

The Ins and Outs of Service Requests at CVEA



Obtaining an Upgraded, Relocated, or New Service with CVEA

Summer is almost upon us and homebuilding, renovations, upgrades, and yard work will soon begin at a rapid pace. It is time to start planning new electric needs for the 2017 construction season. If you are in need of an upgraded service, relocated meter base, additional meter, or all together brand new service, CVEA can help.

To guide you as you move forward on your projects, below are steps that summarize the general process for CVEA to complete construction of a new, moved, or upgraded service.

Request your Service Needs

Communicate what you are looking for so the CVEA team knows what questions to ask and what to include in the design and plans. *Form 421: New/Upgraded Electrical Service Request Form* will help you accomplish this. Form 421 is available at the CVEA office in either district, or can be found online at cvea.org/electricalservice.

Once completed to the best of your ability, this form should be emailed to the address on the form or dropped off at either office location.

Information you may need available to complete your request:

- Contact information for applicant/landowner/contractor
- Connected load
- Site plans
- Other utilities sharing the trench/structure
- Construction completion date

Site Visit

Once your request has been reviewed and system details related to your request have been confirmed, a staking technician will contact you to discuss the project and schedule a site visit.

During the site visit, the staking technician will discuss your project with you and communicate any additional needs. You will be provided with information regarding meter base requirements, design options, and the next steps in the process.

Estimate

While CVEA works on designing and building an estimate for your service request, you may begin obtaining necessary materials and arranging for land clearing/grading as needed.

Once design is complete, CVEA will send you an approved design and/or cost estimate. The cost estimate must be signed and returned along with any associated payments in order to move forward.

Loan applications are available through CVEA for qualified applicants. Please remember to ask the representative assisting you if you are interested in this option.

It is important to note the following requirements:

- Customers are responsible for clearing the new right of way located within their property per CVEA guidelines
- If the location of the service request is within the Valdez City limits, you must call the City of Valdez for approval of the meter base prior to CVEA construction

Additional Documents

For most projects, CVEA will draft a Right-of-Way Easement and Agreement to Extend that will require your notarized signature.

- These documents can only be completed by the landowner or their legal representative
- Once drafted, documents are available at either CVEA office and a notary is available onsite for your convenience





Opposite, meter bases and grounding must be installed by the customer per the CVEA Meter Base Guidelines prior to a work order being released for construction.

Above, property corners may be located to ensure that new construction is located within the landowner's property or within a platted easement.

Construction

After payment is received, all documents are in place, the project meets CVEA requirements for installation, and the meter base is properly installed per CVEA guidelines and approved by the City of Valdez (Valdez only), then your project will be released for construction.

The date of completion for your project is dependent on work load **at the time of release.**

CVEA works very hard to complete installations as soon as possible, but it may be days or weeks from the date a work order is ready to be released and the actual date of construction.

Frequently Asked Questions

Question: Can I get an estimate for property I am looking at purchasing?

Answer: Yes! CVEA encourages potential property owners to consider the cost of a new service prior to purchasing an unserved lot. A desktop estimate can be provided for budgetary purposes.

Question: Does CVEA provide a distance or amount of line for free?

Answer: New and additional permanent services to constructed structures are eligible for the standard offering of \$5,000. Sections 7.2 and 4.1 of the current tariff (available at cvea.org) describe this in detail.

Question: Can I get a meter added to an existing pole?

Answer: Generally, a customer can **ONLY** have a meter base placed on poles without primary wire (upstream of a transformer). This is for the safety of our line crew and system.

For additional information on obtaining service requests, please contact Kathryn Peltier at 835-4301 or email peltier@cvea.org. ■

Stay Safe This Construction Season. Call 811 Before You Dig.

Anyone planning an outdoor project that requires digging, regardless of the depth or the size of the project, must contact Alaska Digline by calling 811 before you dig.

Alaska Digline serves as a message handling and notification service, taking information about planned excavations and providing this information to CVEA. Digline serves as a single point of contact for all utility locates. One call will do it all!

Advance notice is required. Alaska law requires anyone engaging in any type of excavation to provide advance notice. This notice must be at least 48 hours/2 full business days prior to the start of excavation, and the project must begin within 15 working days from when the locate is requested. Requests for locates after 5 p.m. will be processed as if received at 8 a.m. the next business day.

When calling in an emergency locate request, inform the Alaska Digline call center operator that an emergency exists and be prepared to explain the situation and/or conditions.

Alaska Digline asks callers to be prepared to provide the following information:

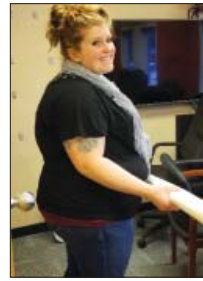
- Name, address, and contact information
- Location of the excavation/demolition
- The type and extent of the work involved
- What the depth of the excavation will be
- The start date and time of the planned excavation/demolition



**Know what's below.
Call before you dig.**



CVEA Spotlight-Lindsay Malone



Lindsay joined the CVEA team as an Office Admin in the Copper Basin District in 2014. She now serves the Cooperative as the Accountant, a position she's held for two years..

