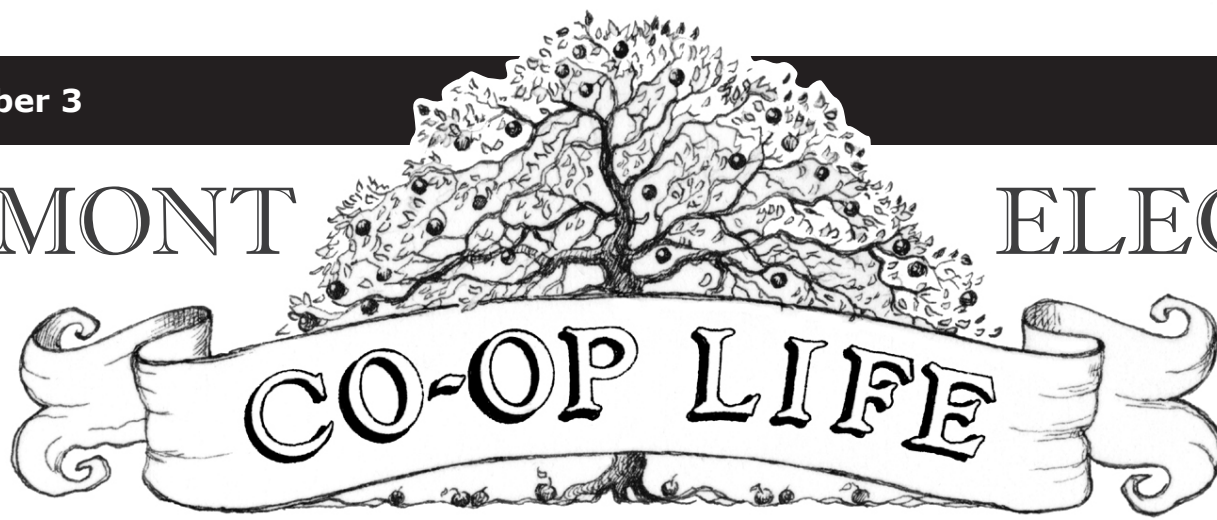


VERMONT

ELECTRIC



CEO Update: Headed into the Winter with Precautions – and New Projects, Too

By Rebecca Towne

It's been a challenging several months, but as a co-op community – our members, our staff, our partners - we have

adapted reasonably well and we remain as committed to our mission as ever. As we head into the winter, we're considering a number of new initiatives, some of them long-term, that we believe can build on our strength as a cooperative.

While as a state we have done an admirable job in containing the coronavirus over the past seven months, it's clear that the economic effects of COVID-19 continue to affect many of our members. We have been working with members who have past due accounts in a collaborative fashion to help ensure they do not fall further behind. At the same time, the state has launched the Vermont COVID-19 Arrearage Assistance Program (VCAPP) to provide financial support for members who are behind on their bills due to the COVID emergency. We are encouraging eligible members to apply before the November 30 application deadline. Since grants are awarded first-come first-served don't wait to apply. You can find out more here: <https://publicservice.vermont.gov>

In our daily operations, VEC continues to operate under the health and safety guidelines outlined by the state of Vermont. Many VEC office staff members continue to work remotely and we have safety protocols for those who work in the office. Similarly, our line crews, meter technicians, and forestry staff operate under guidelines to reduce the risks to our members, the general public, and VEC employees. Until further notice, our Johnson office will remain closed to visitors. All of our services are available through remote means, either online or by phone to help you interact successfully with VEC. We have seen many members sign up for SmartHub or follow us on social media, or choose email notifications – all ways we can serve you safely and effectively.

Like everyone, in early 2020 VEC had to pivot our work quickly and effectively in response to our changing environment. We have been able to push ahead with a variety of important system maintenance projects and we have been upgrading meters and other infrastructure well ahead of our 2020 expectation. The field and office teams have been working to make the best out of a difficult situation and working to ensure the best possible service to our members. In fact, this has been one of our busi-

est summers as many members turn to home projects that impact our system. We have been working with new processes and restrictions but meeting growing member demands with success.

We are also excited to share that October is National Co-op Month. With all that's going on these days, it is a great time to take a pause and reflecting on what co-op values are.

Co-ops, whether they are food co-ops, craft co-ops, mutual insurance companies, credit unions or electric utilities, are about members. Co-ops are created by members and run by members for the benefit of the membership as a whole. Members elect a board of directors to represent them, and also vote on certain significant questions relating to the direction of the co-op. Importantly, co-ops are also non-profit, and operate so that each member has a financial stake in the co-op through patronage capital.

There are the Seven Co-op Principles that serve as guidance for how we conduct business and how VEC keeps the lights on and our quality of life high.

