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IN IOWA



Chariton Valley
Electric Cooperative, Inc.

Your Touchstone Energy Cooperative



APRIL 2017

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Reliability is our daily priority

BY BRYON STILLEY

We know that our member-owners' satisfaction with Chariton Valley Electric Cooperative, Inc., is directly related to the reliability and affordability of the services we provide. The cornerstone of our business model is providing service that meets or exceeds your expectations, which is why reliability is one of our top priorities. In fact, reliability is one of the four key pillars of our overall mission to provide power that is safe, reliable, affordable and environmentally responsible.

Recently, your board of directors and co-op staff filed our annual reliability report with the Iowa Utilities Board for the 2016 calendar year. Each year, maintaining a reliable system takes hundreds of hours of planning, maintenance, inspections and system upgrades. Equally important is our commitment to balancing reliability and affordability with member expectations, which requires a mindset of continuous improvement and looking ahead to anticipate your future needs.



Reliability isn't something that happens by chance. Throughout the year, our distribution and transmission infrastructure – which includes things such as poles, wires, transformers and substations – is subject to many perils. On any given day, ice storms, high winds, tornadoes, squirrels, birds and even errant drivers can interrupt electric service and cause a power outage. We're constantly preparing for the things we can control on our system, such as planned and routine maintenance outages – and also for unexpected outages that are often beyond our control. We set high goals for the reliability and accessibility of the power we provide to you.

Our annual reporting falls into two categories: the **Reliability Plan** and the **Reliability Report**. The Reliability Plan is designed to address what your cooperative is doing to prevent outages on your system, such as tree trimming, animal contact reduction programs and lightning outage mitigation programs. The plan also includes an inspection and maintenance plan, details about how we track and monitor interruptions, and how your co-op plans to communicate its plan with member-owners.

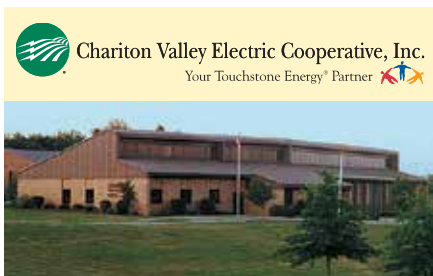
The Reliability Report is designed to show past performance by reporting on three core measures: the System Average Interruption Duration Index, the Customer Average Interruption Duration Index and the System Average Interruption Frequency Index. We include these three indices for each of the past 5 years, and they're calculated both including major events and excluding major events. We use these data points to come up with an Average Service Availability Index, a reliability index commonly used by electric utilities throughout the U.S.

Now that we've crunched the

numbers and analyzed the data, how did we do? We are pleased to report that Chariton Valley Electric Cooperative's overall reliability rate this past year was 99.98 percent, which means that your team has done a tremendous job with our maintenance programs that are in place, including tree trimming, spraying, overhead and underground line patrol, and pole change outs.

As we look at our results we're proud that we've performed well, because we know that you count on us to provide reliable and affordable electric service to your homes and businesses. Looking ahead, we're already planning for your future needs, anticipating the service expectations of the communities we serve. You'll see this in action as we work in your neighborhoods and across the 1,344 miles of line we maintain to provide you with extremely reliable service. ⚡

Bryon Stilley is the general manager of Chariton Valley Electric Cooperative, Inc.



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Website

www.cvrec.com

This institution is an equal opportunity provider.

We accept



CO-OP CONNECTIONS CARD



CVEC members saved more than 55% on prescriptions in March!

Use your Coop Connections Card today to see how much you can save. Check www.connections.coop for all the discounts available in our community and across the country.

The life of a lineman's family

For the entire month of April, we're celebrating National Lineman Appreciation Day. A lineman's job is a dangerous one that requires sacrifice, often at the expense of family.

We proudly recognize and thank all electric linemen for the services they perform around the clock, in often-dangerous conditions, to keep power flowing and protect the public's safety. In addition, we honor the spouses and families who watch the linemen walk out the door, often in severe weather, not knowing when they'll return.

We asked the wives of two of our linemen to share with us, in their own words, what life is like being married to a Chariton Valley Electric Cooperative lineman. CVEC also invites our members to take a moment to thank our linemen for the work they do. Please go to our Facebook page at www.facebook.com/CharitonValley-REC, and follow us on Twitter to show your support at [#CVECLinemenLove](https://twitter.com/CVECLinemenLove) for the men who light our lives. ⚡

"There's a few things I've learned from being a lineman's wife for the last 18 years. I've learned that there is sacrifice for him, for me, and our kids. When you've just sat down at the table for dinner and the phone rings for him to go to work, he goes to work. There have been many dinners missed, ball games missed, and family times missed.

"We once went a week without seeing him, because our community had a terrible ice storm – as well as the time that he was gone for almost 2 weeks, because of the severe ice storm in another state that he went to help with. But he does what he has to do, and we do the same.

