



Outage Preparedness and Communications

Keeping the lights on in the Copper Valley system can be a delicate balancing act. While the CVEA team does everything possible 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. Out-ages 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 healthcare 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 own property, their neighbors, or CVEA's property, resulting from an improperly installed or operated generator.

Outage Communications

CVEA understands that members are interested in informa-

tion 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 expected 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 the Plant Operator's FIRST priority is to assess the situation and 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 provides 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. 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. Additionally, scheduled outages are noted on the outage communications page at cvea.org.

CVEA members can find monthly outage information just one click away; information is gathered on the number of outages by month and by cause. 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 outages or any other CVEA issue, please contact Sharon Scheidt, CVEA Director of Communications, at 907-255-1425, or sscheidt@cvea.org. ■



COOK UP ENERGY SAVINGS THIS HOLIDAY SEASON.

- Clean oven burners regularly.
- Match the pan size to the burner you're using.
- Use small appliances like slow cookers and toaster ovens when possible.

**From our table to yours,
Happy Thanksgiving!**

Cook Up Holiday Energy Savings

For many of us, the best holidays involve home-cooked meals and wonderful aromas of turkey, stuffing and baked goods wafting throughout the house. It means a busy kitchen, but it doesn't have to mean higher energy costs this holiday season.

Cut carbs (carbon) painlessly

- When preparing side dishes, baked goods, soups and such, consider using small appliances like a crock pot, toaster oven, microwave or warming plate instead of your conventional oven or stovetop. These small appliances are a smart, energy-saving alternative, typically using about half the energy of a stove.
- Unplug appliances that draw phantom energy load – these are the appliances that draw energy even when they're not in use, like coffee makers, microwaves and toaster ovens. Unplug them when they're not in use, or better yet, use a power strip for convenient control.
- Bonus tip: The best way to save energy is to not use it. Try a tasty, no-bake dessert recipe. Your sweet tooth (and energy bill!) will thank you.

Seal in efficiency; allowing large appliances to work less

- When using your oven, don't peek! Opening the oven door can lower the temperature by as much as 25 degrees and causes your stove to work harder (consuming more energy) to return to the desired cooking temperature. If your recipe calls

for baking the dish more than an hour, it is not necessary to preheat the oven.

- Keep refrigerator and freezer doors closed as much as possible so cold air doesn't escape. Make sure leftovers are covered and allow it to cool down first so your fridge doesn't work harder to cool warm food.
- Give your furnace a brief holiday, too. The heat from your hard working oven will keep your house comfortable, enabling you to turn down the thermostat.

Clean up with energy savings

- When it's time to clean up, wash and dry dirty dishes by hand. If you do use the dishwasher and rinse dishes before loading them, use cold water.
- Run the dishwasher with full loads only, and if possible, use the energy-saving cycle.
- You can also save energy by letting your dishes air dry. If your dishwasher doesn't have an automatic air-dry switch, simply turn it off after the final rinse and prop the door open so the dishes will dry faster.
- By adapting these efficient practices in your kitchen, energy savings will be one more thing to be thankful for this holiday season.



Holiday Season Tips and Reminders



Beware of Scams During the Holidays

Unfortunately, in today's world, scams are inevitable. Scammers can threaten you with everything from legal action involving the IRS to turning off power to your home.

Utility scams often involve an individual or group posing as an employee of your electric cooperative. The scammer may use threatening language in order to frighten you into offering your credit card or bank account information. Don't fall victim. It is important you understand the threats posed and your best course of action.

If someone calls your home or cell phone demanding you pay your electric bill immediately, gather as much information as you can from that individual, hang-up the phone and contact the local authorities. Scammers often use threats and urgency to pressure you into giving them your bank account number or loading a prepaid credit or debit card.

CVEA will never ask you to offer up personal finance information over the phone. If you have any doubts about your utility bill, contact CVEA either in person, or over the phone at 907-822-3211 in the Copper Basin, or 907-835-4301 in Valdez.

If someone comes to your home claiming to be an employee

of CVEA that needs to collect money or inspect parts of your property, call the Co-op to verify they are an employee. If they are not, call local authorities for assistance and do not let the individual into your home.

There are other types of scams consumers should watch out for as well:

- Government agencies like the IRS will never call to inform you that you have unpaid taxes or other liens against you
- If you receive an email from an unknown sender riddled with spelling errors and typos; or an email threatening action unless a sum of money is paid, just delete it, do not click any links, and do not respond to the email
- Other emails often appear they're being sent by someone you know and sound familiar and relevant; pay close attention, if it sounds outside of normal procedure, talk to the person you believe sent it to you
- If someone calls your home claiming to have discovered a virus on your computer, hang up, this caller's intent is to access personal information you may be keeping on your computer. ■



TWELVE HOLIDAY SAFETY TIPS

1 Keep decorations at least three feet away from heat sources – especially those with an open flame, like fireplaces and candles.