These principles grew out of a set of ideals set out by a small group of people in Rochedale, England, in 1844, who opened a modest cooperative

Continued on page 3

New Electric-Powered Boat to Offer Cruises for Vermonters Affected by Cancer



Floating Grace, an electric-powered boat, will be offering cruises out of Newport starting next spring.

Next spring, after the ice gives way to the warmth of the sun, there will be a new vessel on Lake Memphremagog ready for easy, peaceful and healing excursions on the water.

Starting just after Labor Day, Floating Grace, a 22 ft Duffy, 100 percent electric-powered picnic boat recently shipped to Newport, will be available to take people and their families from around the region who are undergoing cancer treatments for a peaceful and memorable reprieve as they tour the lake.

"Our goal is to provide a respite from the daily struggles of dealing with this disease that touches far too many of us," says Chris Johansen of Newport, who is spearheading the effort and whose wife last year was diagnosed with cancer.

The tours will be by appointment - morning, afternoon or evening depending on availability and roughly two hours long. Just where the cruise leads would be up to the family taking the trip. The tours will always be at no-charge because of volunteers and generous donations from the community.

Johansen, who was formerly the captain of Lake Champlain's Spirit of Ethan Allen and now works at the North Country Hospital in community relations, says the boat would be available for a couple or can safely accommodate a family up to 12 passengers.

Floating Grace is powered by 16 six-volt batteries, similar to batteries used in golf carts. At top speed of six knots, the boat can run for approximately six hours; running at three knots, the boat can go for 10 hours and she is easily recharged overnight.

"An electric boat is an entirely different experience than a conventional gasoline or diesel-powered boat – it's silent. No sounds, no vibrations, no exhaust," Johansen said. "The only thing you hear is the lapping of the waves as the hull moves through the water. I have trouble explaining it – all I can say is it's just different. You have to experience it."

For more information about Floating Grace, and how you can support the effort, please visit <https://www.floatinggrace.org/>

7 COOPERATIVE PRINCIPLES

1

VOLUNTARY AND OPEN MEMBERSHIP

Cooperatives are voluntary organizations open to all persons able to use their services and willing to accept the responsibilities of membership, without gender, social, racial, political or religious discrimination.

October is National Co-op Month

TAKE THE QUIZ!

Challenge your knowledge of co-ops, including electric co-ops, and Vermont Electric Co-op itself with this quiz. Challenge your friends, and family for bragging rights!

(Answers on page 7)

Across the country, what percent of the nation's land mass do electric co-ops serve?

- 18 percent
- 39 percent
- 56 percent
- 68 percent

Which of these characteristics are unique to co-ops versus organizations with other governance models? (circle all that apply)

- Co-ops provide just goods, not services
- Co-ops are not for profit.
- Co-ops have members, rather than customers, who have an ownership stake in the co-op.
- Co-ops, when possible, seek to work with other co-ops.
- Co-ops offer stock options to their employees.

What is "patronage capital?"

- The annual budget of a cooperative.
- The annual total amount that a co-op member pays in electricity charges.
- Money that can be refunded to members of a co-op at the end of a year after operating expenses are paid.
- The estimated value a co-op has in plant and equipment.

Under which president was the national Rural Electrification Act, which helped fund the development of rural electrical co-ops, passed?

- Abraham Lincoln
- Herbert Hoover
- Franklin D. Roosevelt
- John F. Kennedy

Besides VEC, how many other electric co-ops operate in Vermont?

- 1
- 2
- 5

What year was VEC established?

- 1928
- 1938
- 1963
- 1971

What number is closest to VEC's peak load, ie the highest electricity demand on i.e. system during the year?

- 38 megawatts
- 80 megawatts
- 130 megawatts
- 150 megawatts

Approximately how many miles of line does VEC manage?

- 563
- 947
- 2,882

Approximately how many members does VEC have?

- 25,500
- 32,000
- 45,000
- 53,000

Some electric co-ops offer members a "community solar" option so members can make an upfront payment to help put clean solar electricity onto the local electric grid and at the same time save money over either a ten year or twenty-year period. Which of the following statements about VEC's Co-op Community Solar program are true? (circle all that apply)

- VEC Co-op Community Solar allows members to participate without any panel installation or maintenance on their property.
- If a member decides they want to discontinue their sponsorship of panels, or they move, the co-op offers a pro-rated refund.
- VEC Co-op Community Solar comprises three solar arrays, located in Alburgh, Grand Isle, and Hinesburg.
- Financing for the up-front payment is not available in Vermont.

For which of the following items does VEC offer a one-time bill credit to members who purchase the item? (Circle all that apply)

- Electric forklifts
- Pellet stoves
- Boot warmers
- Flat screen TVs
- Electric vehicles
- Cold Climate Heat Pumps
- Hair dryers

7

COOPERATIVE PRINCIPLES

2

DEMOCRATIC MEMBER CONTROL



Cooperatives are democratic organizations controlled by their members, who actively participate in setting policies and making decisions. The elected representatives are accountable to the membership. In primary cooperatives, members have equal voting rights (one member, one vote), and cooperatives at other levels are organized in a democratic manner.

