Imagine the view of the Rappahannock Electric Cooperative (REC) service territory from high above the power lines in the sky. Throughout REC’s service territory there are nearly 400 miles of transmission and subtransmission lines that are patrolled annually by helicopter.

Many of these miles of line are “cross-country,” not easily accessible by state road, or seen during normal travels. Current practice is to patrol these lines from the ground between January and April. REC district employees perform these patrols using trucks, 4-wheelers, a swamp buggy, or by foot. Aerial patrol is performed by contractors in the fall between September and October.

(continued on page 4)
WHEN STORMS MOVE THROUGH THE REC SERVICE TERRITORY LEAVING MEMBERS WITHOUT POWER, THE COOPERATIVE IS DEPENDING ON YOU TO COME IN TO WORK. TAKES THE STEPS YOU CAN NOW TO PREPARE YOUR HOME AND FAMILY FOR POTENTIAL POWER OUTAGES THAT WILL REQUIRE YOU TO HEAD INTO WORK.

“DURING A MAJOR OUTAGE SITUATION, IT’S TYPICALLY ALL HANDS ON DECK FOR EVERYONE AT REC,” SAID MAXIE ROZELL (FB). “THAT’S WHY I URG FOR ALL EMPLOYEES TO TAKE THE SAME STEPS TO PREPARE FOR POWER OUTAGES THAT WE EDUCATE OUR MEMBERS TO TAKE. WE WANT YOU TO BE ABLE TO FOCUS ON THE TASKS AT HAND HERE AT WORK AND YOU CAN DO THAT BEST WHEN YOU HAVE TAKEN CARE OF EVERYTHING AT HOME IN ADVANCE.”

**Follow these tips to prepare for power outages:**

**Assemble an emergency storm kit containing:**
- Flashlights and fresh batteries.
- Battery-powered radio or TV and extra batteries.
- Land-line phone with cord (cordless phones require electricity).
- Battery-powered or windup alarm clock.
- Supply of bottled water (one gallon per person per day).
- Non-perishable foods that require no heating.
- Blankets, bedding or sleeping bags.
- First-aid kit and prescription medications.
- Hand-operated can opener.
- Special items for infants, the elderly or family members with special needs.
- A variety of hand tools.
- List of emergency and REC phone numbers.
- Identification and copies of important family documents in a waterproof container.
- Cash (ATMs may be unavailable).

**Develop and practice your emergency plan with everyone in your house:**
- Discuss what to do in case of an emergency.
- Instruct family members to bookmark REC’s Outage Center on their smart devices.
- When there is impending dangerous weather, fill your bathtub with water if your supply depends on electricity.
- Make sure your and your family members’ cell phones are charged.
- Protect and unplug electronic equipment.
- If someone relies on life support equipment, identify an alternate location with power where they can go during an outage.
- Fill up your and your family members’ vehicles with gas in the event that you need to evacuate or relocate to another area; and if you use a portable generator, fill up fuel cans.
Congratulations to REC’s 2015 Safety Slogan Winner – WESLEY BARNES

Wesley Barnes (FB) is the lucky winner of REC’s recent Safety Slogan contest. His winning slogan is “Do It SAFE or Don’t Do It!” For submitting the winning contest entry he will receive his choice of a new REC logo item from Lands’ End.
REC began using helicopters for aerial patrols in 1995. Prior to that, fixed-wing aircraft were used. Bob Dustin (FB) said, “We use helicopters to conduct aerial patrols to identify potential and actual problems so that we can take corrective action before those problems affect service reliability to our members or create hazards to the general public.”

By helicopter, the 400 miles of line can be patrolled in less than a week. According to Bob, it provides a better vantage point for some concerns, such as conditions of the top of the pole and top side of crossarms.

“Our most recent aerial patrol discovered a climbing tree stand attached to the base of a pole,” said Bob. “We knew this meant someone had intentions to ascend the pole for a chance at a deer. As soon as we received the report from the helicopter contractor, district personnel addressed the issue.”

The district operations and construction teams create work requests to address the problems found after aerial patrols are complete. Bob explained, “One of the advantages of using a helicopter is that if a problem requiring immediate attention is discovered, the helicopter crew can quickly land and contact our dispatch team so that crews can be dispatched immediately.”

REC uses aerial patrol and ground patrol as techniques to discover problem areas or potential problem areas. These techniques combined with system improvement projects and regular maintenance work conducted throughout the year leads to the delivery of reliable electric service to the members of REC.
Members want their electricity to be readily available. In order to maintain the delivery of reliable electric service, REC utilizes a Network Management System (NMS) so that when power outages occur information is managed leading to the quick and safe restoration of power. REC’s new NMS system is web-based. Brent Hart (FB) said, “Right from the start, the end-user experience has been greatly improved. Moving into a web-based system provides the user the ability to set up the environment to suit their own needs. Each operator can set their workspace how they want to see the incoming data. If the operator has to move to a district office to work a storm, they are able to see the workspace setup the same as if they were in their office.”

**NEW FEATURES:**
1. Individualized workspace configuration
2. Faster system response
3. The ability to ping meters by device to assist in outage analysis
4. View-only capability
5. Expanded search capabilities
6. Re-tooled data visibility in Web Call Entry

**Goodbye OMS, Hello NMS**

In late 2014, REC began emailing animated video explanations to members whose bills have changed by $10 or more from the previous month. Watching the brief video is a quick and easy way to learn why the bill amount is different. Understanding the busy lifestyle many REC members lead, REC is providing the bill explanation in a manner better suited for today’s busy, mobile lifestyle.

“I just want to share that your new ‘energy analysis’ email links are a tremendous service,” said Robin S. (an REC member from Beaverdam). “It really helps to have a cost breakdown on what aspects of energy usage change my monthly electric bill. I REALLY like this offering and hope you continue it! It is very reflective of the Co-op brand!”

The short video explanation is created using computer-generated imaging. The email messages are timed to arrive about the same time as the monthly electric bill. Each message is tailored to the individual member based on their specific energy use patterns.

To produce these videos, REC partnered with Apogee Interactive. This same company created the Home Energy Suite calculators that members can access on www.myrec.coop.

**Members Can Now Chat Online with REC**

Before 2014 ended, REC added a new feature to the www.myrec.coop website. Now, members who prefer to communicate using web chat, can do so directly with member services representatives from the Cooperative.

The web chat feature is located in the top right corner of every page on the REC website. A chat bubble icon appears when a member services representative is available to chat. When a representative is not available the chat bubble changes to an email icon giving the member the opportunity to directly email their question to REC.
In early 2013, the engineering department was busy reviewing bids for the construction and delivery of a mobile substation that would improve service to REC’s members. Several proposals were submitted by companies from across the country and around the globe. Like an insurance policy on wheels, these mobile units are an essential piece of equipment in times of maintenance or catastrophe at a standard substation. They can be on-site in just hours, temporarily filling the role of a lost substation in order to supply hundreds or even thousands of members with electricity. Mobile substations have risen in importance after the transformer shootings at Pacific Gas and Electric’s Metcalf Road substation in California, which caused roughly $15 million in damage and knocked the station offline for a month.

REC’s particular need was for primary voltage of 138 kV with a secondary dual voltage of 34.5/13.2 kV and a 35 MVA power rating. The substation was designed to be used in the Blue Ridge district which is a 138 kV system, while the legacy territory is 115 kV. Leading the project was Sam Wilson (FB), REC’s director of substation and transmission engineering. Sam was presented a competitive bid by Efacec, a Portuguese company with its North American operations based in Norcross, Ga. After agreeing to terms and conditions, REC placed its order with Efacec and, with the help of a consulting firm, began its collaboration on the project.

