key features: 'Analyze and understand usage trends to find ways to cut back', 'Create and track a monthly budget to avoid unexpected high utility bills', and 'Set a point or range in time to compare differences in usage. And much more.' A 'Start Now' button is present.
- Communication / Alerts:** A section titled 'Our Hours Are Changing' with a sub-heading 'New Hours. Same Great Service. Monday-Thursday 7 a.m. - 6 p.m. Effective Monday, June 18, 2018. CVEA is pleased to offer extended business hours to serve members Monday through Thursday.'
- Account Overview:** A section for 'John Doe' showing 'Last Auto Pay Date: 07/24/2018', 'Amount Paid', and 'Total Due: \$0.00'. A 'Make Payment' button is visible. Below this is a table with columns for 'Account', 'Auto Pay Date', and 'Amount'. The table shows one entry: 'CVEA - Valdez 20059514 - Auto Pay' with an auto pay date of '07/24/2018' and an amount of '\$0.00'. A 'Pay Account' link is also present.

Hopefully, by now you've not only heard about SmartHub, Copper Valley Electric Association's innovative tool for account management, but are actually signed up and using it. CVEA launched SmartHub in December 2016 as a way to help members take control of their electric usage and their CVEA account like never before.

SmartHub offers a variety of user-friendly features that make managing your account simple and straightforward. Whether on a computer, your smartphone, or a tablet (Android or iOS), you'll be able to pay your bill, monitor your electric usage, contact customer service, and much more.

As soon as you log in, you'll see your current bill and be able to make a payment with just a couple of clicks—or taps, if you're using the app! You'll also be able to view bills from previous months, or even previous years, if you want to compare costs. Not only can you access your billing history, you'll also be able to view your actual electric usage. You can easily see how your usage is trending over time, and even how it trends with the weather, which will allow you to take steps to reduce your

consumption and lower your bill.

Paying your CVEA bill through SmartHub is fast and easy. The first time you make a payment, you can choose to securely store your payment information for future transactions. After that, payments can be made with a few quick clicks.

You also have the option to receive account notifications from SmartHub. Upon logging in to the SmartHub website, you'll be able to select if and how you want to be notified about your account activity, including via email or text message.

Want to get the latest news and information from CVEA? Stay connected with us through SmartHub. With the SmartHub news feed, you'll get the latest news, updates, and more from CVEA, all without leaving the app or the web page.

Access SmartHub by visiting www.cvea.org or by downloading the app to your mobile device through the Apple App Store (iPhone or iPad) or Google Play Marketplace (Android phone or tablet).

Please contact CVEA at 907-822-3211 or 907-835-4301 for additional information! ■

- My Usage
- Usage Explorer
- Average Usage
- Usage Comparison

My Usage

This My Usage section provides several tools for you to analyze your past and current usage, as well as plan and conserve in the future. Compare your use and costs, set markers to monitor changes in your usage over periods of time, and get energy saving tips. Click the tabs below to learn more about these tools.

Analyze Your Usage

Usage Explorer

Usage Explorer gives you a detailed look at your past and current usage, all in one place.

View your usage and weather trends by month, or if available by day or hour.

[Use the Usage Explorer tool](#)

Usage Comparison

Usage Comparison lets you compare two bills worth of usage history side by side.

View the differences between this month last year, or other combinations to see how your bill varies each month.

[Use the Usage Comparison tool](#)

Average Usage

Average Usage shows you what your typical or average usage is for your selected time period.

For example, see your average usage on each day of the week (such as Tuesdays), over the course of a year. Or see your typical usage in each hour of the day over the course of 2 weeks. Discover when you can save the most on your utility bill.

[Use the Average Usage tool](#)

Billing Periods	Jun 2018	Jul 2018	Difference
Billing Days:	05/02/2018 to 06/02/2018	06/02/2018 to 07/02/2018	
Days in Period:	31	30	-1
Total Usage Charge:	\$99.23	\$105.23	\$6.00
Total Monthly Charges:	\$121.23	\$127.23	\$6.00
Total Usage:	580.00 kWh	615.00 kWh	35.00 kWh
Average Daily Usage:	18.71 kWh	20.50 kWh	1.79 kWh
Max Temperature:	Unavailable	Loading...	Unavailable
Min Temperature:	Unavailable	Loading...	Unavailable
Avg Temperature:	Unavailable	Loading...	Unavailable