BONUS QUESTION

Who is this man standing in this truck and what is he doing?

- Calvin Coolidge giving his "Vermont is a State I Love" speech.
- The first CEO of VEC celebrating the merging of Halifax Electric Cooperative of southern Vermont.
- Gov. George Aiken celebrating the setting of the first pole for VEC.



Reminder: VEC Offers a Wide Range of Bill Credits



VEC members Sarah and Allan Frasier and their daughter Riley in their all-electric Nissan Leaf at their home in Newport.

Have you bought a cold climate heat pump this year? How about a pellet stove? Maybe even an electric or plug-in hybrid electric vehicle? If so, you should be able to claim a VEC bill credit, if you haven't already.

VEC's incentives, which are part of the co-op's Energy Transformation Program, are designed to help members who want to shift their energy use from fossil fuels, like gasoline or heating oil, to electricity.

The process is easy. Once you purchase the qualifying appliance or vehicle, you fill out a form (found on our website on the Energy Transformation page) and send it to us with proof of purchase.

VEC member Liz Nelson of West Glover recently took advantage of the VEC incentive and had a heat pump installed earlier this fall.

"It works great," Nelson says, noting that the heat pump delivers a nice even heat. "You don't get a blast of hot air, and it's very quiet – you don't even notice it when it's running," she said. She is also looking forward to the heat pump's cooling function in the summer, particularly because she expects warmer summers ahead.

"I also like the fact that I'm moving toward a more ecological solution to heating," she said.

Here is a list of VEC's 2020 incentives:

- Ductless, minisplit heat pumps: \$300 bill credit if installed before 6/1/20; \$600 if installed after 6/1/20
- Heat pump water heaters: \$150 bill credit if installed before 6/1/20; \$250 if installed after 6/1/20.
- Pellet stoves: \$150 bill credit
- Plug-in hybrid vehicle: purchase, \$250 bill credit; lease, \$50/year bill credit.
- Fully electric vehicle: purchase, \$500 bill credit; lease, \$100/year
- Public charging station: \$500 bill credit per head; \$2,000 max per member
- Home Level 2 charger: \$250 bill credit

In addition to the above incentives, VEC offers incentives for Zero Energy Modular Homes, electric forklifts, and electric lawnmowers, as well.

You can find all the incentive details at: <https://www.vermontelectric.coop/energy-transformation-programs>

EV Incentives for Income-Qualified Vermonters

A limited pool of money has been made available to income-qualified Vermonters to purchase or lease an electric vehicle. (Important note: There is currently a funding gap, and vehicles purchased at press time were not eligible for the state electric vehicle incentive. However, we do expect additional funding to be available later in the fall of 2020 and into 2021.) For the latest information, please visit: <https://www.driveelectricvt.com/why-go-electric/purchase-incentives>

Clean Air Program

VEC's Clean Air Program (CAP) offers customized opportunities to members with off-grid or underserved homes or businesses to replace fossil fuel usage with electricity. For example, someone in VEC's service territory who has a maple sugaring operation currently powered by a diesel or propane generator may be eligible to participate in the Clean Air Program and receive an incentive from VEC for the cost of a line extension to retire the generator.

For more information, visit: www.vermontelectric.coop/energy-transformation

Whole-Building Heat Pump Incentive

Incentives are also available for Centrally-Ducted and Air-to-Water Heat Pumps. These incentives are administered through Efficiency Vermont, and VEC pays for half of the incentive cost. The amounts are:

- Centrally-Ducted: \$800/ton; \$500 income bonus
- Air-to-Water: \$1,000/ton; \$500 income bonus

Please visit www.encyvermont.com for more information.

CEO Update

from page 1

selling food and other goods. While cooperative efforts existed long before 1844, the so-called "Rochdale Principles" formed a basis for co-op values throughout the world since.

We take a look at these principles in this issue. On each page of this issue, you'll see the seven principles highlighted, and you'll also find a fun (and we think quite tough!) quiz about co-ops. If you dare to take the challenge, good luck!

Batteries, broadband and more

As we look ahead, VEC continues to explore cost effective utility-scale electricity storage options. For more than a year, we've been storing electricity – and then using it during peak times when it's otherwise expensive to buy – in a battery in Hinesburg. We have saved members in excess of \$100,000 so far with this battery project. We are looking at building on this success, with batteries in our territory that could shave peaks, as the Hinesburg battery does, but also help the co-op integrate even cleaner energy into our power supply portfolio.

VEC is also looking at the feasibility of different options for supporting better and more cost-effective broadband internet in our territory. Insufficient coverage in rural Vermont has only been highlighted by the COVID-related needs of remote learning, telemedicine, and other communications. The VEC board continues to evaluate how VEC can best add value aligned with our core mission to ensure affordable, clean, and reliable electric service.