Efacec employed its manufacturing facility in Porto, Portugal, to build the mobile substation, allowing the energy solutions giant
to use economies of scale to offer the most competitive pricing to REC. The unit consists of three trailers. The substation’s high side, where power enters the station at 138 kV, is on its own trailer. The 35 MVA transformer, is on a second trailer. The low side, where power leaves the substation for distribution, is situated on a third trailer that weighs 186,000 lbs. In all, the entire system weighs 190,000 lbs.

As with all mobile substation purchases, inspection and testing were required before REC would sign off on the build and take ownership. Sam traveled to Portugal for the core and coil inspection, the transformer testing and finally in November 2014 with Kevin Smelser (BR), substation foreman, for the final inspection. With all testing and inspection completed, the trailers were sent to Spain where they were loaded on a trans-Atlantic freight ship for a multi-week journey to a harbor in New York. The transformer trailer’s route from New York to Virginia was extensively examined and required permitting from several state departments of transportation because of its tremendous weight.

“Seeing the substation completed and ready for transit to the United States was the most satisfying part of this project,” said Sam. “It arrived at Kline’s Mill substation in late December, so it was like a 70-ton Christmas present for Kevin!”

View additional photos on the homepage of REC-FYI.
On Jan. 15, employees and board members from REC attended the Virginia Legislative Appreciation Banquet, one of the premier legislative events of the year. This event is hosted by the Virginia Agribusiness Council. Nearly all of the 140 members of the Virginia General Assembly attended, as well as many members of the governor’s cabinet and administrative staff.

REC employees and board members were encouraged to remind legislators who attended the banquet of REC’s mission of providing reliable, affordable, and environmentally sound electricity, and to explain it requires balancing competing interests to achieve all three goals. They also reminded legislators of REC’s not-for-profit business model and the unique challenges of serving sparsely populated areas.


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Paul Gillespie Teaches DIY Home Energy Efficiency Inspection

Paul Gillespie (FB) was recently featured on the Culpeper cable television show airing on Virginia Living TV, “Today with Tammy.” During this one-hour program, Paul conducted a home energy inspection, which explained to members how energy advisors determine the energy efficiency of a home, as well as steps people can take to improve home energy efficiency. Watch the program here: http://vimeo.com/115432186

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Restrictions:
- 10% Cap
- Modified T.I.E.R. greater than 1.5 after payout
- Total payout cannot exceed General Retirement of Patronage Capital paid to members

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2015 kpi goals

2015 Goals

2014 Goals
On The Move

Barbara Boughton (BR), from supervisor of Customer Service/Field Operations to field engineering supervisor

Ronald Flores (BR), from customer service rep/Home Resources coordinator to field engineering rep II

David Smith (CU), from lead lineman to line foreman

Jeff Colvin (CU), from lead lineman to line foreman

Leo Radkowski (FB), key account executive and energy services coordinator in Fredericksburg

Retirements

Goodbye Garry!

Garry McGhee (CU), joined the Cooperative after working for many years at Allegheny Power (AP). When 50,000 Allegheny Power customers were merged with members of REC, Garry was one of the many talented AP employees who joined the REC workforce. Garry was one of them. In 2010, he took a lead role as a line foreman in REC’s Culpeper district. He held that position until he retired in Dec. 2014. We wish Garry the best in his retirement. He will be missed.

Goodbye Carroll!

In 1973, Carroll Blake (LMIT), came to REC and stepped into the start of his career as an apparatus technician. His career changed direction and working with computer technology became his primary responsibility.

After spending a few years as the apparatus technician with field engineering, his career path changed. Because of the skills and abilities he acquired through training programs, he switched departments and began working in the data processing department where he was promoted to programmer, programmer/analyst, system administrator/analyst, and then supervisor of systems operations. When REC began to outsource the management of its technology resources, Carroll was at the front line with the predecessors of LMIT. He worked as the operations and technical services supervisor with Intellisource, he was a project manager with ACS, and when he retired from LMIT he was the manager of operations.

Herman Abinette (LMIT) said, “With Carroll, this was more than just a job – it’s the relationships he built over time that are just as important.”

“Nobody cares more about REC, its people, and his Lockheed Martin teammates than Carroll Blake – we’ll miss him greatly,” said Marc Seay (LMIT).
**Guard Your Heart**

You put your heart into everything you do. That's why it's so important to pay attention to your heart health. More than one in three adults in the U.S. has at least one form of heart disease. Could you be one of them? Some forms of heart disease can't be prevented, but making healthy choices to improve your odds is important.

**Check for signs of heart disease or heart attack**

You might experience chest pain when you're active, excited or stressed. Sometimes it might show up after you've eaten a big meal or been outside in cold weather. It might feel like weight or pressure, aching, burning or even numbness.

*Other signs include:*

- Pain in your left shoulder, arms, neck, back or jaw
- Shortness of breath
- Irregular, faster or skipped heartbeats
- Weakness or dizziness
- Nausea
- Sweating

You may not have any symptoms at all. If you feel something isn't right, even if you don't have these symptoms, call your doctor.

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**Wreaths Across America**

On Dec. 13, Vikki Bailey (FB) and Karen Smirco (FB) traveled to Arlington National Cemetery along with 25,000 people from all over the United States to volunteer their time in the “Wreaths Across America” event. Christmas wreaths were handed out to the volunteers and laid at the graves of fallen soldiers and other military veterans. This was not just happening at Arlington, but in other cemeteries across the United States honoring the military.

Vikki and Karen say this experience was very humbling, and they were truly honored to be a part of it. It was their way of recognizing those who lost their lives to keep us safe. This year’s event marked the 150th anniversary of the Arlington National Cemetery itself, which enticed more donations to the cause. Enough money was raised to cover over 200,000 graves with wreaths, which arrived in a tractor trailer convoy driven by military supporters donating their time and trucks all the way from Maine.

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**Condolences**

Please keep the following employees in your thoughts and prayers after the passing of their loved ones:

- **Jeff Powell** (FB) whose father, Clyde Hamm, passed away Jan. 13.
- **Jackie Wright** (LMIT) whose father, Mr. Richard Mills (retired BG), passed away Jan. 13. Richard was the former Bowling Green district manager.
- **Carlton Harris** (CU), whose father, Marion Arleigh “Buck” Harris, passed away on Jan. 10.
- **Randy Beazley** (BG) whose mother, Dottie Beazley, passed away in late December.
- **Craig Lewis** (FB) and his family upon the passing of his mother-in-law, Mrs. Dorothy Bruce, in late December.
- **Wanda Brooks** (BG) whose father-in-law, Norman E. Brooks, passed away Dec. 23.
- **Steve Sc阪ankoski’s** (FB) whose father, Al Sc阪ankoski, passed away on Dec. 8.
- **Ricky Bywaters** (BG), whose sister, and Geraldine Bywaters (CU), whose aunt, Mrs. Joan Oliver, who passed away on Nov. 22.
- **Tyler Scott Wright** (FB), whose father-in-law, Mr. Dan Robertson, died unexpectedly in early November.

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**Baby News**

On Sept. 2, Chap Morris (CU) and his wife, Brandie, welcomed their second child, Laureli Gail Morris. Laureli was born weighing 8 lbs 8 ounces. The family, including their oldest son, Will, enjoyed a wonderful holiday together recently.

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200,000

At least 200,000 deaths from heart disease and stroke each year are preventable.

6 in 10

More than half of preventable heart disease and stroke deaths happen to people under age 65.

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Source: Centers for Disease Control and Prevention

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Sources for heart disease and stroke:

- **Heart Disease**
  - More than one in three adults in the U.S. has at least one form of heart disease.
  - Some forms of heart disease can't be prevented.
  - Making healthy choices to improve your odds is important.

- **Heart Attack Symptoms**
  - Chest pain when active, excited or stressed.
  - Pain in shoulder, arms, neck, back or jaw.
  - Shortness of breath.
  - Irregular, faster or skipped heartbeats.
  - Weakness or dizziness.
  - Nausea.
  - Sweating.