"I've learned to not live in fear. I acknowledge every day that he leaves for work, that his job is a dangerous one. But on nights that I watch him leave in the middle of a terrible thunderstorm, my first response is fear – but I pray that God will keep him and coworkers safe and trust that.

"But one of the greatest things I've learned over the years, is that despite the sacrifice and the struggle with fear, I am so proud to be a lineman's wife. My husband works very hard day in and day out, sometimes through the night, to keep peoples' power on. And that makes me proud. We have two teenage sons, and I always tell them that if they just become half as hardworking as their dad, they'll be doing just fine."

Christine DeMoss, wife of lineman Thad DeMoss



"I married into a lineman family. My husband and his brother were linemen. My father-in-law was line superintendent with the trouble phone at his home. I had no idea what these men went through during outages until entering their world! We all learned how to manage phones, ask for map numbers, etc.

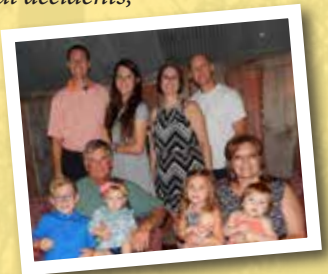
"In Brad's and my 37 years of marriage, I have seen the toughest men weather the worst storms – tornadoes, ice, blizzards and floods – often having to leave for work in the worst part of the storm. These are rare men that love the outdoors, respect nature and have the strongest work ethic of anyone I know!

"As a wife sitting in my warm house, safe from nature's wrath, I cringe when he gets called out in bad weather. They drive through the worst storms to get others' lights on as quickly as possible. I have lived through not knowing when he'll be home or if he's in a dangerous situation. I often will let our family know, 'Hey, Dad's working, so please pray!'

I have seen the results of hard work from the pride in a new build to the sleepless nights from pain or cramping or even injuries. They even stop to help at accidents, often the first on the scene. Then there are the things he misses out on, such as childrens' – and now grandchildrens' – birthdays, ball games and ceremonies just to name a few.

"I could tell so much more but through all this, what sustains us is our faith! God has kept him safe. It's a tough job, but these men are tougher. I am proud and thankful to say I am a lineman's wife."

Terri Sinclair, wife of lineman Brad Sinclair



EDITOR'S CHOICE CONTEST

Win a hybrid transfer pump!

Whether your sump pump is out or you just need to transfer water from one spot to another, the Ryobi Model P750 Hybrid Transfer Pump will get the job done. It runs on AC power or an 18-volt battery pack. For your chance at winning this \$100 pump, fill out the entry form on the *Living with Energy in Iowa* website at www.livingwithenergyiniowa.com by April 30, 2017. ⚡



Statement of Nondiscrimination

This institution is an equal opportunity provider and employer.

Chariton Valley Electric Cooperative, Inc., is the recipient of federal financing assistance from the Rural Utilities Service, an agency of the U.S. Department of Agriculture, and is subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, as amended, and the rules and regulations of the U.S. Department of Agriculture which provide that no person in the United States on the basis of race, color, national origin, sex, religion, age or disability shall be excluded from participation in, admission or access to, denied the benefits of, or otherwise be subjected to discrimination under any of this organization's programs or activities. Any individual or specific class of individuals who feels that this organization has subjected them to discrimination, may obtain further information about the statutes and regulations listed above from and/or file a written complaint.

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Bryon G. Stille
General Manager/CEO



Active participation in your co-op is crucial for its success

In accordance with the Articles of Incorporation and Bylaws of Chariton Valley Electric Cooperative, Inc., the Board of Directors must appoint a nominating committee to select the names of director candidates to be placed on the ballot and voted on at the annual meeting August 7, 2017. The nominating committee will meet April 13, 2017, at 6 p.m. at the office of Chariton Valley Electric Cooperative. The committee shall make a good faith effort to nominate two (2) candidates for each director position to be filled at the 2017 annual meeting.

Directors whose terms expire include:

- **Rebecca DeTar** – District 2
- **Mike Miller** – District 4
- **Richard Welsh** – District 5

If you're interested in serving on Chariton Valley Electric Cooperative's Board of Directors, contact the co-op or any currently seated director. Your information will then be forwarded to the nominating committee for consideration. Additional nominations (nominations not made by the

committee) may be made by written petition with the signatures of any 15 or more members. Bylaws of the cooperative provide that such petitions must be filed by July 10, 2017, not less than 30 days prior to the meeting at which the directors will be elected. Petition forms may be picked up and filed at the cooperative's office.

Every member has the right to vote. To vote in person, attend the annual meeting August 7, 2017. To vote by mail, use the ballot you'll receive with your notice of the annual meeting of members approximately the last week of July 2017.

This is your cooperative, so please exercise your rights as a member to volunteer for the nominating committee and vote during the director elections. ⚡



Rebecca DeTar



Mike Miller



Richard Welsh

Things we see every day often fade from view

*Failure to notice power lines can be a **deadly oversight**.*

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Safe Electricity.org

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