Finally, VEC is in the midst of the construction of a new district facility to replace our aging and limited facility in Newport. This new space will increase efficiencies and safety for line workers and these benefits will flow through to even better service to our members. Our Newport team is looking forward to a more functional – and less leaky – facility in the coming months.

At VEC one of our values is about appreciation. So in these challenging times I would like to take a moment to appreciate you – our members – who are working hard every day to make Vermont a healthy and community-focused place to live.

Happy Co-op Month!

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COOPERATIVE PRINCIPLES

3

MEMBERS' ECONOMIC PARTICIPATION



Members contribute equitably to, and democratically control, the capital of their cooperative. At least part of that capital is usually the common property of the cooperative. Members usually receive limited compensation, if any, on capital subscribed as a condition of membership. Members allocate surpluses for any or all of the following purposes: developing the cooperative, possibly by setting up reserves, part of which at least would be indivisible; benefitting members in proportion to their transactions with the cooperative; and supporting other activities approved by the membership.

Community Fund grants support pandemic-related efforts, and more

Initiatives to prevent suicide, ensure COVID safety and increase food security were among the efforts that received support over the past couple of months from the Vermont Electric Co-op's Community Fund.

The VEC Community Fund is a voluntary program supported by VEC members who choose to round up their electric bills, donate their patronage capital dollars, or make one-time donations to the fund. The fund then makes grants to local organizations that support economic security, energy education, emergency and disaster relief, and community development.

A timely grant made during the summer to the Lowell Graded School helped the school buy Personal Protective Equipment (PPE) to maximize protection against COVID-19 transmission for staff and students this fall.

"In light of financial questions surrounding school funding during these uncertain times, the board and administration breathed a sigh of relief that like a good neighbor, VEC had our back on this," said Steven Mason, chair of the board of the North Country Supervisory Union. "Such strong support from a community partner is the kind of support that makes our small, rural communities a special place."

Another grant – this one to help with the direct purchase of food – went to the Johnson Food Shelf.

"This could not have come at a better time," said Dorigen Keeney, a volunteer at the Johnson Food Shelf. "The funds allow us to purchase staples for our community from local sources during these challenging times so we and the Co-op are supporting local families and businesses as well," she said. "We have seen an immediate increase in the need for food which we expect will persist for some time as people continue to be out of work and using up their available resources."

Another recent VEC grant will help the group provide suicide prevention and awareness training in Orleans and Essex counties. Ruth Marquette, funding program specialist with Northeast Kingdom Human Services Zero Suicide Initiative, noted "Training participants will learn how to reduce stigma, feel comfortable talking about the subject of suicide, and know whom to contact in a crisis," Marquette noted. "It is important to know how to ask-a-question-save-a-life," she said.



The Green Mountain Farm-to-School Lunchbox food truck. The Lunchbox delivers free summer meals to kids. The initiative was a recent recipient of a VEC Community Fund grant.

VEC also recently awarded grants to:

- The Alburgh Family Clubhouse for the construction of a child care facility at the Alburgh Community Educational Center (the Alburgh public school). The facility will provide day care for children up to 6 years of age, and house the pre-K educational room for 3-to-5-year-old children. It will also host an afterschool program for children from 6 to 12.
- The Common Roots Farm in South Burlington to support the distribution of local, organic, fresh food to families experiencing food insecurity in the Chittenden County area, including towns served by VEC.
- "The Lunchbox," a Green Mountain Farm-to-School initiative, to purchase more to-go containers for the curbside food drop-off efforts required because of the pandemic, as well as develop new meal routes. The Lunchbox – which takes the form of a simple, white food truck – provides free summer meals for kids 18 and under.
- To the Northwoods Stewardship Center to increase the number of solar panels on the center's property.

Applications for the Community Fund are on a rolling basis, and grants are issued quarterly. If you know an organization that could benefit from the support of the Community Fund, or you want to support the fund, you can learn more here: <https://vermontelectric.coop/community-fund> or call VEC Member Services at 802-635-2331 or 800-832-2667.



Help available for past due bills, but funds are limited

VEC members may be eligible for arrearage assistance to cover overdue electricity bills due to the COVID Emergency.

VEC is urging members to apply as soon as possible because funds are limited, and applications will be considered on a first-come, first-served basis. The application deadline is November 30, 2020.

Members may be eligible if the arrearages are over 60 days past due and are attributable to economic hardship due to loss of income caused by the pandemic.

The Vermont COVID-19 Arrearage Assistance Program (VCAPP) is run by the Vermont Department of Public Service. It was created by the Vermont Legislature and funded with \$8 million from the federal Coronavirus Aid, Relief, and Economic Security (CARES) Act and the State of Vermont Coronavirus Relief Fund.