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**PowerLines February 2015**
SALSA & MEXICAN DIP

INGREDIENTS:
- 1 small jar salsa
- 2 small cans green chiles, chopped
- 1 (8-oz) can enchilada sauce
- 1 (1.5 oz.) pkg. taco seasoning
- 1 lb ground beef

DIRECTIONS:
Preheat oven to 350 degrees; For filling, combine eggs, corn syrup, sugar, butter, and vanilla; Mix well; Stir in pinto beans; Place the pie crust on the oven rack resting on cookie sheet; Carefully pour the filling into the pastry shell; To prevent overbrowning, cover edge of the pie with foil; Bake on the oven rack resting on cookie sheet; Carefully pour the filling into the pastry shell; To prevent overbrowning, cover edge of the pie with foil; Bake for 25 minutes; Remove foil; Bake for 30 minutes or more and remove pie when knife inserted near the center comes out clean; Cool on a wire rack; Cover and refrigerate within 2 hours; Makes 8 slices.

CORN SALAD

INGREDIENTS:
- 2 cans of whole kernel corn (drained)
- ½ cup of mayonnaise
- 1 cup of cheddar cheese
- ½ red pepper diced or chopped
- * 1 bag of chili and cheese Fritos

DIRECTIONS:
Mix together well and bake for 1 hour to 1 1/2 hours.

EASY MEATBALL RECIPE FOR CROCKPOT

INGREDIENTS:
- 1 large package of frozen meatballs
- 1 cup grape jelly
- 1 jar chili sauce
- 1 Tbsp worcestershire sauce

DIRECTIONS:
Combine ingredients, stir together and turn crockpot on high temperature setting for at least two hours; Stir occasionally.

ONE PAN MUSHROOM ASIAGO CHICKEN

INGREDIENTS:
- 1 lb boneless skinless chicken breasts
- 1 tsp granulated garlic
- salt and pepper
- 1 1/4 cup low-sodium chicken broth
- 1/2 tsp thyme
- 4 Tbsp unsalted butter
- 1 lb sliced mushrooms
- 1/2 tsp salt
- 1/4 cup heavy cream
- 1/2 cup shredded asiago cheese
- parmesan cheese for sprinkling

DIRECTIONS:
1. Cut chicken into roughly 2 inch pieces, salt and pepper to taste and dredge in flour.
2. Place a large skillet over medium-high heat and melt about 2 Tbsp butter. Add as many cutlets as will fit comfortably into the skillet, but be sure not to overcrowd the pan. Sauté for about 10 minutes, stirring occasionally, until the mushrooms are golden brown on the first side, then flip and cook for 1 additional minute. Remove the chicken from the skillet to a plate and cover lightly with foil. Repeat with remaining chicken cutlets.
3. When all of the chicken is cooked and set aside, add remaining butter to the skillet along with the mushrooms and 1/2 tsp salt. Cook for about 5 minutes until golden brown on the first side, then flip and cook for 1 additional minute. Remove the chicken from the skillet into roughly 2 inch pieces, salt and pepper to taste
4. Pour 1/2 cup chicken broth into the skillet and stir to scrape up anything that is sticking to the bottom of the pan. Once the broth has nearly all evaporated, add remaining 1/4 cup chicken broth and thyme. Bring the mixture to a boil, reduce heat to medium and cook for 10–15 minutes at a rapid simmer until the liquid is reduced by half.
5. Reduce heat to medium-low and stir in heavy cream. Sprinkle the asiago cheese over the top of the sauce and stir constantly until the cheese melts. Nestle the chicken back into the skillet and allow it to simmer in the sauce just until the chicken is heated through and the sauce has slightly thickened. Sprinkle with a bit of Parmesan cheese and serve right away, either all by itself, or spooned over pasta or mashed potatoes. Enjoy!
YEAR IN REVIEW: Looking Back at 2014

Through the outstanding efforts of REC employee volunteers, the fundraising efforts of the Blue Ridge, Bowling Green, Culpeper, and Fredericksburg Chapters of Project Big Heart collectively raised over $58,000 since Dec. 1, 2013. Through November 2014, the chapters donated over $64,000 back into our communities.

A SUMMARY OF EACH CHAPTER’S FUNDRAISING ACTIVITIES:

Blue Ridge
The Blue Ridge PBH Chapter raised $11,387 collected through raffles and contests, annual golf tournament, employee contributions, and other donations. The Chapter donated $18,823 to local organizations.

Bowling Green
The Bowling Green PBH Chapter netted $8,803 raised through activities that included their annual golf tournament, a raffle for a jon boat, and employee contributions. The Chapter donated $11,030 to local organizations.

Culpeper
The Culpeper PBH Chapter raised $15,725 through activities that included employee payroll deductions, recycling donations, annual golf tournament, and various raffles. The Chapter donated $10,850 to local organizations.

Fredericksburg
The Fredericksburg PBH Chapter raised $16,381.82 through traditional activities like the annual golf tournament, bowling tournament, aluminum can recycling, and raffles, and events unique to the Fredericksburg office environment such as dress-down Fridays (employee payroll deductions), a chili cook-off, Halloween costume contest, monthly VIP Parking raffles, and Dress Down for Hunger Tuesdays in November. The Chapter donated $23,950 to local organizations.

Correction: In the January issue of PowerLines, we indicated the Fredericksburg PBH supported the Letters to Santa program. However, the Fredericksburg PBH supported the Salvation Army’s Angel Tree program.

FAMILY!
Send your family matters news for the March issue of PowerLines! We print your family announcements, birth announcements, engagements, weddings, children’s accomplishments and more. If you have questions, contact Casey Hollins at chollins@myrec.coop or ext. 5908.

PowerLines is published monthly for employees, their families, board members and retirees of Rappahannock Electric Cooperative.

For news or story ideas, contact:
Casey Hollins ext. 5908
Brian Wolfe ext. 5914
Justin Cruise ext. 5905
The decision has been made. A storm is pending, and it is time for Rappahannock Electric Cooperative (REC) employees to shift into major storm mode. Thank a lineman, and the employees who work tirelessly to maintain the mission of REC. All employees at REC are dedicated to serving our 160,000 members by providing reliable electricity and outstanding service.

“We recognize our linemen this month along with cooperatives across the country,” said Kent Farmer (FB). Our linemen valiantly serve our members by installing electric service, repairing damage after storms, and maintaining the highest standards of safety and professionalism, often putting themselves in harm’s way in order to restore power after outages caused by inclement weather and natural disaster, and always endeavoring to keep the lights on.”

Since January, members and employees of REC have experienced some of the coldest days in recent history. Despite the cold, snow and wind, REC’s electric distribution system was up and working, and so were its employees.

REC member Bridget Coburn said, “The amazing service that REC always has provided in our 14 years here is so appreciated. They are always right on the job whether in this miserable cold or the occasional hurricane to keep their customers juiced and comfortable. A very heartfelt thank you for your hard work and dedication in this terrible cold!”

Continued on page 4
It’s Not Worth the Rash

Learn to Avoid and Identify Poisonous Plants

You don’t have to be a field employee at REC to risk coming in contact with poisonous plants that thrive throughout the Cooperative’s service territory. Many of REC’s employees live in rural areas where they enjoy outside activities. Poisonous plants can inhabit those same places you enjoy and can come in contact with you or your family members.

“We train our employees on the steps to take in the field to prevent coming in contact with a poisonous plant during the work day,” said Maxie Rozell (FB). “Our employees venture into some rugged terrain, so it’s essential for us to train them. But we also want to educate all of our employees so that even when they’re not at work they and their families can learn to prevent contact with poisonous plants.”

