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# Outage Preparedness and Communications

Keeping the lights on in the Copper Valley system can be a delicate balancing act. While the CVEA team does everything possible to deliver your power through safe, reliable, cost-effective means, the co-op cannot guarantee 100 percent uninterrupted power, especially considering the difficulties encountered in CVEA's challenging service territory.

Let's face it, there is no good time for a power outage. Outages not only leave you in the dark, but can disrupt communications, businesses and services, cause food spoilage, and even prevent the use of medical devices. For these reasons, it is critical for members to be prepared. Below are some basic tips to help you:

- Have flashlights ready in multiple, easily accessible locations around your home or business; LED flashlights are great because they last much longer
- Have plenty of fresh, spare batteries for your flashlights and other devices
- Have emergency candles and plenty of matches
- Have a battery operated or hand crank radio available
- Store foods that do not require refrigeration and require very little warming or cooking
- Have other means to prepare food such as a grill and grill supplies, a camping stove, or an open fire
- Have a manual can opener for opening cans of food; if you are a coffee drinker, have a french press available
- Keep your cell phone, iPads, and laptops fully charged; also have battery chargers and car chargers ready and accessible
- Keep your automobile's fuel tank at least half full
- Know how long refrigerated medications can be stored at higher temperatures and have a plan for alternate refrigeration for medications critical for life
- Keep frozen containers of water in your freezer; this will help keep food cold longer if power goes out
- Keep a supply of books, board games, playing cards and other items to stay entertained
- Sign up for local alerts
- Keep extra blankets or sleeping bags handy for warmth during

the winter months

- Have CVEA's emergency contact information available

In addition to these common preparations, some members, particularly members that use special healthcare equipment, like oxygen generators or dialysis equipment that require power, should notify CVEA in advance. CVEA maintains a life support list that will flag your account in CVEA's system as critical in the event of an outage or emergency. Special consideration and notice is given to members on this list. To be added, a simple form is required. Please contact your local office to make these arrangements.



### Outage Communications

CVEA understands that members are interested in information regarding outages, both in real-time and post-outage. The Cooperative is committed to providing members outage information. Currently CVEA provides updates during outages and additional details are provided on [cvea.org](http://cvea.org) and through other media channels after outages.

CVEA reports real-time outage information under the following circumstances:

- For district or system-wide outages expected to last more than 1 hour
- For major distribution feeder outages expected to last more than 2 hours
- For any outage affecting more than 10 customers expected to last more than 2 hours

Please note that members should not expect real-time outage information if an outage does not meet the criteria above. It is CVEA's priority to provide real-time outage information during extended outages so members can prepare their homes, businesses, and families to be without power for lengthy periods of time.

We ask that members recognize the Plant Operator's FIRST priority is to assess the situation and develop a plan to get the lights back on. The process includes locating the cause of the outage, calling appropriate personnel, bringing additional generation online as necessary, and energizing distribution lines to restore service to customers.

Depending on weather, time of day, cause and location, these activities can take minutes or hours, therefore this information is not always available immediately. CVEA provides updates as soon as information is available, so if you don't see it initially, please be patient and check back.

CVEA reports real-time outage updates in a variety of ways to ensure all members have access to current information. Members can call the after-hours emergency voicemail system at 1-866-835-2832; real time information is updated on the voicemail message system for those calling in. Members can visit the CVEA Facebook page, where current information is posted throughout the outage, or members can visit [cvea.org](http://cvea.org). Facebook updates can also be viewed through a feed on the homepage. Additionally, scheduled outages are noted on the outage communications page at [cvea.org](http://cvea.org).

CVEA members can find monthly outage information just one click away; information is gathered on the number of outages by month and by cause. Interested members are encouraged to visit [cvea.org](http://cvea.org) and click the Outage Communications link under Quick Links on the homepage.

If you have questions regarding outages or any other CVEA issue, please contact Sharon Scheidt, CVEA Director of Communications, at 907-255-1425, or [sscheidt@cvea.org](mailto:sscheidt@cvea.org). ■



## Thankful for Energy Savings This Holiday Season

The holiday season is just around the corner, and soon festive music will flood the airwaves, sparkling lights and decorations will adorn homes and businesses, and good tidings will abound.

The holidays also bring a frenzy of decorating, cooking and family gatherings, and amid the hectic hustle and bustle, you may receive higher-than-usual energy bills.

### **Be festive without breaking the bank.**

Many people bring Christmas decorations out faster than they can finish the Thanksgiving turkey. If holiday lights adorn your home for well over a month, it is a good time to make the switch to LEDs and save energy.