"These are difficult times for many Co-op members and we want to make sure they are aware of this opportunity," said VEC manager of government affairs and member relations Andrea Cohen. "We also encourage members who are behind on their electric bill to contact VEC right away to set up a manageable payment arrangement for any remaining overdue charges, so bills don't continue to mount. We are committed to working with our members during this unprecedented time." VEC members can call VEC at 802-635-2332 to speak to a member service representative.

To learn about eligibility and to apply for state assistance program, members can also go to www.publicservice.vermont.gov and click on the Vermont COVID Arrearage Assistance Program.

People who do not have access to the on-line application can contact their local Community Action Agency for assistance with the application process.

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COOPERATIVE PRINCIPLES

4

AUTONOMY AND INDEPENDENCE



Cooperatives are autonomous, self help organizations controlled by their members. If they enter into agreements with other organizations, including governments, or raise capital from external sources, they do so on terms that ensure democratic control by their members and maintain their cooperative autonomy.

New “ChargeltUp” Program Offers Incentives for Electric Yard Equipment, More

This summer VEC launched new electric device incentive program in which VEC members who purchase certain types of equipment can be entered into a monthly drawing to win a \$100 bill credit.

VEC’s “ChargeltUp” program is a way for VEC members who buy electricity-powered tools such as yard care equipment and other devices that have been traditionally powered by fossil fuels, to have a chance to win the bill credit and share their experience with other VEC members.

“Battery-powered equipment – whether it’s a weed whacker, a hedge trimmer, chainsaw or even a snowblower – are cleaner, more climate-friendly, cheaper to run, and more convenient, than similar fossil-fuel counterparts,” said Jake Brown, energy services planner for VEC.

Brown also noted that battery technology is improving, so on-the-ground performance of these and other devices is improving, too.

The ChargeltUp program is related to VEC’s Energy Transformation Program in that it offers an incentive for the purchase of electricity-powered devices that displace fossil fuels like gasoline or diesel fuel. Under the Energy Transformation Program, VEC offers one-time guaranteed bill credits to members who purchase larger-ticket items such as electric vehicles (EVS), cold climate heat pumps, heat pump water heaters, pellet stoves, and more.

ChargeltUp Program Specifics

VEC members who buy, or already own, an electric/battery powered device for which there is a similar fossil-fuel powered device on the market, may submit entries into the ChargeltUp program. Submissions must include the member’s name and service address, a photo of the product and a brief written review of the member’s experience with it.

Eligible products are electric/battery powered devices for which a fossil-fuel powered alternative is commonly available in the marketplace. Eligible devices shall generally represent new/emerging battery/electric technology. Equipment could include but is not limited to:

- Yard care equipment including leaf blowers, chainsaws, hedge trimmers, weed whackers;
- Recreational equipment including e-bikes, golf carts, utility vehicles, motorcycles, snowmobiles, outboard motors, go karts;
- Other items that may include outdoor cooking grills, induction cooktops etc.

Products for which VEC already offers an Energy Transformation Program incentive, such as electric vehicles, cold climate heat pumps, heat pump water heaters, and pellet stoves are not eligible.

Winners for each ChargeltUp drawing are selected at random every month, and bill credits for each winner will be awarded in the month after the drawing.

Learn more and submit your entry here: vermontelectric.coop/chargeitup-program.

Solar Power For People, Not Profit.

Vermont Electric Cooperative is member-owned and committed to the best interests of our members and their communities. This is why we developed VEC Co-op Community Solar—an easy and efficient way for all VEC members to get great value while supporting clean electricity.

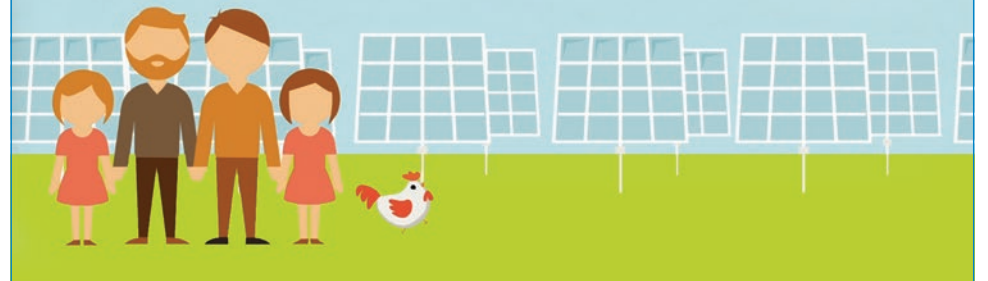
VEC Co-op Community Solar is perfect for folks renting their home and for houses with a shady site or unsuitable roof.

Members simply make a one-time upfront payment (starting at just \$100) to sponsor a portion of the solar array and receive a guaranteed fixed monthly credit on their electric bill.