Prevention

Prevent contact with poisonous plants by taking these steps:
• If you are working outside, wear long sleeves, long pants, boots and gloves.
  o Wash exposed clothing separately in hot water with detergent.
• Barrier skin creams, such as a lotion containing benzalkonium, may offer some protection before contact.
  o Barrier creams should be washed off and reapplied twice a day.
• After use, clean tools with rubbing alcohol (isopropanol or isopropyl alcohol) or soap and lots of water. Urushiol, the oil that causes the rash, can remain active on the surface of objects for up to 5 years.
  o Wear disposable gloves during this process.
• Do not burn plants that may be poison ivy, poison oak, or poison sumac.
  o Inhaling smoke from burning plants can cause severe allergic respiratory problems.

Plant Identification

The old saying “Leaves of three, Let it be!” is a helpful reminder for identifying poison ivy and oak, but not poison sumac, which usually has clusters of 7-13 leaves. Even poison ivy and poison oak may have more than three leaves, and their form may vary greatly depending upon the species encountered, the environment and the season. Identifying local varieties of these poisonous plants throughout the seasons and differentiating them from common nonpoisonous look-a-likes are the major keys to avoiding exposure.

POISON IVY
• Eastern poison ivy is typically a hairy, ropelike vine with three shiny green (or red in the fall) leaves budding from one small stem
• May have yellow or green flowers and white to green-yellow or amber berries

POISON OAK
• Typically a shrub with leaves of three, similar to poison ivy
• Pacific poison oak may be vine-like
• May have yellow or green flowers and clusters of green-yellow or white berries

POISON SUMAC
• Woody shrub with stems that contain 7-13 leaves arranged in pairs
• May have glossy, pale yellow, or cream-colored berries
How well do you know your Cooperative?

**ANSWER THESE TRIVIA QUESTIONS TO FIND OUT.**

1. What were the names of the two founding Cooperatives that consolidated to form REC?

2. How many employees work at REC?

3. How many Board members represent the members of REC?

4. What is the area that is maintained along the power lines throughout REC’s service territory called?

5. How many counties does REC serve?
When the potential for severe winter weather arises, we ask all employees to respond to an “All Hands on Deck” call to action,” said Ricky Bywaters (BG). “We are grateful for the dedicated employees who work during any weather conditions to exceed our members’ expectations.”

Even when storm conditions shift and power outages are not imminent, employees still respond to the call of duty. REC’s linemen and field employees, as well as contact center representatives, the dispatch team and other employees around the Cooperative usually work during extreme weather conditions.

Bradley Sylvia (BG), a line foreman, said, “One of the hardest things working in the winter is a lot of times it’s not feasible to get a truck off the road and down the line. You end up walking in the snow, five to six spans, about 1,500 feet, carrying your equipment. You’ve got cross arms, wire, your belt hoist – everything you need to put the line back up. It’s a chore just to get to the line, and then you have to make the repairs in the frigid cold.”

Linemen have developed ways to stay warm and avoid frostbite during severe cold weather. “I always keep extra boots, socks and a change of clothes in the truck. When you can’t stand it anymore, you go change into your dry clothes,” Bradley added.

“I remember one of the coldest days, we were working on a pole, and we actually borrowed other people’s gloves,” explained Bradley. “We would put one set on defrost in the truck to warm up, and we would swap the gloves out just to keep warm. We had to do this or else we would have frostbite on our fingers and hands.”

Winter weather not only makes it difficult to work due to the effects extreme cold temperatures can have on the body, but also because of the effects it has on equipment.

“You have to be extra careful because everything is so much more brittle in cold weather,” said Bradley. “Twenty years ago we saw issues with lines sagging due to increases in load. With so much system improvement we’ve been doing in the past 20 years, we have gotten rid of a lot of the issues that caused power outages for our members.”

REC members even recognized the hard work of the Cooperative’s employees in upgrading the distribution system. Ruth Lynch, an REC member said, “Thank you for all the maintenance you do! Never even had a flicker this storm.”
REC members are being invited to join REC for its third annual Get Connected event. This year’s event will take place in the Culpeper district. Members in and around Culpeper will be invited to the Daniel Technology Center at Germanna Community College on May 28.

“Our Get Connected events have become a huge success for our members,” said Ann Lewis (FB). “Many of them have responded by letting us know that attending these events where they can meet employees and representatives from management, learn about the Cooperative, and meet other members has been a positive experience for them.”

The first Get Connected event was hosted in the Blue Ridge district in 2012. The idea was generated to introduce new members to the electric cooperative culture. A year later, events were scaled back and occurred in all three districts in partnership with local fairs.

“The decision to go back to a single event was made after a thorough analysis of member feedback regarding the events,” said Ann. “The results were overwhelming. The larger events hosted by REC were a much more positive experience for our members.”

Get Connected is a great example of “The Seven Cooperative Principles” and the principles of education and community. REC will continue to host this outreach event rotating throughout each district annually.

**Before You Dig**

As springtime weather rolls in, the message “Call Before You Dig” couldn’t be more important for REC employees and members. Before any digging project, no matter how big or small, always call 811 before you dig.

The 811 number is a national line created to prevent people from coming into contact with underground utilities during digging projects. A professional will come to your digging location to mark the areas where public utilities are buried.
More than 150 utility workers from eight states took part in the two-day competition. The only event of its type in the Mid-Atlantic region, the Gaff-n-Go Lineman’s Rodeo offers professional linemen the opportunity to demonstrate their technical skills as they perform a variety of designated electric line-work tasks. Their performances are timed and scored, with safe work practices the most important factor in judging.

REC linemen Bradley Sylvia (BG), Thomas Bailey (BG) and Chris Farmer (BG) finished first out of 21 teams from around the east coast competing in the equipment operator’s rodeo on Friday, while second place went to REC’s team of Chad Foster (BG), Philip Holtzlander (BG) and Jason Morris (BG).

During Saturday’s events, apprentice lineman, Chad Foster (BG), finished fifth overall out of 55 apprentices in the five-event competition.

In addition, Maxie Rozell (FB) co-chaired the Gaff-n-Go Rodeo Working Group of the Virginia, Maryland & Delaware Association of Electric Cooperatives.

“The Gaff-n-Go Lineman’s Rodeo promotes safety and teamwork,” notes Kent Farmer (BG). “The work that linemen do to provide safe, reliable electricity for our members is a dangerous one. By practicing and preparing to compete at the Rodeo, our linemen are further honing their skills to be even more efficient and safe at their jobs.”
Gaff-n-Go Lineman’s Rodeo

Continued from page 6

Congratulations to all of the Gaff-n-Go competitors, their coaches and everyone who supported their efforts leading up to this past weekend’s events!

REC employees Wesley Barnes (CU), Shawn Dixon (BG) and Rodney Taylor (CU) served as volunteer judges. REC’s “Culpeper GrillBillies” team, comprised of Tod Dodson (CU) and Bryan Coffey (CU) took top honors in the inaugural Gaff-n-Grill barbecue competition.

“By practicing and preparing to compete at the Rodeo, our linemen are further honing their skills to be even more efficient and safe at their jobs.”

