

## IMPORTANT OUTAGE REPORTING INFORMATION

**If you have an outage, please call 715-239-6800 or 1-800-300-6800.**

### Following are steps to take when your power is out:

1. Check to see if electricity is off over your entire premises.
2. Check to see if there is power to your meter by physically walking out to your meter(s). If your meter is a digital meter and no numbers are displayed, then your power is out and you need to contact Chippewa Valley Electric Cooperative. If numbers are visible on the display screen it is not a Chippewa Valley Electric outage; it is a problem on your end and your responsibility.
3. If you have a circuit breaker system, check that the breaker is not tripped. Push handle to "Off" position before flipping it to the "Reset" position. Be sure to check all breakers wherever they are located.
4. Check if fuses are blown and that they are secured in the holder.
5. Check with your neighbors to see if they have electricity. Knowing the extent of the outage will help find the reason faster. If the meter has a digital display, then you have power to the meter and the problem is within the consumer's electrical wiring; an electrician will need to be contacted to fix any problems on the consumer's side of the service.
6. The cooperative is allowed to perform service up to the meter. Any wires from the meter to your buildings belong to you and their repair are your responsibility. In most instances when the damage is to your wires, it is best to contact an electrician in your area.
7. When you've determined the outage is not on your wires, call the cooperative and give the following information:
  - Your name and the name of the person who is receiving service at the location. (Many times we will receive a call from someone other than the person whose name the service is in and it is impossible for us to locate the outage.)
  - Your Chippewa Valley Electric account number. The account number is listed on the left side of your monthly billing invoice.
  - Cause of the outage, if known. This will assist the crews in locating the problem and restoring the electricity.

### To Report Outages:

Call 715-239-6800 or 1-800-300-6800  
(Answered 24 hours per day – 7 days a week)

**Please Note: A \$100 fee will be assessed if a crew is dispatched to the service site and the outage is found to be a consumer electrical wiring problem.**

\*Please inform us of anything you might have heard or observed that may be related to the outage, such as a pop at the transformer, a line down, etc.

During large storms/outages you can be assured that we get our crews out to get your power on in a timely and safe manner. In addition, during these heavy storms with widespread outages, we staff the office to take the large volume of calls.

Chippewa Valley Electric Cooperative's goal is to do our best to keep your lights on; unfortunately, power failures do occur. There could be several reasons for power interruptions. The cause may be something external, on the cooperative's side of the meter. The function of an electric transmission and distribution system is vulnerable to a variety of conditions as well as the weather. At times an outage is caused by a tree that fell into the power line during a storm, maybe an unfortunate creature such as a bird or squirrel created a short on the line, or someone dug through buried cable. These are just a few examples of things that may cause a temporary interruption in your electric service.

In addition, electric interruptions may be a problem within your own home. It is necessary that certain steps be taken prior to reporting a power outage.

- Check your meter. If you have a digital meter and there are digital numbers on the front, it is not a CVEC outage; it is a problem on your end and your responsibility.
- Check the fuses or circuit breakers in your home.
- Check with your neighbors to see if they are also out of power.
- Call to report the outage. ■



Left to right: Dan Ferris, Keith Zimmerman, and Nic Alberson were recognized for achieving journeyman lineworker status at a recent conference in Stevens Point.

## Lineworkers Achieve Journeyman Status

Three Chippewa Valley Electric Cooperative lineworkers—Nic Alberson, Dan Ferris, and Keith Zimmerman—were recognized as achieving journeyman lineworker status at a special banquet during the MEUW/REC Joint Superintendent's Conference on January 17. The conference is held annually in Stevens Point.

To achieve this status, they attended class at Chippewa Valley Technical College for four weeks per year for four years, in addition to continual on-the-job training.

Keith joined CVEC on April 4, 1988, Dan joined CVEC on December 16, 1991, and Nic joined CVEC on January 5, 2009. All three are journeyman lineworkers.

Congratulations to all three for their professional achievements. ■

## 2013 Incentive and Rebate Program

### More for YOU: This Year's Rebate Budget Increased by 16 Percent

As cooperative organizations working to improve the quality of life for consumers, Chippewa Valley Electric Cooperative and our wholesale power supplier, Dairyland Power Cooperative, have a proven track record for providing valuable incentives to members participating in energy efficiency programs and conservation measures.

Through Chippewa Valley Electric and Dairyland's system-wide incentive and rebate program, you can save money and energy every month of the year. Together we offer a significant rebate and incentive program for residential and commercial/industrial members.

The goal of the incentive program is to encourage consumers to make wise choices regarding energy efficiency in their homes and businesses. We do this by providing rebates or other monetary incentives depending on the product or energy efficiency measure implemented.



#### What's in it for You

The 2013 incentive and rebate program is more inclusive than ever, with a 16 percent increase in budgeted rebates. Included in the program are incentives and rebates for lighting, water heating, ENERGY STAR appliances, recycling, conservation, audits and assessments.

The program is varied to include all member lifestyles. Incentives include such options as cash in your pocket for recycling that old refrigerator, freezer or window A/C unit

and rebates for items ranging from select CFL or LED lamps to major home, commercial or agricultural heating and cooling investments.