Participants can opt out at any time for any reason, and get back a prorated portion of their sponsorship. Ten and twenty year terms are available and so is affordable financing.

With projects up and running in Alburgh, Grand Isle and Hinesburg, now is a good time to support solar with VEC Co-op Community Solar.

For more information, visit vermontelectric.coop/solar or call 1-800-832-2667.



Headquartered in Johnson, Vermont Electric Cooperative serves 32,000 members, 2,882 miles of distribution line, 2,056 square miles of territory, and 75 communities in eight counties.

Three Winners, Three Bill Credits!

Since the ChargeltUp program was launched this summer, three VEC members have each won a \$100 bill credit after submitting a picture and brief review of their electric-powered devices. The drawing is held once a month.

Our October winner, Evanthia Hill of Isle La Motte, said her battery powered yard equipment, which includes a leaf blower, weed whacker and lawn mower, are proving to be far more convenient than their gasoline-powered counterparts.

“As I have been getting older I’ve found it increasingly difficult to start fuel-based equipment,” she said. She first bought a battery-operated lawn mower and found it very easy to use. “Push a button and you are up and going. No struggling. No more running to

get gas or mixing oil and gas,” she said. She then bought an electric weed whacker and leaf blower. “Lawn maintenance has never been easier,” she said.

Another of ChargeltUp winner, Brian King of Cambridge, owns an electric powered weed whacker and wood splitter. Frank Rillo of Eden, our September winner, owns an Ego battery powered weed whacker and says it’s “light, portable, quiet and instant-on,” noting that when he walks around his yard between trim jobs, the device isn’t idling like a gas trimmer would.

To date there are total of 87 entries in the program, including snowblowers, hedge trimmers, electric bikes, an induction stovetop and other equipment.

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COOPERATIVE PRINCIPLES

5

EDUCATION, TRAINING AND INFORMATION



Cooperatives provide education and training for their members, elected representatives, managers and employees so that they can contribute effectively to the development of their cooperatives. They inform the general public, particularly young people and opinion leaders, about the nature and benefits of cooperation.

Are You Prepared for the Next Storm?



Be prepared for power outages. This pole in Starksboro was blown down during a windstorm in 2017 that took out power for several days.

Despite VEC's ongoing efforts to minimize outages, storms that knock out power are, unfortunately, a fact of life. It's often a good idea to check supplies just in case the power is out for an extended time, and refresh your memories as to how to safely weather a storm. Below are a few steps you can take before a storm hits to allow you and your family to weather possible outages more comfortably:

Build/restock an emergency kit.

Items should include:

- Battery powered flashlight(s) or headlamp(s)
- Battery powered portable radio
- Battery powered clock
- Cell phone charger (hand crank)
- Extra batteries
- Dry and warm clothing
- Sleeping bags and/or blankets
- Bottled water
- A three day supply of foods which can be consumed with little to no preparation. Items could include energy bars, peanut butter, dried fruits, nuts/trail mix, and canned goods. Include important toiletries

including towelettes/wipes, diapers and prescription medications.

- Manual can opener
- First Aid kit

Plan for medical needs/devices. If someone in your home is dependent on electric-powered medical equipment, make sure you have a battery backup or make alternative arrangements to ensure their needs are met.

Stock water. Before a storm arrives, fill a bathtub if you have one, so you have water to flush the toilet. (Avoid unsupervised bathroom access to children). Fill large containers for drinking water or buy bottled water.

Charge devices, and fuel vehicles. Be sure cell phones, computers and tablets are charged and vehicles are full of fuel.

Watch the forecast. Keep updated with storm alerts and news from the National Weather Service.

During an Outage, Stay Safe

Stay informed. You can get updates on outages and estimated times of restoration on VEC's Outage Center as well as on VEC's Facebook and Twitter feeds. Radio and television stations may offer general outage information as well.

Keep your distance from downed power lines outside. Always assume every line is energized and dangerous. If you're in a vehicle and downed wires are on the car or across the road, stay in your car until emergency crews arrive. Don't touch anything that might be in contact with a downed line, like a tree limb.

Locate a shelter. If your home becomes unsafe or you need resources during a major storm or during longer term outages, you can dial 2-1-1 to find the closest shelter in your area.

Check on elderly neighbors and relatives.

Stay off roads. Eliminate unnecessary travel, especially by car. Traffic lights will be out, and roads may be congested. There is also the possibility of downed lines and trees, depending on the severity of the storm.

If Your Power Goes Out, Take These Simple Steps

Check to see if your neighbors' lights are on. If they are, then the problem could be in your home.