– Kent Farmer, REC President & CEO
Several apprentice linemen placed in the Top 5 in their competitions:

**CPR with AED**
- 1st Place – Addison Spicer (BG)
- 4th Place – Dillon Sheads (CU)
- 5th Place – Josh Street (BG)

**Open Line, Lift Jumper and Ground**
- 3rd Place – Chad Foster (BG)

**Written Test**
- 3rd Place – Matt Fauver (BR)
- 4th Place – Chad Foster (BG)

**Apprentice – OVERALL**
- 5th Place – Chad Foster (BG)

**Climbing Skills**
- 3rd Place – Brandon Deane (CU), Chap Morris (CU) and Chuck Tippett (CU)

**Bucket Truck Rescue**
- 3rd Place – Chad Foster (BG), Philip Holtzlander (BG) and Jason Morris (BG)
- 4th Place – Thomas Bailey (BG), Chris Farmer (BG) and Bradley Sylvia (BG)

**Digger Derrick and Bucket Truck Obstacle Course**
- 1st Place - Thomas Bailey (BG), Chris Farmer (BG) and Bradley Sylvia (BG)
- 2nd Place - Chad Foster (BG), Philip Holtzlander (BG) and Jason Morris (BG)
- Terex Equipment Rodeo – OVERALL WINNER
- 1st Place - Thomas Bailey (BG), Chris Farmer (BG) and Bradley Sylvia (BG)
- 2nd Place - Chad Foster (BG), Philip Holtzlander (BG) and Jason Morris (BG)

Journeymen also placed in a team competition:

**Climbing Skills**
- 3rd Place – Tod Dodson (CU) and Bryan Coffey (CU)
- 4th Place – Chris Farmer (BG) and Thomas Bailey (BG)

TERC linemen were very successful in the Terex Equipment Rodeo competing among 21 teams:

**Bucket Truck Rescue**
- 3rd Place – Chad Foster (BG), Philip Holtzlander (BG) and Jason Morris (BG)
- 4th Place – Thomas Bailey (BG), Chris Farmer (BG) and Bradley Sylvia (BG)

**Digger Derrick and Bucket Truck Obstacle Course**
- 1st Place - Thomas Bailey (BG), Chris Farmer (BG) and Bradley Sylvia (BG)
- 2nd Place - Chad Foster (BG), Philip Holtzlander (BG) and Jason Morris (BG)
- **Terex Equipment Rodeo – OVERALL WINNER**
- 1st Place - Thomas Bailey (BG), Chris Farmer (BG) and Bradley Sylvia (BG)
- 2nd Place - Chad Foster (BG), Philip Holtzlander (BG) and Jason Morris (BG)
Employees Continue to Exceed Expectations

REC employees work hard every day to exceed members’ expectations and it shows in REC’s American Customer Satisfaction Index (ACSI) score.

Once again, REC reached its Key Performance Indicator (KPI) for member satisfaction. The 2014 target was 82.

“Much of this success can be attributed to listening to members. REC not only provides safe, reliable service, but it also continuously adds value to that service by finding new ways to improve the member experience,” said Todd Jordan (FB).

REC never stops asking its membership questions about what matters most to them. Todd added, “We can’t assume we know what they expect, so we ask through surveys, telephone town hall meetings, focus groups, and daily interactions. Through this accumulation of information we gain insight to member expectations and perceptions.”

It is from survey data that REC takes action. Thinking back on the past two years:

**Members asked for…**

More information delivered to them

**REC Responded…**

- Video Insights on electric bill fluctuations
- Outage Text Alerts (coming soon)
- Monthly emails covering topics that members have specifically requested
- Phone Tree messages advising of planned and emergency outages

**Members asked for…**

Digital interaction

**REC Responded…**

- Social media
- Online Chat
- Online Focus Groups
- YouTube videos about REC, energy efficiency, storm preparation

**Members asked for…**

Tools to better manage their electricity use

**REC Responded…**

- MyUsage

- Online Tools – Billing Insights
- Prepay – greater awareness of usage and NO DEPOSIT!

**Members asked for…**

Information on renewable energy and energy efficiency

**REC Responded…**

- Solar Project
- LED lighting, and tips on being green

This list represents just two years. Imagine the future! REC never stops pushing to improve. The KPI member satisfaction target is 83 for 2015. REC will continue to listen to its membership and take action. There is no limit to what REC can achieve when everyone works together to exceed member expectations.

Much of this success can be attributed to listening to members.

It All Adds Up

**Read the Nutrition Label When Shopping**

The calorie count is near the top of the Nutrition Facts label. It’s important to remember that the calories listed here are only for one serving. The serving size is also at the top of the label and tells you how much one person should have for one serving. Make sure you look at the servings per container. This can be more than one. Let’s say you bought a box of macaroni and cheese with two servings and ate it all in one sitting. You’d have to double the calorie count to get your total number of calories.

Here’s a general guide to calories per serving:

- 40 calories is low
- 100 calories is moderate
- 400 calories or more is high

This guide is based on a diet of 2,000 calories a day. If your daily diet has too many calories, you’re at higher risk for being overweight and obese.

**Some fact and fiction about “healthy” foods**

- You might think a bagel or muffin for breakfast isn’t too bad. However, dietitians say the size of many bagels and muffins has doubled in recent years. That means more calories. Consider half a bagel or muffin – and go easy on the spread.

- While lettuce is low in calories, topping it with fatty dressings, bacon bits and cheese can make the calorie count really add up. Try healthier salad toppings like kidney beans, extra veggies, or lean protein like skinless chicken. Get the dressing on the side; choose light dressings, and “fork dip” instead of pouring it on.

- Portions served at restaurants can be two or three times larger than the standard serving size. One way to cut down on calories (and save money) is to share a main course or eat half and save the rest for lunch the next day.

Source: Anthem.com
**Congratulations**

Welcome Elijah Cole, the second grandson of Q. and Jackie Marshall (FB). Elijah was born Jan. 5 at 9:39 p.m. He weighed 6 pounds 2 ounces and was 19 inches long. His parents are Valerie and Miguel Olvera.

On March 18, Margie and David Koogler (FB) welcomed their newest granddaughter Charlotte Ann Clark. (She will be called Charlie after two of her great grandfathers on both sides of her family). She weighed 8 pounds 9 ounces and was 20 inches long. She is the daughter of Nicole and Jonathan Clark. And Big Sister Alexis is so excited that her baby sister has arrived!

**Condolences**

Please keep the following employees in your thoughts in prayers:

Ron Clevenger (FB), after the passing of his father, William L. Clevenger, on March 11 and his mother-in-law, Betty Jean Mowery, on March 23.

Art Lial (BR), after the passing of his father, Joe Lial on March 2.

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**STAY KEYED IN: KPI* GOALS & RESULTS AS OF FEBRUARY 2015**

<table>
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<tr>
<th>Performance Category</th>
<th>Critical Success Factor</th>
<th>Key Performances Indicator (KPI)</th>
<th>KPI Weight</th>
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<th>Target 8X</th>
<th>Stretch 12X</th>
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<td>83</td>
<td>84</td>
<td><strong>81</strong></td>
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</table>

Amounts in **bold** are the yearly goals.

**2014 4th Quarter Score**

*Key Performance Indicators*
Get Ready to Join ACRE®

ACRE spring kick-off is just around the corner! The NRECA Action Committee for Rural Electrification (ACRE) will start the campaign in early April, and we need your help! ACRE is a political action committee that uses your donations to help build solid foundations with lawmakers. ACRE supports legislators who work for positive change for Virginia electric cooperatives, which is why our theme this year is “Together We Have a Voice.” Our efforts help our members keep electricity safe, affordable and reliable.

If you have any questions, please contact:
Joyce Bodoh
jbodoh@myrec.coop
540-891-5973

Calling All Musicians!

We want to hear about your musical talents! Are you in a band, choir, do you play an instrument for fun? Let us know. Stories will be featured in the May issue of PowerLines. Family members can be featured as well.

Membership in ACRE helps support candidates for Congress and the Virginia General Assembly who will speak for and protect the interests of electric cooperatives and their consumer-owners. REC Board members Linda Gray and Frank Boxley lobby Delegate Bobby Orrock (center) on behalf of REC during the 2015 General Assembly.

P.O. Box 7388
Fredericksburg, VA 22404
It happens every day. Linemen climb poles, string power lines, and ensure that reliable electricity flows across the Rappahannock Electric Cooperative (REC) distribution system to nearly 160,000 connections. These employees travel hundreds of miles of rights of way. Members recognize the yellow trucks and they know these linemen are handling some serious business, but they also know there are a variety of other REC employees involved in the process.

There are men and women who, in addition to their regular duties, attend community events after hours and on weekends to represent the Cooperative. These employees stand proud to answer questions about the work done by those driving the yellow trucks. They explain to members face to face how electricity is delivered to their homes, how to stay safe around electricity, how to use electricity efficiently, and so much more. These employees are all the faces of REC.