2 The best decorations are safe decorations, so when you're decorating, make sure not to run cords under rugs or furniture.



3 If you have a natural Christmas tree water it to keep it fresh and safe.



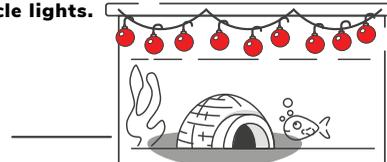
4 Always turn off your decorations when you leave your home and when you're sleeping.



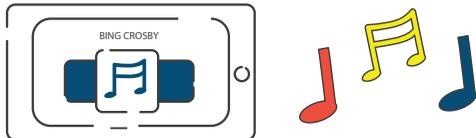
5 If you're using extension cords or adapters that add receptacles, consider having a qualified electrician add more outlets to your home.



6 Only use electronics in dry areas. As tempting as it is, you just can't decorate your aquarium with icicle lights.



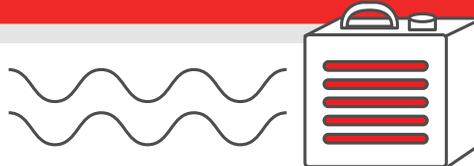
7 Remember that phones and tablets should stay on your nightstand.



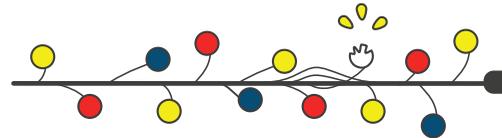
8 Every home needs a working smoke alarm in each bedroom, outside sleeping areas and on every level, including the basement.



9 If you're using a space heater, switch it off before leaving the room.



10 Inspect your decorations and discard any that are damaged or worn out.



11 Keep batteries stored safely in their packaging and out of reach from small children and pets.



12 The best gift for your family is an Arc-Fault Circuit Interrupter breakers or outlets. Many electrical fires that occur every year could be prevented by AFCIs.



Please share this free resource to save lives



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Copper Basin District
907-822-3211

Mile 187 Glenn Hwy.

Valdez District

907-835-4301

367 Fairbanks Dr.

After hours outage line
866-835-2832

Important Dates

November

CVEA Board Meeting: The November meeting of the Board of Directors is 9 a.m. Thursday, November 17, 2022, in Valdez

CVEA Offices Closed: CVEA will be closed Thursday, November 24, 2022, for the Thanksgiving holiday

December

CVEA Board Meeting: The December meeting of the Board of Directors is 1 p.m. Thursday, December 15, 2022, in Glennallen

CVEA Offices Closed: The CVEA offices will be closed Thursday, December 22 and Monday, December 26, 2022, for the Christmas Holiday, and Thursday, December 29, 2022, for New Year's Eve

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CVEA Community Foundation Round Up For Your Community

The holiday season is a time for giving thanks. Copper Valley Electric would like to thank everyone who rounded up or donated to the CVEA Community Foundation in 2022, and encourage all members to begin rounding up their electric bill next year.

Consider rounding up your electric bill to the nearest dollar each month. It's easy and painless. Participants who round up their bill contribute between \$.01 and \$.99 monthly, an average of just \$6 a year, to the Foundation.

Individually this is not a large number, but combined with other Co-op members, it will make a difference. If half of all CVEA members round up their bills each month, the Foundation will bring in an amazing \$10,000 each year.

Money raised is used to provide scholarships for students and to help local educational, scientific, and charitable organizations in our communities start new programs and expand existing ones. The Foundation Board of Directors approved a budget of \$23,666 for contributions to local nonprofit organizations in 2022. Stay tuned to see what local nonprofit organizations received funding; an announcement will be included in the next issue.

Another really easy way for members to contribute is to add a specific amount to their electric bill each month. Members can also make a one-time donation or even donate their future capital credit disbursements.

If you'd like to help your Cooperative do more for the community by rounding up or adding an amount to your bill, you can do this anytime by simply filling out the donation form located on cvea.org (also available at CVEA offices) and bringing it to the CVEA office in your district, sending it via email to hauble@cvea.org, or mailing it to P.O. Box 45, Glennallen, AK 99588. For questions or additional information, email Sharon Scheidt, Director of Communications, at sscheidt@cvea.org.