- Walk outside and look around for any power lines that are down or damaged. If you see a downed line, assume that it is energized and stay away from it.
- Look at your meter to see if it indicates that it has power (a digital display will be present).
- Locate your fuse box or breaker panel to be sure that all fuses are intact or that the breakers are all in the on position. If they are all set, try turning on and off either the main power switch on the fuse box or the main breaker switch on a breaker box.
- If you still have no power, call VEC at 1-800-832-2667 to report the outage. Be ready to provide the name on the account, the location of the outage and the account number if you know it. You also may be asked how long you have been out of power and whether you saw or heard anything as the power went out.

Use generators and stoves safely. Never use a generator, grill, camp stove or other gasoline, propane, natural gas or charcoal-burning devices inside a home, garage, basement, crawlspace or any partially enclosed area.

Prepare for the surge when the power comes back on. Turn off or disconnect any appliances, equipment or electronics you were using when the power went out. When power comes back on, surges or spikes can damage equipment or even cause fires or other hazards. Leave one light turned on so you'll know when the power comes back on.

When the power comes back on, it doesn't necessarily mean all repairs in your area have been made. Remain vigilant for and stay away from any downed lines or trees in your area.

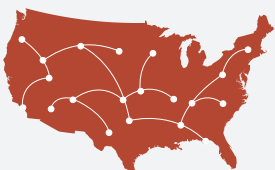
Take care of your food. For detailed instructions on keeping food safe during outages, visit: <https://www.foodsafety.gov/keep-food-safe/food-safety-in-disaster-or-emergency>.