Again, the emphasis is on providing the education, incentives and tools to help you make your home or business more energy efficient. As one example, a member who pays for a \$250 energy assessment

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## Chippewa River Forest Management Custom Rebate Awarded

Chippewa River Forest Management (CRFM) is a commercial account served by Chippewa Valley Electric. CRFM makes wood chips for a local mill and recently expanded its operation. The expansion included an upgraded 3-phase 1,000 KVA electrical service to support, in addition to other loads, two 300 HP motors.

Each of the 300 HP motors is equipped with a Variable Frequency Drive (VFD). In addition to extending the life of the motor(s), the VFD minimizes the impact on CVEC's system. It is for this reason CVEC, through its power supplier, Dairyland Power Cooperative (DPC), offers rebates for VFDs.

Because of the scope of the project, Chippewa Valley Electric approached DPC on behalf of Chippewa River Forest Management to consider a custom rebate.

After some discussion, DPC offered a rebate of \$10,450. ■



Rod Patten, CVEC operations manager, presenting the rebate check to Ken McIntyre.

## 2013 Rebates and Incentives

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and then makes efficiency improvements equal to at least that same amount can request a rebate of \$250.

### New Year, New Ways to Save

Following are just some of the rebates that have been added or increased as part of the 2013 program. For criteria on specific offerings, please see Chippewa Valley Electric's website ([www.cvecoop.com](http://www.cvecoop.com)) or call the office at 715-239-6800.

- **Compressed air audit:** Rebate half the cost up to a maximum of \$500.
- **Touchstone Energy Home Program:** Rebate \$500 for new homes meeting specific guidelines.
- **Geothermal Heat Pump** rebate increased from \$200/ton to \$300/ton
- **Air Source Heat Pumps** rebate increased from \$120/ton to \$150/ton

For **2013 Rebates and Incentives Forms**, go to Chippewa Valley Electric Cooperative's website [www.cvecoop.com](http://www.cvecoop.com) or call 715-239-6800. We can answer your questions about program eligibility and guide you through the rebates and incentives offered for homes or businesses.

## The Fine Print

To participate in Chippewa Valley Electric's current energy efficiency rebate and incentive program, you must be a co-op member and products and services must be purchased and/or installed between Jan. 1 and Dec. 31, 2013. Co-op members must provide receipts and submit them to Chippewa Valley Electric along with the program application. A few areas require additional eligibility, which is presented in the rebate forms.

The incentive program is updated annually to include modifications based on need, technology and regulatory changes.

## Results Good for Your Wallet & the Planet

Energy conservation not only helps members save money but also minimizes the environmental impact associated with the generation of electricity. The multiplier effect to each individual effort is a reduced need for new generating facilities overall.

Based on 2012 incentive program results, consumers like you in the Dairyland system who participated in the program **saved over 18 million kilowatt hours** — enough to power nearly 2,000 homes for a year. ■

**Did you know?**  
Lighting accounts for approximately 12 percent of your monthly electric bill.

# Statement of Nondiscrimination

Chippewa Valley Electric Cooperative is the recipient of Federal financial assistance from the U.S. Department of Agriculture (USDA).

The U.S. Department of Agriculture (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 belief, 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).

The person responsible for coordinating this organization's nondiscrimination compliance efforts is Todd Howard, President/CEO of Chippewa Valley Electric Cooperative. 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 (800) 795-3272 (voice) or (202) 720-6382 (TDD). USDA is an equal opportunity provider, employer, and lender.

# Commitment to Community Programs

For the program period January 1, 2012 through December 31, 2012, our utility offered the following Commitment to Community Programs:

## Low-Income Program

Chippewa Valley Electric Cooperative collects Commitment to Community funds in accordance with current regulations and then sends funds quarterly to the Wisconsin Department of Administration.

## Energy Efficiency Programs

Chippewa Valley Electric Cooperative collects Commitment to Community funds in accordance with current regulations and offsets the cost of the following energy programs:

1. **Energy Sense Heating & Cooling Incentive (Dual Fuel) Program**
2. **Water Heater Load Control Program**
3. **Lighting Incentive Program**
4. **Appliance Incentive & Customized Large Farm/Business Programs:**

Details on the different programs, possible savings, rebates, and credits are available online ([cvcoop.com](http://www.cvcoop.com)) or at the office. Audited reports of revenues and expenditures are available for member review at office. Procedure to review: Written request with member number, no longer than a three-day wait, and proper identification at time of review.

## Med-A-Lert *in case of emergency*

Med-A-Lert is the dependable 24-7 Personal Emergency Reporting System from Chippewa Valley Electric Cooperative, that helps you and your Loved Ones achieve quick access to HELP IMMEDIATELY.

With a touch of a button on your lightweight pendant, belt clip, or wristband, a trained monitoring center dispatcher will respond immediately, analyze the call, and contact your predetermined responder(s), and/or send medical assistance if needed.

**Call Today**  
**715.239.6800 800.300.6800**



**Med-A-Lert**  
Only \$25\* / mo.  
plus nominal one-time installation fee of \$35  
\*3 month minimum basic service



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