LED holiday lights use 88% less energy than incandescent holiday lights. To put that into perspective, the Department of Energy estimates that with standard holiday decorations, LED lights typically increase energy bills by about \$5 to \$7. But with incandescent lights, energy bills will typically increase by \$33 or more.

For homes that go above and beyond with incandescent holiday lighting (think Clark Griswold), energy bills could increase by as much as \$350. Beyond energy savings, LEDs provide additional benefits, such as being shock-resistant, shatterproof and cool to the touch, making them safer for the home.

You can also lower energy use by conveniently managing holiday lighting. Smart light timers can help you save energy by connecting to a smart phone app or voice assistant to program lights to turn on and off at set times.

If you do not use smart home technology, you can still save energy by using traditional timers.

Additional easy ways to save during the holiday season include turning off overhead lights and using your Christmas tree to illuminate your home. If you have a fireplace, remember to close the flue when you are not burning a fire to ensure heat does not escape through the chimney.

### **Cook up energy savings in the kitchen.**

If you plan to have family and friends over this holiday season, you can cook up energy savings by using small countertop appliances like microwaves, air fryers and slow cookers when possible, as they use much less energy than the stovetop or oven.

When using the oven, bake multiple dishes at once for maximum efficiency. Afterall, it takes as much energy to cook one dish as it does to cook several. Turn the oven off a few minutes before the recipe's end time and allow the residual heat to finish baking the dish.

Once the food is done, leave the stove door ajar to allow the residual heat to warm the room. When using the stove top, match the pan size to the burner to maximize the stove top's efficiency.

Hopefully, a few of these tips will be helpful as the holiday season approaches.

For other energy savings, visit [cvea.org](http://cvea.org) or call the local office. With a little planning upfront, you can find efficient ways to save on everything from holiday décor to your favorite soup recipes. From your family at CVEA, have a wonderful holiday season. ■

# CVEA Community Foundation Nonprofit Contributions



The CVEA Community Foundation (Foundation) was created to help the cooperative do more for the communities it serves. The Foundation provides scholarships for students and contributions to educational, scientific, and charitable organizations in our communities. The Foundation is funded by capital credits that have escheated back to CVEA and generous donations from CVEA members.

Annually, the Foundation awards thousands of dollars in educational scholarships, as well as scholarships for students to participate in industry youth leadership programs like the Idaho Youth Rally.

Each year the Foundation contributes funding to local nonprofit organizations looking to fund new or expanding programs that meet the Foundation's contribution guidelines.

In 2023, the Foundation Board of Directors awarded \$28,761 to fund 19 local nonprofit organizations serving CVEA communities. Congratulations to all of the organizations receiving funding this year and thank you for all you do for the members of CVEA.

The Foundation Contribution Season begins in July, applications are due in August, contributions are announced in October, and checks are typically distributed in November or December. Local organizations whose missions support educational, scientific, or charitable purposes are encouraged to apply.

The amount available for the 2024 Contribution Season will be announced in June.

- Wrangell Institute for Science and Environment (WISE)
- KCHU
- CRB Child Advocacy Center
- Copper River Watershed Project
- HHES 5th Grade Field Trip
- Copper Valley Community Library
- Glennallen Elementary K-3 Reading Program
- Copper River EMS
- Valdez Museum and Historical Archive
- Valdez Adventure Alliance
- Valdez Avalanche Center
- Copper River Hockey Club
- Valdez Senior Center
- Valdez High School National Close Up
- Glennallen Nordic Ski Booster Club
- Valdez Youth Wrestling Club
- Glennallen Activities Booster Club
- Valdez Food Bank
- Cancer Kindness

For additional information regarding the Foundation or the annual Contribution Season, please contact Sarah Jorgenson-Owen at [sjorgensonowen@cvea.org](mailto:sjorgensonowen@cvea.org). ■



# Decorate Safely This Holiday Season

According to the National Fire Protection Association, 860 home fires caused by holiday decorations occur each year. An additional 210 home fires are caused by Christmas trees per year. Follow these steps to ensure you decorate your home safely during the winter holidays.