“I think every employee who joins REC’s work force knows that when you accept the job offer, no matter what the job may be, you become a spokesperson for the Cooperative,” said David Koogler (FB). “We are a locally owned and operated company, so the members know many of us because they are our neighbors. They trust us to not only provide the electricity they need, but to also be a resource they can depend on for information.”

Continued on page 4
**MAY SERVICE ANNIVERSARIES**

Jimmy Cecil 36
Mike Riley 35
John Pitzer 35
Gary Schwartz 33
Danny Aylor 31
Jeff Pleur 30
Maxie Rozell 30
Sam Wilson 27
Lisa Smith 27
Deonna Kurz 27
Larry Schools 27
Rodney Latney 26
Leslie Dove 26
Rhonda Baldwin 26
Darrell Potter 25
Marsha Rutherford 24
Valerie Ross 24
Jamie Pitts 22
Jason Satterwhite 17
Nellie Irby (LMIT) 17
Herman Abinette (LMIT) 16
Eric White 14
John Dailey 14
Jennifer Curasco 13
Terry Zamski 13
Donnie Brooks 13
Jamie Williams 13
Willy Williams 12
Jeff Henry 10
Patrick Ambrose 10
Adam Funai 10
Shawn Dixon 10
David Couture 10
Shawn Blake 10
Jamie McDonald 9
Stephen Coates 8
Tony Angel 7
Jennifer Melerski 5
Alyce Anthony 5
Michelle Rabe 5
Lindsey Edwards 5
Joyce Bodoh 5
Rita Blankenbaker 5
Wanda Jenkins 5
Mary Malone 5
Teresa Bevers 5
Andrew Joos 5
Pam Johnson 4
Josh Street 4
Chad Foster 4
Michael Bowers 3
Jacoby Lipscomb 1

**SAFETY TIP:**

**National Electric Safety Month**

At REC, we do not just want you to work safely. We want you to take those same safety practices you learn here and teach them to your friends, family and neighbors. Help keep everyone safe! May is National Electrical Safety Month. Be sure to check out the May issue of Cooperative Living for home electric safety tips.

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The Occupational Safety and Health Administration (OSHA) has revised safety standards to improve workplace safety and health for workers performing electric power generation, transmission and distribution work. “This long-overdue update will save nearly 20 lives and prevent 118 serious injuries annually,” said Dr. David Michaels, assistant secretary of labor for occupational safety and health. “Electric utilities, electrical contractors and labor organizations have persistently championed these much-needed measures to better protect the men and women who work on or near electrical power lines.”

Maxie Rozell (FB) said, “Safety is our top priority. Since the final rule was announced over a year ago, we have taken the steps necessary to ensure that REC is operating in compliance with OSHA standards.”

OSHA revised the 40-year-old construction standard for electric power line work to make it more consistent with the corresponding general industry standard. The administration also revised the construction and general industry requirements. The updated standards for general industry and construction include new or revised provisions for host and contract employers to share safety-related information with each other and with employees, as well as for improved fall protection for employees working from aerial lifts and on overhead line structures. In addition, the standards adopt revised approach-distance requirements to ensure that unprotected workers do not get dangerously close to energized lines and equipment. The final rule also adds new requirements to protect workers from electric arcs.

General industry and construction standards for electrical protective equipment are also revised under the final rule. The new standard for electrical protective equipment applies to all construction work and replaces the existing construction standard, which was based on out-of-date information, with a set of performance-oriented requirements consistent with the latest revisions of the relevant consensus standards. The new standards address the safe use and care of electrical protective equipment, including new requirements that equipment made of materials other than rubber provide adequate protection from electrical hazards.
During the spring and summer, many children love going outdoors to swim, fly kites, climb trees and play with their friends. Unfortunately, there may be a time when they come face to face with an electrical hazard and they need to know in advance to avoid that area.

Every adult has the responsibility to inform children about safety, both indoors and out. Tell them to stay away from downed electrical wires and pad-mounted transformers. Pad-mounted transformers are green metal boxes that contain the aboveground portion of an underground electrical installation. These cabinets carry high voltages and are safe when locked, but they can be deadly if someone reaches inside. If you see one in your neighborhood that is open, call authorities and your utility immediately.
Each month REC employees work at various events held throughout REC’s 22-county service area. The time and effort these employees invest in attending and representing REC makes a difference.

“It’s important to our members to be able to walk up to our employees at a community event and ask a question directly or explain a situation they have experienced, whether it’s good or bad,” added David. “We appreciate all of our employees for willingly accepting the challenge to accept other duties as assigned, especially participation in community events. Our members matter to us, and our employees demonstrate that we never forget that philosophy.”

REC EMPLOYEES RECENTLY PARTICIPATED IN THE FOLLOWING EVENTS:

On March 27, Rachelle Scott (CU) and Michael Holmes (CU) participated in a career expo for students from Culpeper and Floyd T. Binns middle schools in Culpeper. Nearly 1,000 students and educators learned about careers in the work force. Rachelle and Michael spoke about REC and working at the Cooperative.

Brian Wolfe (FB) joined 55 students and cooperative professionals at the Virginia Cooperative Council’s Virginia Institute of Cooperative Education from March 27 to 29. Held annually at Graves Mountain Lodge in Madison County, this event offers high school students from across Virginia, including several from REC’s service area, the opportunity to learn about the cooperative business model.

Scott Orris (BG) and Larry Schools (BG) represented REC at Louisa County Public Schools’ STEAM (Science, Technology, Engineering, Arts and Math) event held at Thomas Jefferson Elementary School on March 19. Approximately 1,200 students, educators, parents and guardians attended the event. Scott
and Larry communicated many topics to their visitors, including electric safety, insulation and conduction, and the basics of distributing electricity.

**Ricky Bywaters** (BG) and **Dirk Farmer** (BG) visited Louisa County High School on March 18 to participate in the school’s career day. The two gave 20 presentations throughout the day and provided information about the types of careers available at REC and the education and training required for those positions. In all, over 200 students were able to learn more about REC and the possibility of career growth at the Cooperative.

REC participated in the 2015 Culpeper Home and Garden Expo on March 8. The show, held annually at the Germanna Daniel Technology Center in Culpeper, gave hundreds of visitors from the surrounding area an opportunity to meet with businesses specializing in various products and services related to homes. **Eric Corbin** (CU) and **Ben Berry** (CU) provided information about outage preparedness and outage restoration, highlighting a sample preparedness kit that people can put together inexpensively and without taking up much space in their homes.

**UPCOMING EVENTS:**

**May 1, 9 a.m. to 2 p.m.**
*Apple Blossom Festival Firetruck Rodeo in Frederick County*

**May 5, 12:45 p.m.**
*Skyline CAP Energy Savings Presentation in Madison County*

**May 21, 1 to 6 p.m.**
*Madison County Chamber Business Expo*

**May 28, 4 to 8 p.m.**
*Get Connected in Culpeper County*
Blue Ridge Linemen Work to Improve Reliability to Campground

Situated on the banks of the northern fork of the Shenandoah River, the North Fork Resort is a popular gathering spot for locals in Warren County and Front Royal in the warm spring and summer months. Offering weekly bingo games and other popular activities year-round, the resort is an important part of the local economy. In recent years, reliability has become a concern for the resort. The single-phase service providing electricity to the site has grown old, and the growth in the popularity of the campground has increased the demand for electricity. That resulted in power outages.

According to Andy Bayne (BR), “It had gotten to the point during July, when the resort is being used the most that you could count on having an outage here every weekend. If you were on call, you knew you would be making a visit to the resort to get the lights back on. There was just too much load for the single-phase system to handle.”

REC upgraded the resort from a single-phase to a three-phase service. The project included setting new poles, stringing the new service line and removing the old facility once work was completed.

“We are always working to improve reliability for our members,” says Darrell Potter (BR). “This project was an example of how we can meet the expectations of our members and in this case for the customers of one of our members.”