View: Monthly | Daily

Date Range: Unbilled | Current Bill | Previous Bill | Year to Date | Past 13 Bills

Type: Usage

Account: 20059514 - 322 (HANAGITA)

Show Temperature Line: High | Average | Low

Meter: Multiple

Monthly Usage Jul 2017 to Aug 2018

customer since: January 11, 2007

Usage (kilowatt-hour) | Temperature (degrees Fahrenheit)

Billing Periods: Jul 2017, Aug 2017, Sep 2017, Oct 2017, Nov 2017, Dec 2017, Jan 2018, Feb 2018, Mar 2018, Apr 2018, May 2018, Jun 2018, Jul 2018, Aug 2018

Opposite, members can pay their bill easily when they log in to SmartHub

Top, the My Usage page allows members to review current and past usage, review trends, compare daily, monthly, and yearly bills, and gain understanding of their average usage

Above, demonstrates a monthly bill comparison

Left, the graph on the left explores usage trends and how usage compares to weather trends

Below, members see Co-op news and updates on the SmartHub landing page

Communication / Alerts

Our Hours Are Changing

New Hours. Same Great Service. Monday-Thursday: 7 a.m. - 6 p.m. Effective Monday, June 18, 2018. CVEA is pleased to offer extended business hours to serve members Monday through Thursday.



Board of Directors

Lon Rake, President
Mary Odden, Vice President
Dan Stowe, Secretary
Will Stark, Treasurer
Paul Kildal, Director
Jeff Saxe, Director
Brad Honerlaw, Director
Fred Williams, Director

P.O. Box 45
Glennallen, AK 99588
www.cvea.org

Copper Basin District

(907) 822-3211
(907) 822-5586 (fax)
Mile 187 Glenn Hwy.

Valdez District

(907) 835-4301
(907) 835-4328 (fax)
367 Fairbanks Dr.

After hours outage line

(866) 835-2832

Important Dates

September

CVEA Offices Closed: The CVEA offices will be closed, Monday, September 3, 2018, for Labor Day

CVEA Board Meeting: The September meeting of the Board of Directors is cancelled

October

Ruralite Cover Photo Contest:

Submit photos October 1 - October 29, 2018

CVEA Board Meeting: The October meeting of the Board of Directors is 1 p.m. Thursday, October 18, 2018, in Glennallen

National Co-op Month: Stay tuned for Co-op Month activity announcements

AK-34

2018 Ruralite Cover Photo Contest

Would you like to see your photo on the cover of *Ruralite Magazine*; CVEA's primary member communication tool? Over 2500 copies of Ruralite are distributed each month to members in the Copper Basin and Valdez. That means excellent exposure for local photographers!

Details

- Winners will be chosen by CVEA employees
- Final decision will be announced by Monday, November 26, 2018
- Winning photos will be featured on the cover of Ruralite for one issue in 2019 and on cvea.org
- Winners will receive \$100 per winning photo and will be announced to the local media
- CVEA will retain rights to utilize all photos submitted in various communication tools including print and web
- Future photo usage in Ruralite or on cvea.org will include photo credit

Contest Rules

- Photographers must reside in a dwelling that receives service from CVEA
- Photos must be from within CVEA's service area (Valdez to Sourdough, out to Kenny Lake, and over to Sheep Mountain)
- Content can include scenery, community events, and community residents enjoying local activities; photos from all seasons should be considered, **at least two winter photos will be chosen**
- Only vertical photos will be eligible to win cover contest; horizontal photos may be submitted for use in other print or web based applications
- Maximum six photos submitted per contestant
- Each photo submission must include a digital and printed copy at 8X10 inches; digital files must have a resolution of 300 dpi at 8X10 inches
- Each photo submission must include photographer's name, location of photo, and photo title
- Photos must be submitted between October 1-29, 2018
- Photos can be dropped off at the CVEA offices in each district or sent directly to Sharon Crisp: crisp@cvea.org or P.O. Box 927, Valdez, AK 99686
- Photographer submissions must include permission form; visit cvea.org or email crisp@cvea.org for blank form
- Contact Sharon Crisp at 822-5506, 835-7005, or email crisp@cvea.org, with questions

Submission Dates: October 1 - October 29, 2018