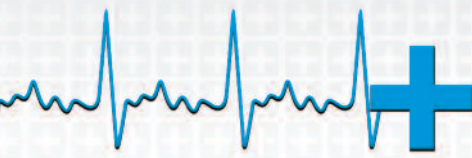




Community Electric Cooperative News

A Touchstone Energy® Cooperative 



Life-Sustaining Devices

Do you have medical equipment that utilizes electricity in use at your home? If so, we'd like to know. Community Electric Cooperative (CEC) will attempt to give those members advance notice of any planned outages and priority in the restoration of electric service whenever reasonably possible. Please note that this does not guarantee that your electric service will not be interrupted. To be included, provide the completed **"Serious Medical Condition Certification Form"** (found on our website or by contacting our office) to the Cooperative. A new Certification Form will be required annually or upon the expiration of the anticipated length of time that the serious medical condition

will persist if such time is less than 12 months. Your account must also be kept up to date so that service is not disconnected for non-payment.

The possibility does exist that you may be without electric service for an extended

period when there is major damage to the electrical system. In preparation for this type of situation, you may want to obtain an alternate power source such as a generator or be prepared to relocate until power can be restored.

Second-Party Notification Service

Community Electric Cooperative offers second-party notification. This service allows for a second party to be notified of the potential discontinuance of electrical service. This service can be utilized by the elderly or disabled to ensure that a friend, neighbor or relative is notified if service is nearing disconnection. The contact person is under no obligation to pay the member's bill.

If you are not taking advantage of this service but wish to do so, please complete the form below and return it to the Cooperative.

Check us out
on Facebook!



COMMUNITY ELECTRIC COOPERATIVE

52 W. Windsor Boulevard
P.O. Box 267
Windsor, VA 23487-0267
757-242-6181

After-Hours Outages: 1-855-700-2667

Office Hours: M-F, 8 a.m.-5 p.m.

www.comelec.coop

President/CEO

Steven A. Harmon

Local Pages Editor

Annette Dickey, CAP-OM

*Community Electric Cooperative is an
equal opportunity provider and employer.*

SECOND-PARTY NOTIFICATION REQUEST FORM

Community Electric Cooperative
Attention: Member Services Department
P.O. Box 267
Windsor, VA 23487-0267

Member Name _____

Address _____

City, State, Zip _____ Account No. _____

Telephone No. (____) _____ Alternate Telephone No. (____) _____

Email Address _____

Second Party to be Notified:

Name _____

Address _____

City, State, Zip _____ Email Address _____

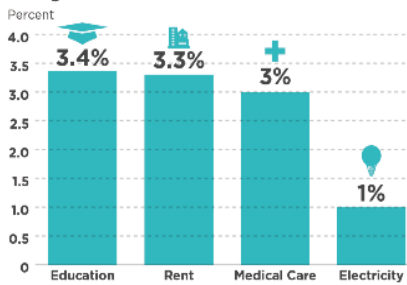
Telephone No. (____) _____ Alternate Telephone No. (____) _____

Member's Signature for Authorization _____

ELECTRICITY REMAINS A GOOD VALUE

The cost of powering your home rises at a slower pace than many of your typical expenses. Compare the average price increase of these expenses each year over the last five years, and the value of electricity shines.

Average Annual Price Increase 2011-2016



Sources: U.S. Bureau of Labor Statistics Consumer Price Index



Director Stewart Earns Board Leadership Certificate



John W. Stewart has earned the National Rural Electric Cooperative Association's (NRECA) Board Leadership Certificate (BLC).

Having earned his Certified Cooperative Director (CCD) Certificate in 2016, Stewart continued his course study of subject areas important to every director: the purpose and value of the cooperative business model, bylaws, policy development, ethics and political engagement in order to earn the BLC.

Stewart was elected to the Cooperative's Board of Directors in 2008, representing Southampton County. He has served on various board committees, currently serving on the Wage and Salary Committee, and is secretary/treasurer of the Cooperative's subsidiary, Tidewater Energy Services, LLC (TES).

Congratulations to Director Stewart for earning the BLC and for taking the steps to advance his knowledge and skills relevant to governing electric co-ops.

Member Complaint Procedures

4.1.3 Telephone Numbers for Member/Consumer Use

The Cooperative has a single telephone number for use during and after regular business hours utilizing IVR, 757-242-6181. A toll-free number, 855-700-COOP (2667), is also provided for use after 5 p.m. and on Saturdays, Sundays and holidays. After-hours calls are taken by a dispatching service for the Cooperative. Only power outages and emergencies will be handled after regular working hours.







4.1.4 The Cooperative will accept all calls that are of a legitimate nature.

4.1.7 Letters of Complaint

All letters will be acknowledged by mail or telephone within three (3) business days of receipt.

Keep Food Safe Before, During and After a Power Outage

Unfortunately, power outages do occur from time to time. It's important to know how to keep your food safe during an outage. Use these tips from USDA to help minimize food loss and reduce your risk of illness.

Before power outage	During power outage	After power outage
 <p>Keep refrigerator at 40° or below. Freeze items like fresh meat and poultry that you won't use immediately. Keep freezer set to 0° or below. Group frozen foods to help items stay colder longer.</p>	<p>Keep the refrigerator and freezer doors closed!</p> <p>If the doors stay closed during the length of the outage:</p>  <p>A full freezer will hold its temperature for 48 hours.</p>  <p>A refrigerator will keep food safe for four hours.</p>	 <p>Check the temperature inside your refrigerator and/or freezer.</p>  <p>If the temperatures are safe, the food should be safe to eat.</p>
 <p>If you anticipate an extended power outage, buy dry or block ice to keep the fridge and/or freezer cold.</p>		

Foods that should be thrown out after an extended power outage:



Source: USDA

Energy Efficiency Tip of the Month

Cooler temps will be here soon! No matter what kind of heating system you have in your home, you can save money and increase your comfort by properly maintaining and upgrading your equipment. Contact a licensed professional to inspect your system before the winter chill arrives.

Source: U.S. Dept. of Energy