We are always working to improve
We are always working to improve reliability for our members.

Darrell Potter (BR)

Drew Leake (BR)

Andy Bayne (BR)

Cody Lockhart (BR)

Jake Michael (BR)

reliability for our members.

Darrell Potter (BR)

Drew Leake (BR)

Andy Bayne (BR)

Jake Michael (BR)
Employees are Gearing Up to Get Connected

The first Get Connected: REC Member Night for the Culpeper District will take place on May 28 at the Daniel Technology Center at Germanna Community College in Culpeper. REC members and employees are invited to attend the event, which will feature informative booths, dinner and fun for the whole family.

“Get Connected is an opportunity for members to meet with us in person, allowing questions to be answered one-on-one,” explained Matt Faulconer (FB). “It’s been a huge success in both our Blue Ridge and Bowling Green districts the past few years, and we are excited to share this same opportunity with members from the Culpeper district.”

Exhibits will be set up outside of the Daniel Technology Center to present information on right-of-way maintenance, electrical safety, energy efficiency, community-service programs and more. REC bucket trucks and service vehicles are always popular. A moon bounce, face painting and other fun activities will be available for kids. Members will be able to enjoy a picnic dinner.

For questions about Get Connected, contact Brian Wolfe (FB) at ext. 5914 or bwolfe@myrec.coop.

REC’s Annual Business Meeting Will Return to the Fredericksburg Area

After several years at Liberty High School in Fauquier County, REC’s Annual Business Meeting will return to the Fredericksburg area in 2015. Members will join the Cooperative’s leadership and employees at the Fredericksburg Conference Center on Carl D. Silver Parkway at 6 p.m. on Thursday, Aug. 13. Like last year, the meeting will focus on the business session with few pre-meeting displays.

Check out the 2015 Proxy wrap on the July issue of Cooperative Living for additional details about the 2015 Annual Business Meeting. You can view the magazine online by visiting www.myrec.coop and then clicking on the link in the Newsroom.
Happy Birthday
REC Toastmasters!

REC Toastmasters celebrated its third birthday on April 13. Toastmasters International is a world leader in communication and leadership development with 313,000 members around the world. REC employees are fortunate to have their own club right on the Fredericksburg campus.

The club offers unlimited opportunities for personal and professional growth. Terri Bevers (FB) said, “Everyone has a different reason for joining Toastmasters. Some walk in the first day as great speakers, others start with pounding hearts and quivering voices - like me. We are all at different levels and it’s amazing to watch members progress. It’s just a fun, supportive environment to grow in.”

Public speaking can be difficult for many people, but Toastmasters helps build the confidence to step up when the opportunity arises. Toastmasters may not be for everyone but you will never know if it is for you unless you take the first step and visit.

Eugene Hamrick (FB) said, “My first impression and meeting at Toastmasters was very inviting. I was able to sit and enjoy each speech without feeling pressured to participate, but also comfortable enough to present without judgement.”

REC Toastmasters meets the second Monday and fourth Wednesday of the month in the Technical Maintenance Conference Room from 12 to 1 p.m. Visitors are always welcome. No two meetings are alike so feel free to visit several times before deciding to join. If you have any questions, contact Joanie Griffiths at jgriffiths@myrec.coop, ext. 4748 or check out the new Toastmasters web page under Teams on REC-FYI.

“Toastmasters club is a great way to take a gamble with something new. Toastmasters brings to light the struggle everyone has with talking in front of a group. The fellow members are willing to help you gain ground together as a team.”
Bill Fessler (FB)

“I went to my first meeting because there’s really only so much berating you can take from Mary Malone. I stayed because it’s a lot of fun getting to know your co-workers outside of asking them about whether or not they’re putting the cover letters on their TPS reports. AND there’s occasionally food. For free. Free. Food.”
Megan Whaley (FB)

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Megan Whaley (FB)

“Toastmasters has helped me to learn what not to say when speaking in public. I am now able to speak in front of a group without feeling like I am going to faint.”
Carolyn Stewart (FB)

Annual Beard Contest

The Culpeper Project Big Heart (PBH) chapter held their annual Beard Contest in February. Congratulations to John McGinley (CU) winner of the contest. The employees in Culpeper donated over $300 to PBH.
EMPLEYES SHARE THEIR MUSICAL PASSIONS

Cooperative Melodies, Lyrics and Notes

Sharing Their Love of Music

Margie and David Koogler (FB) went to a Waylon Jennings concert on their first date in the summer of 1975, and have enjoyed attending live music events together ever since. After their kids were grown, they started traveling to music venues all over the country including attending several Americana - Roots Music Festivals each year in places like San Francisco, Ca, Austin, Tex., Bristol, Tenn., and Vermont. Even though neither plays an instrument or sings, Margie and David in recent years have found a way to share their love of live acoustic music with family, friends and neighbors. They organize and help promote both a quarterly concert series with local musicians and an annual Gospel Brunch at the old community firehouse in Beaverdam. In addition, they periodically host house concerts with regional and national touring artists from places like Nashville playing on their backyard patio and in their basement “listening room.”

Playinng in a Punk Rock Band

Unskilled Professionalz was a three-piece punk rock band based in Springfield, Va. featuring Eugene Hamrick (FB) on guitar and vocals, with Jay Hess on bass, and Chris Scott on drums. The band’s sound was a mixture of 70s punk rock and alternative rock of the 90s. While Unskilled Professionalz had several diverse influences they were often associated with the Ramones, the Clash, Green Day, Nirvana and Rancid.

Founder of an “Oompah” Band

Gary Schwartz (FB) plays trumpet for the Low’n’Brows, an “oompah” band of which he is a founding member. The band specializes in authentic German music, and in its 20 years has become a staple at Oktoberfest events from Northern Virginia to Richmond.

Musically Original

Herman Abinette (LMIT) has been a songwriter, bass player and singer in rock bands since 1982, always playing original music. His first band in Virginia was with Adam Lentz (FB) and Tom Metzger (former LMIT-SMECO). The 10th anniversary of their premier gig was March 29. Since then, Herman has been in three or four other local bands, mostly all with Tom Metzger. Herman’s son, Chris, plays bass and guitar in progressive rock, heavy metal and jazz bands. He is currently working with his songwriting partners on the soundtrack for the film “Generic Fate,” which will premiere at the Sundance Film Festival in 2016.

Heavenly Notes

Ronnie Rutherford (BR) and his wife are in a band called The Heavenly Notes through their church, The Buckton Presbyterian Church. They play at three different nursing homes in the area once a month. The first Tuesday of every month at Heritage Hall at 6 p.m., the first Saturday of each month at 1:30 p.m. at Linn Care in Front Royal, and at 3:30 p.m. at Hidden Springs in Bentonville. They also played recently at the Empty Bowl Supper for the House of Hope which is a homeless shelter for men. Ronnie said, “We play gospel, bluegrass and country and anything else that we can do!”
### STAY KEYED IN: KPI* GOALS & RESULTS AS OF MARCH 2015

<table>
<thead>
<tr>
<th>Performance Category</th>
<th>Critical Success Factor</th>
<th>Key Performances Indicator (KPI)</th>
<th>KPI Weight</th>
<th>Base 4X</th>
<th>Target 8X</th>
<th>Stretch 12X</th>
<th>Results YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safe Operations</td>
<td>Safety</td>
<td>Lost Work Days Cases</td>
<td>25</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>2</td>
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<tr>
<td>Financial Performance</td>
<td>Operating Expenses</td>
<td>Controllable Expenses</td>
<td>20</td>
<td>$108</td>
<td>$106</td>
<td>$105</td>
<td><strong>$96</strong></td>
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<tr>
<td></td>
<td></td>
<td># of Active Services</td>
<td></td>
<td>($)447</td>
<td>($)441</td>
<td>($)434</td>
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<tr>
<td>Plant Development</td>
<td>Cost per New Service</td>
<td>(Code 100s)</td>
<td>10</td>
<td>$2,645</td>
<td>$2,513</td>
<td>$2,387</td>
<td><strong>$2,354</strong></td>
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<tr>
<td>Customer Service</td>
<td>Reliability</td>
<td>S.A.I.D.I. Routine Outages</td>
<td>22</td>
<td>23 min</td>
<td>20 min</td>
<td>18 min</td>
<td><strong>26.05</strong></td>
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<tr>
<td></td>
<td></td>
<td>Annual Index Survey</td>
<td>23</td>
<td>82</td>
<td>83</td>
<td>84</td>
<td><strong>81</strong></td>
</tr>
</tbody>
</table>

Amounts in **bold** are the yearly goals.
*Key Performance Indicators

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### Congratulations

Matt and Jennifer Curasco (FB) recently coached their son John Bailey at the State Basketball Championships. John played on a Special Olympics half-court basketball team and they took 2nd place in their division.