- Make sure all extension cords and electrical decorations are marked for proper use
- Outdoor electrical lights and decorations should be plugged into circuits protected by Ground Fault Circuit Interrupters (GFCIs)
- Inspect all lights, decorations, and extension cords for damage before using
- Exercise caution when decorating near power lines. Keep yourself and your equipment at least 10 feet from power lines
- Turn off all indoor and outdoor electrical decorations before leaving home or going to sleep
- Avoid overloading electrical outlets with too many decorations or electrical devices. They can overheat and cause a fire
- Never connect more than three strings of incandescent lights together
- Water your Christmas tree daily
- Keep all decorations at least 3 feet away from heating equipment or an open flame
- Purchase electrical decorations from reputable retailers and that are approved by a national recognized testing lab such as UL, Intertek, or CSA

*The Electrical Safety Foundation (ESFI) is the premier non-profit organization dedicated exclusively to promoting electrical safety at home and in the workplace.*

# IN THE RIGHT *light*

## DECORATE YOUR HOME SAFELY DURING THE HOLIDAYS:

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**Outdoor electric lights and decorations** should be plugged into circuits protected by **ground fault circuit interrupters (GFCIs)**



**Inspect** all lights, decorations, and extension cords **for damage before using**



**Exercise caution** when decorating near power lines. Keep yourself and your equipment at least **10 feet from power lines**



**Turn off** all indoor and outdoor electrical decorations **before leaving home or going to sleep**



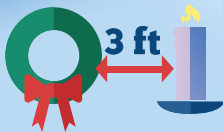
**Avoid overloading electrical outlets** with too many decorations or electrical devices. They can **overheat and cause a fire**



**Never** connect more than **three strings of incandescent lights** together



**Water** your Christmas tree **daily**



Keep all decorations at least **3 feet away from heating equipment or an open flame**



**Purchase electrical decorations from reputable retailers** and that are approved by a national recognized testing lab such as **UL** (Underwriters Laboratory), Intertek (**ETL**), or Canadian Standards Association (**CSA**)

FOR MORE INFORMATION ON ELECTRICAL FIRE PREVENTION VISIT [WWW.ESFI.ORG](http://WWW.ESFI.ORG)

**PLEASE SHARE THIS FREE RESOURCE TO SAVE LIVES**



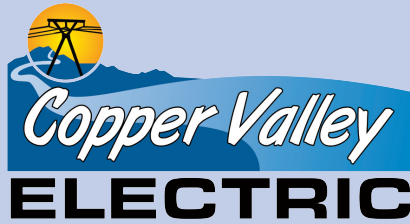
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P.O. Box 45  
Glennallen, AK 99588  
www.cvea.org

**Copper Basin District**  
907-822-3211

Mile 187 Glenn Hwy.

**Valdez District**

907-835-4301

367 Fairbanks Dr.

**After hours outage line**

866-835-2832

#### Important Dates

##### November

**CVEA Board Meeting:** The November meeting of the Board of Directors is 10 a.m. Thursday, November 16, 2023, in Valdez

**CVEA Offices Closed:** CVEA will be closed Thursday, November 23, for the Thanksgiving holiday

##### December

**CVEA Board Meeting:** The December meeting of the Board of Directors is 1 p.m. Thursday, December 21, 2023, in Glennallen

##### Holiday Office Closures

**CVEA Offices Closed:** The CVEA offices will be closed Monday, December 25 and Tuesday, December 26, 2023, for the Christmas Holiday, and Monday, January 1 and Tuesday, January 2, 2024, for New Years

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## Beware of Scams During the Holidays

Unfortunately, in today's world scams are inevitable. Scammers can threaten you with everything from legal action involving the IRS to turning off power to your home.

Utility scams often involve an individual or group posing as an employee of your electric cooperative. Scammers may use threats and urgency to pressure you into giving them your bank account number or loading a prepaid credit or debit card. Don't fall victim. Understand the threats and know your best course of action.

If someone calls your home or cell phone demanding you pay your electric bill immediately, gather as much information as you can from that individual, hang up and contact the local authorities. CVEA will never ask you to offer up personal finance information over the phone. If you have any doubts about your utility bill, contact CVEA either in person, or over the phone at 907-822-3211 in the Copper Basin, or 907-835-4301 in Valdez.

If someone comes to your home claiming to be an employee of CVEA that needs to collect money or inspect parts of your property, call the Co-op to verify they are an employee. If they are not, call local authorities for assistance and do not let the individual into your home.

There are other types of scams consumers should watch out for as well:

- Government agencies like the IRS will never call to inform you that you have unpaid taxes or other liens against you
- If you receive an email from an unknown sender riddled with spelling errors or typos, or an email threatening action unless a sum of money is paid, just delete it
- Other emails may appear they are being sent by someone you know and sound real; pay close attention, if it sounds abnormal, talk to the person you believe sent it to you
- If someone calls your home claiming to have discovered a virus on your computer, hang up, this caller's intent is to access personal information you may be keeping on your computer