Lindsay's supervisor, Jaime Matthews, had this to say. "Lindsay's positive attitude and her abilities to learn quickly and implement projects are impressive! To call her a rockstar is an understatement, we are very lucky to have her as part of our CVEA family."

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

Q. What do you do as an Accountant at CVEA?

A. I am responsible for payroll, accounts payable, bank reconciliations, and fixed journals.

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

A. I like to get out and explore Alaska with my kids, spend time with friends and family, cook, and bake. I am also taking college courses, and it's always fun to travel outside of Alaska!

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

A. I enjoy the warm summers and the beauty and wildlife of the area. It helps that Valdez is nearby since that is one of my favorite places to visit.

Q. What things do you enjoy doing in the community?

A. Most of my time outside of work is dedicated to my kids, so I enjoy any school or kid-friendly function that comes up.

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. Completion of the Allison Creek Hydro Project was impressive and so beneficial to all of our members. I am also excited for technological advancements, not only with projects members can see, but also behind-the-scenes, helping employees become more efficient.

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

A. I enjoy the people I work with and the relationships I've built. Also, I truly appreciate CVEA's willingness to train and educate employees. Working somewhere that promotes education and opportunity is hard to come by, but so important.

Q. What is a little known fact about you or your family?

A. Traveling with our kids around Alaska is one of our favorite activities. So far, our favorite place in Alaska is Eagle on the Yukon River. The drive up the Taylor Highway was amazing and we hope to visit there again.

Q. What about your job or the Cooperative are you most proud of?

A. CVEA strives to provide excellent service to its members and an outstanding work environment for its employees. I am appreciative to work somewhere that has the best interest of the community as a priority. ■

Not all Solutions Work in Alaska

APA visits Washington, D.C.

By Michael Rovito

The lights of Washington, D.C., bear a striking contrast to the peaceful solitude of Alaska. On descent into Reagan National Airport on the other side of the Potomac River, the hustle and bustle of our nation's capital belies the amount of law, policy and regulation that emerges from D.C.

Alaskans can feel mighty out of place in a city such as D.C.—with its constant traffic, horn honking and emergency vehicle sirens—but the trip is necessary when Alaska's electric ratepayers are on the hook for nearly every mandate thought up in Washington. That's why Alaska Power Association makes this annual pilgrimage to the capital.

The APA Federal Legislative Conference puts APA's members face-to-face with Alaska's federal delegation and agency heads whose decisions can affect the electric utility industry. During three days of meetings, the APA group conveys how decisions in D.C. play out in the communities across Alaska.

While Alaska's congressional delegation—Sens. Lisa Murkowski and Dan Sullivan, and Rep. Don Young—understand our issues and challenges, the heads of agencies with jurisdiction over our industry often lack the granular understanding of Alaska necessary to appreciate how one-size-fits-all regulations may not work in the unique communities of Alaska. That's why APA puts a high priority on meeting with leadership at various federal agencies.

This year, APA met with Chairman Kevin McIntyre of the Federal Energy Regulatory Commission; Assistant Secretary Bruce Walker in the Office of Electricity at the Department of Energy; Mandy Gunasakera, the principal deputy assistant administrator in the Office of Air and Radiation at the Environmental Protection Agency; and leadership at the Rural Utilities Service.

APA also met with House Speaker Paul Ryan's top energy adviser, Kiel Weaver. APA's continued relationship with him allows APA to advocate at the highest levels of Congress.

APA advocates for a variety of issues year-round, including the hydropower licensing process from FERC. This process can take many years and cost millions of dollars, even for small electric cooperatives. In meeting with FERC and Alaska's congressional delegation, APA pointed out the increasing regulatory



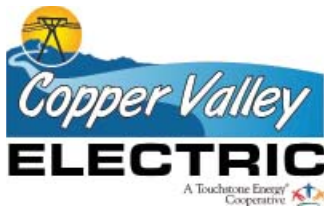
The Alaska Power Association delegation that went to Washington, D.C., to ensure the concerns of electric co-op members are heard.

requirements related to hydropower along with the unreasonable amount of time it takes to license or re-license a hydroelectric project. The APA group offered solutions to these problems, and it appears the message was heard by the FERC chairman.

Another major issue faced by electric utilities large and small is the increase in cyberattacks. Electric utilities are attractive targets for cybercriminals. APA thanked certain federal agencies for the work they have already done to help secure Alaska's electric system and sought partnerships to further enhance security.