On March 22, Mary Kay Beer (BG) completed the Yuengling Anthem Half Marathon in Virginia Beach. Congratulations, Mary Kay!

Kyle and Geraldine Bywaters (CU) proudly announce the birth of their daughter, Cecilia Leanne. Cecilia was born March 10, weighing 7 pounds, 2 ounces. Little Cecilia is also the granddaughter of proud grandfather Ricky Bywaters (BG).

Eugene Hamrick (FB) recently graduated with his master’s degree in Business Administration from the University of Phoenix.

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### Condolences

We’re very sad to hear about the death of Mr. Jerry Pangburn, father-in-law of Larry Olson (LMIT) on March 24. Please keep Larry, his wife, Debbie, and the entire Olson family in your thoughts and prayers.

Sharon Wright’s (BG) father, and Milton Elliot’s (FB) uncle, Lewis Key, passed away Tuesday, April 14. Mr. Key was also father to Roger Key (retired BG).

Mark Chenault’s (BG) father-in-law, Marvin Sylva, passed away the week of April 20. Please keep Mark in your thoughts and prayers.
Stress Awareness

We have a lot to deal with in life – personal relationships, careers, family schedules, sick children, and more! At times, we reach a limit to what we can handle emotionally. That is when stress kicks in and it takes a toll on our bodies.

Serious Side Effects
For some people, stress can last for weeks or longer due to the demands of life. When your system is in overdrive, there can be a disruption to some of the body’s processes and that can lead to serious side effects. These include:
- Higher risk of heart disease
- Obesity
- Digestive problems
- Memory loss
- Insomnia
- Depression

If you cannot eliminate the things that cause the stress, find ways to deal with it. Here are some activities that can help:

- **Exercise:** Consider walking, jogging, biking or anything else that gets you active. Playing with children outside will make you forget that you are exercising, but you will actually be using some muscles and burning calories!

- **Laugh out loud:** Laughing lightens your mental load and does good things for your body, and if you do it hard enough, you can even tighten your abs!

- **Talk to friends and family:** They can distract you, provide support and help you weather life’s ups and downs.

- **Do yoga:** Yoga uses both physical and mental moves to create peace of body and mind. This helps you relax and manage stress. Try yoga on your own or find a class in your area.

- **Get more rest:** Sleep is the time when your brain and body recharge. Get the right amount and you will improve your mood and energy level.

- **See a counselor or therapist:** They can help you find the sources of your stress and learn new coping tools.

Try some of these tips to live your life with less stress. Talk to your doctor if you are feeling really stressed. Sometimes other health problems have similar symptoms.

From Anthem Blue Cross Blue Shield

Graduates
Submit your graduate information for the June issue of PowerLines by May 9! Send pictures and graduate announcements to Casey Hollins at chollins@myrec.coop or call ext. 5908 for more details.

PowerLines is published monthly for employees, their families, board members and retirees of Rappahannock Electric Cooperative.

For news or story ideas, contact:
Casey Hollins ext. 5908
Brian Wolfe ext. 5914
Justin Cruise ext. 5905

P.O. Box 7388
Fredericksburg, VA 22404
<table>
<thead>
<tr>
<th><strong>NRECA Voting Member Classification</strong> *</th>
<th>Distribution Cooperative: more than 90,001 meters</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Category</strong> *</td>
<td>S. Best Internal News Publication</td>
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</table>

<table>
<thead>
<tr>
<th><strong>Entry Title</strong> *</th>
<th>PowerLines – February, April and May</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>I wish to receive Judges' comments on this entry</strong></td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Contact's Name</strong> *</td>
<td>Ann Lewis</td>
</tr>
<tr>
<td><strong>Cooperative</strong> *</td>
<td>Rappahannock Electric Cooperative</td>
</tr>
<tr>
<td><strong>Mailing Address</strong></td>
<td>247 Industrial Ct Fredericksburg, VA 22404 United States</td>
</tr>
<tr>
<td><strong>Contact's Email</strong> *</td>
<td><a href="mailto:ann.lewis@myrec.coop">ann.lewis@myrec.coop</a></td>
</tr>
<tr>
<td><strong>Contact's Phone Number</strong> *</td>
<td>(540) 891-5921</td>
</tr>
<tr>
<td><strong>Name of entrant as it should appear on the award (if given)</strong></td>
<td>Rappahannock Electric Cooperative</td>
</tr>
<tr>
<td>Question</td>
<td>Answer</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Is this the first time you've entered the Spotlight competition?</td>
<td>No</td>
</tr>
<tr>
<td>Entrant's Email</td>
<td><a href="mailto:ann.lewis@myrec.coop">ann.lewis@myrec.coop</a></td>
</tr>
<tr>
<td>Names of others (freelancers or organizations) involved in the project, if applicable</td>
<td>June Padgett, Bright Eyed Design</td>
</tr>
<tr>
<td>Describe your/the co-op's role in the project *</td>
<td>The Communications and Public Relations Department writes the articles, takes the pictures, designs the layout and proofs the copy. All co-op employees are invited to contribute to the newsletter.</td>
</tr>
<tr>
<td>Describe others' role in the project (Reference outside sources of material, including templates; pre-existing Web tools and apps; information from outside groups, such as Straight Talk or Touchstone Energy; stock photos and music, etc.) *</td>
<td>June Padgett, with Bright Eyed Design, assisted REC's graphic designer, John Grott, with the newsletter layout.</td>
</tr>
<tr>
<td>Circulation or Number of People Reached *</td>
<td>Over 400 employees and retirees</td>
</tr>
<tr>
<td>Number of Attendees *</td>
<td></td>
</tr>
<tr>
<td>Project's Budget *</td>
<td>$1,350 per issue</td>
</tr>
<tr>
<td>Target Audience(s) *</td>
<td>REC employees, temporary employees and retired employees</td>
</tr>
<tr>
<td>Project's Objective *</td>
<td>PowerLines is the Cooperative's employee newsletter. Because REC has four district offices, this is a great way to share company business, department news, employees' accomplishments and families' celebrations and sorrows. It also gives employees a voice in the event they would like to submit information.</td>
</tr>
<tr>
<td>Restrictions/Limitations *</td>
<td>There is a size limit to the issues, 8 or 12 pages, and how the information is presented. The number of pages printed fluctuates based on the amount of content relative to the publishing month.</td>
</tr>
<tr>
<td>Describe why you chose this type of social media and how you used it *</td>
<td></td>
</tr>
<tr>
<td>Provide a brief summary that states the purpose of the event, how the program was implemented, and results and how they were measured *</td>
<td></td>
</tr>
<tr>
<td>Provide a brief summary that states the purpose, how the program was implemented, and results and how they were measured using the RACE framework. Each component has its own word limit noted below.</td>
<td></td>
</tr>
<tr>
<td>Research *</td>
<td></td>
</tr>
<tr>
<td>Action *</td>
<td></td>
</tr>
</tbody>
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