7

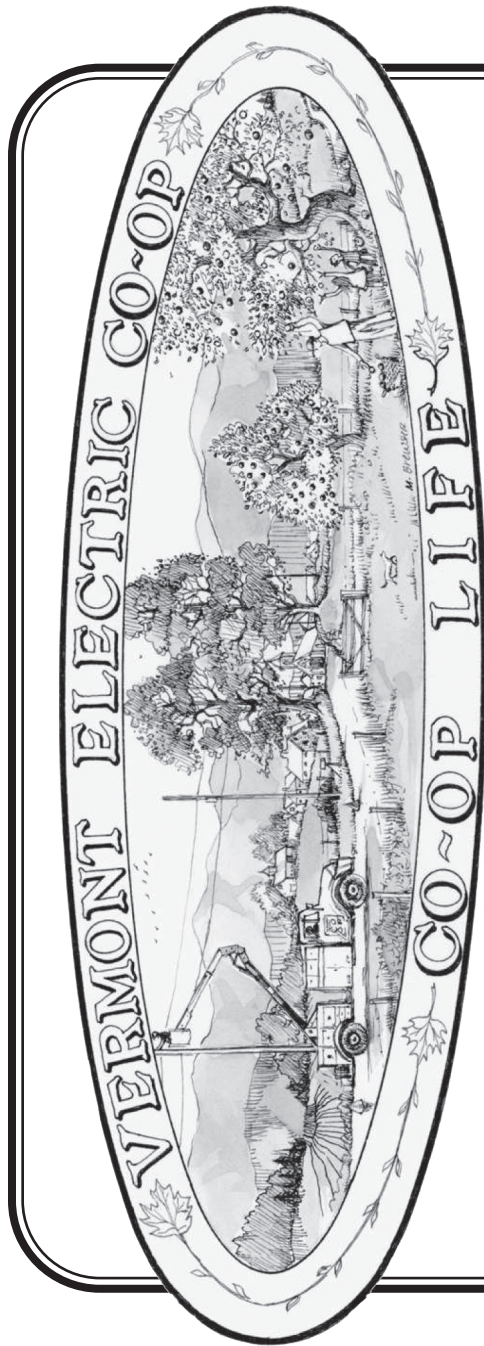
COOPERATIVE PRINCIPLES

6

COOPERATION AMONG COOPERATIVES

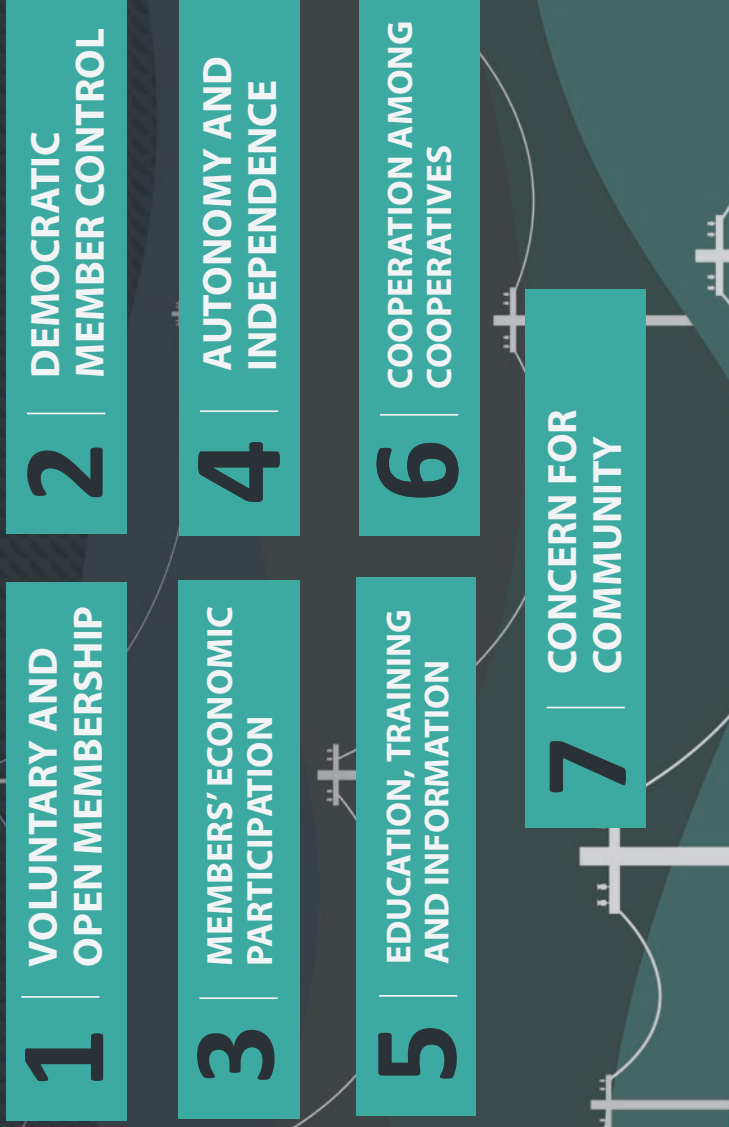
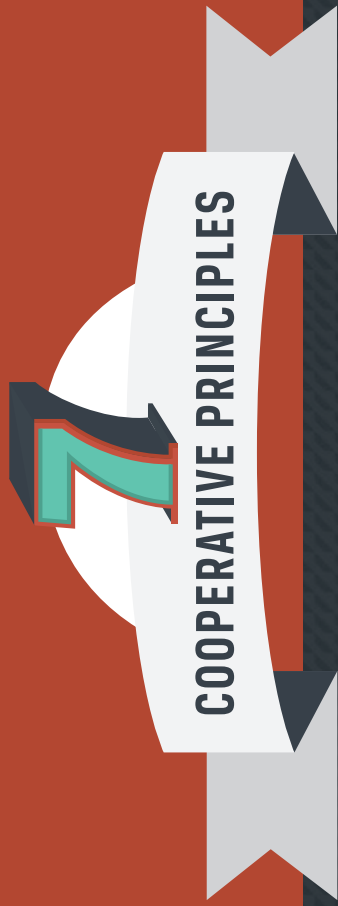


Cooperatives serve their members most effectively and strengthen the cooperative movement by working together through local, national, regional and international structures.



Volume 77 Number 3

Fall 2020



VEC, along with co-ops across the country, is celebrating Co-op Month in October. Learn more about the seven co-op principles, and challenge yourself to our quiz, in the pages that follow.



Vermont Electric Cooperative Inc.
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N. Haverhill, NH

Vermont Electric Cooperative Board of Directors

- District 1 Don Worth 802-723-6532
P.O. Box 450, Island Pond, VT 05846
district1@vermontelectric.coop
- District 2 John Ward 802-334-6022
145 Mt. Vernon St, Newport, VT 05855
district2@vermontelectric.coop
- District 3 Carol Maroni 802-586-7758
2426 Collinsville Rd, Craftsbury, VT 05826
district3@vermontelectric.coop
- District 4 Mark Woodward 802-635-7166
110 Woodward Rd, Johnson, VT 05656
district4@vermontelectric.coop
- District 5 Charlie Van Winkle 802-598-0128
88 Corbett Rd, Underhill, VT 05489
district5@vermontelectric.coop
- District 6 Paul Lambert 802-310-2740
1758 Reynolds Rd, Georgia, VT 05478
district6@vermontelectric.coop
- District 7 Rich Goggin 508-439-9166
30 Whipple Rd, South Hero, VT 05486
district7@vermontelectric.coop
- Eastern Zone Directors at large Tom Bailey 802-766-2647
P.O. Box 114, Derby, VT 05829
eastzone2@vermontelectric.coop

George Lague 802-766-2456
308 Boulder Drive, Derby, VT 05829
eastzone1@vermontelectric.coop
- Western Zone Directors at large Jody Dunklee 802-356-6052
6 Wilcox Rd, Fairfax, VT 05454
westzone1@vermontelectric.coop

Ken Hoepfner 802-644-5771
1685 VT Route 108N, Jeffersonville, VT 05464
westzone2@vermontelectric.coop

Rich Westman 802-644-2297
2439 Iron Gate Road, Cambridge, VT 05444
westzone3@vermontelectric.coop

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