



WATTS CURRENT

Raccoon Valley Electric Cooperative
Reliable. Affordable. Responsible.



March 2021

Winter Moratorium Ends

The winter moratorium ends April 1, 2021. If your account(s) are past due, you need to come in or call the office to make arrangements by March 31, 2021, to avoid disconnection of your electrical service.

After April 1, 2021, we do not have to post your premise with a 24 hour disconnection notice. Disconnection may occur immediately. Take the necessary steps now to avoid this situation. 12.20.04

OUTAGE INFORMATION

If you don't have power or have an emergency
call 712.659.3649.

RVEC phones are answered
24 hours a day 7 days a week.

Non-Discrimination Statement

Raccoon Valley Electric Cooperative (RVEC) is the recipient of Federal financial assistance from the U.S. Department of Agriculture (USDA). The USDA prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or part of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at 202.720.2600 (voice and TDD). To file a complaint of discrimination, write to USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, or call toll free 866.632.9992 (voice) or 800.877.8339 (TDD) or 866.377.8642 (relay voice users). USDA is an equal opportunity provider and employer.



Monitor Your Energy Use With SmartHub

Did you know that you can view your daily usage on SmartHub?

SmartHub is a web application that allows you to view and change account information, notify customer service of account inquiries, and make payments in a secure environment - right from your mobile device, computer or tablet. You are able to monitor and analyze your electric use all at the touch of a button! This service will help manage your account and will free up your time with this convenient and free service.

Go to www.rvec.coop and click on view and pay my bill to register for the service. SmartHub is also available as an app for smartphones and tablets. The app is free and can be downloaded from App Store or the Android Market.

— CEO Comments —



Jim Gossett

You count on RVEC for reliable power and we work hard every day to provide it. Included in this expectation is, when we are faced with outage events like what we went through last month, that we will execute a plan that will allow for minimal pain, quick recovery and good communication. I want to express our thoughts to you on this. First, a little background:

The Southwest Power Pool (SPP) is one of nine regional transmission organizations (RTO) or independent system operators (ISO) in the country. These federally regulated entities work on a regional scale to coordinate, control and monitor supply and demand on the electric grid. RTOs do not own the power grid, but they do work as “air-traffic controllers” of the grid to ensure reliable supplies of power, adequate transmission infrastructure and competitive wholesale electricity prices on behalf of their members.

For the utilities that are members of the Southwest Power Pool, including RVEC and local electric distribution cooperatives served by Corn Belt Power Cooperative, SPP has authority to manage the supply on behalf of their member utilities.

On Monday, February 15, SPP issued an unprecedented Emergency Energy Alert (EEA) Level 3 to its member utilities. They called for electric load reduction to match available generation supply. With the extremely frigid weather that has impacted large regions of the nation over several days, electric demand reached historic highs. To put it simply, there is not enough available generation supply to meet the high electric demand.

Approximately 1,000 RVEC meters were put on rotational outages (rolling blackout) for about an hour.

SPP directed its member utilities to shed electric load in a controlled process as part of its EEA Level 3 order. SPP is doing this to prevent a damaging system-wide blackout which would take days to restore. EEA Level 3 orders are very rare and are only implemented when absolutely necessary. In fact, I asked co-op managers and board members who have been around for 40+ years and nothing like this has happened before. These alerts continued through February 18th. 15.08.03

These outages occurred with very little warning as SPP manages electric supply and demand minute-by-minute in real time. Corn Belt Power had just minutes to shed specific electric load levels as they comply with Level 3 orders. When possible, electric utilities work to avoid interrupting service to critical facilities.

As it turned out, we were much more fortunate than other areas of the country. This rolling blackout event surfaced some issues at RVEC that we will address. While our communication with member-owners and the public is effective, we need to be able to get to you more quickly in an emergency. We will be stepping up our electronic communication efforts by seeking your permission to send automated calls and text messaging for outage notification and other information on a limited basis. We are also going to enhance our webpage for emergency operations. As always, we welcome your questions and comments about this and anything else concerning our service to you.

Complaint Procedure

The Iowa Utilities Board requires that all non-rate regulated utilities post the following notice to its membership:

If a member-consumer has a problem with his/her service, please write or call the office headquarters:

Raccoon Valley
Electric Cooperative
P.O. Box 486
Glidden, Iowa 51443
712.659.3649

If the member-consumer's complaint is related to the Raccoon Valley Electric Cooperative's service rather than its rates, and Raccoon Valley Electric Cooperative does not resolve your complaint, you may request assistance from the:

Iowa Utilities Board
1375 E. Court Avenue, Room 69
Des Moines, Iowa 50319
515.725.7321 or
877.565.4450
customer@iub.iowa.gov

2021

Residential

Rebate Program

RVEC offers a variety of rebates and programs to help you, our member-owner, save money and conserve energy. You control how much you save – from a few dollars each month to hundreds of dollars a year – based on your energy needs and participation. RVEC rebates are available at <https://rvec.coop/content/rebates>.



***Remember To
Spring Ahead***

Daylight Saving Time begins
Sunday, March 14.
Turn your clocks ahead 1 hour.

**Alternate Energy
Purchase Program**

All member-owners of RVEC may contribute money toward a fund that will assist in the purchase of alternate or “green” energy in Iowa.

Member-owners may participate in the Alternate Energy Program by writing in the amount of their contribution on their electric bill. Member-owners may contribute in increments of one dollar (\$1.00) and may enter or leave the contribution program at any time. 23.21.04

Member-owners who contribute are not guaranteed that electricity generated with renewable resources will be delivered to their individual meters. Their contributions are given to assist in the development of alternate energy in Iowa and will be spent to deliver renewable energy into the Corn Belt Power system from which the member-owners’ electric cooperatives receive power.

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Published monthly by
Raccoon Valley Electric Cooperative

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Raccoon Valley Electric Cooperative
(RVEC) is an equal opportunity
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Electric Cooperative**

A Touchstone Energy® Cooperative
Reliable • Affordable • Responsible

Reliable. Affordable. Responsible



Touchstone Energy®

The power of human connections

Automatically Pay Your Bill

With your permission, RVEC is able to have your electric payment automatically withdrawn from your bank account. Our bank will accept preauthorized payments from any bank.

Payments would be withdrawn from your bank account on the 20th of each month. At this time there is no charge for this service. If there are insufficient funds in your bank to cover your preauthorized payment, an insufficient funds processing charge of \$30.00, plus bank charges will be applied. 39.33.02

Please contact RVEC for a preauthorized payment agreement form if you would like your payments automatically withdrawn from your bank account.

RECare

RVEC has established RECare, a program of members helping members. RECare provides funds to be distributed by local community action agencies to help pay winter heating bills and to assist in weatherization of homes of low-income consumers.

You may make a one-time contribution or you may make a monthly pledge that will be added to your monthly electric bill. You may also make a contribution part of a matching fund, if there is a matching fund available. Please inform RVEC as to who will be matching your donation so that the appropriate records may be maintained. Even a dollar a month pledge will help others!

Yes, I want to be part of members helping members and contribute to RECare.

____ I will make a one-time contribution to RECare. My check is enclosed.

____ I will contribute \$ _____ per month to RECare. I understand that this amount will be added to my monthly electric bill.

____ My gift is a matching fund gift. The matching fund is to be matched by:

Name _____

Address _____

City, State, Zip _____

Account No. _____

Spot Your Number

Read Watts Current and watch for your location number. If you spot it, call RVEC by the 20th of the month and you will receive an electrical bill credit for \$25.00.