Electric cooperatives put a high value on engagement with Congress. For Alaskans, the engagement is especially important, since the way we live in the 49th state—and the challenges faced by Alaskans—are vastly different than those faced by the folks who make the laws and regulations in D.C.

Although the annual APA Federal Legislative Conference is a commitment of time and money, it is an investment that provides significant returns. The relationships made, information provided and, possibly, opinions changed, will pay dividends for electric consumers in Alaska for years to come. ■



CVEA Members Enjoy the Co-op's New Tour Program



**Above, CVEA representatives and Valdez tour participants pose for a photo overlooking Solomon Lake
Opposite, tour participants as they toured the Glennallen Diesel Plant, Valdez Diesel Plant, the Cogeneration Plant, Solomon Gulch Hydroelectric Plant, and the Allison Creek Hydroelectric Project**

Photos by Sharon Crisp

On Tuesday, June 12, and Wednesday, June 13, CVEA held its second round of member tours in Glennallen and Valdez, respectively. The Member Tour Program was developed to be one more tool in the members' communication toolkit and an opportunity for CVEA members to gather information, learn how the system works, and ask any questions they have in a small, informal setting.

Tours have historically been available to VIPs and special groups upon request, but the opportunity has now been made available to all members. According to John Duhamel, CVEA CEO, "This program is important to us as we believe everyone who is interested in the facilities, as member-owners, should be able to see them and learn about them."

Participants in the Copper Basin District visited the Glennallen Diesel Plant and the newly built Operations Garage, while the Valdez tour lasted the better part of the day and included a trip to the Valdez Diesel Plant, the Cogeneration Plant, the dam at Solomon Lake, Solomon Gulch Hydroelectric Plant, and the Allison Creek Hydroelectric Project.

According to members in attendance, the tours were

extremely well organized, informative and fun. One member commented, "it was such a treat to get a tour of Solomon Lake. I'd never been up there and it was not only beautiful but so interesting to see the dam, dike, spillway, and the huge penstocks going down the mountain. The view was spectacular on the beautiful sunny day."

Due to low attendance in the Copper Basin District, the tour in Glennallen will now be held only once each year, in the spring. Copper Basin tour dates will be announced each year at the annual meeting in May.

The tour in the Valdez District will continue to be offered twice a year; once in the spring and once in the fall. The next available tour date in Valdez will be Tuesday, August 28, 2018.

Registration is required and will begin roughly 60 days prior to each tour date. Space will be limited to 20 members for each tour.

If you have questions regarding this program or any CVEA member program, contact Sharon Crisp, CVEA Director of Communications, at 907-822-5506, 907-835-7005, or email crisp@cvea.org. ■





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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

July

CVEA Offices Closed: The CVEA offices will be closed Wednesday, July 4, 2018, for Independence Day

CVEA Board Meeting: The July meeting of the Board of Directors is 1 p.m., Thursday, July 19, 2018, in Valdez

August

CVEA Board Meeting: The August meeting of the Board of Directors is 1 p.m., Thursday, August 16, 2018, in Glennallen

CVEA Member Tours: The Fall member tour will be held in Valdez Tuesday, August 28, from 10 a.m. to 4 p.m.

**Registration required; contact Sharon Crisp at 907-822-5506, 907-835-7005, or email crisp@cvea.org for information

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CVEA Community Foundation Contribution Season Begins

The Community Foundation is a 501(c)(3) nonprofit organization that promotes and sponsors the community support activities of CVEA, allowing CVEA to do more for the people it serves. The mission of the Foundation is “to provide scholarships for students and make contributions to educational, scientific, and charitable organizations in our communities.”

This year, the Foundation has \$13,800 available for contributions. The goal is to use this funding to help local nonprofits make an even greater impact in the communities the Co-op serves.

The Foundation’s annual contribution season has begun. If your organization is a local 501(c)(3) nonprofit organization looking for funding for new or expanding projects or programs within the next 12 months, please review the Contribution Guidelines at cvea.org to determine eligibility, and fill out the CVEA Community Foundation Contribution Request Form in its entirety. Incomplete applications may not be considered.

The deadline to submit all contribution requests for funding is Friday, August 31, 2018, as indicated on the request form available at either CVEA office and at cvea.org/community support.

Applications will be reviewed and scored by a volunteer committee in September, awards will be approved by the Board of Directors in October, and checks will be distributed in November/December.

Please note that the Foundation’s contribution process and guidelines vary from CVEA’s. The requirements for the CVEA program are different and separate from the Foundation, but are also found on cvea.org. Please ensure your organization meets the specific guidelines for Foundation funding and the correct application is submitted.

If you have questions regarding the Foundation contribution process, please contact Sharon Crisp, CVEA Director of Communications, at 822-5506, 835-7005, 255-1425, or email crisp@cvea.org.



Our Hours Have Changed

New CVEA Hours:

Monday - Thursday 7 a.m. - 6 p.m.
Friday Closed