



Mission Statement
 Svannee Valley Electric Cooperative, Inc. is a member owned organization providing competitive rates and reliable service while enhancing the quality of life of our neighbors in the Svannee River Valley.

SUWANNEE VALLEY ELECTRIC BOARD MEETINGS

4th Tuesday each month @ 6:00 P.M., 7:00 P.M. daylight savings time at Svannee Valley Electric Headquarters 11340 100th Street - Live Oak, Florida

ELECTRIC RATES

Residential Service

Customer charge \$17.00/month
 Energy charge 11.250 cents per kwh
 Plus or Minus Wholesale Power Adjustment
 MINIMUM CHARGE \$20.00

General Service Non-Demand (demand under 50 kw)

Customer charge \$17.00/month
 Energy charge 11.600 cents per kwh
 Plus or Minus Wholesale Power Adjustment
 MINIMUM CHARGE \$20.00

Time of Use

Customer charge \$17.00/month
 On Peak energy charge 15.00 cents per kwh
 Off Peak energy charge 9.500 cents per kwh
 Plus or Minus Wholesale Power Adjustment
 MINIMUM CHARGE \$20.00
 (Not Applicable for Residential Services)

General Service Demand (50 kw - 499 kw)

Customer charge \$50.00/month
 Demand charge \$6.16 per kw
 Energy charge 9.200 cents per kwh
 Plus or Minus Wholesale Power Adjustment

General Service Large Demand (500 kw - 5,000 kw)

Customer charge \$250.00/month
 Demand charge \$8.40 per kw
 Energy charge 8.400 cents per kwh
 Plus or minus Wholesale Power Adjustment
 MINIMUM DEMAND 500 kw

Outdoor Lighting

(Only HPS are available on new requests on existing metered services.)

175 watt MVL \$9.25
 100 watt HPS \$8.70
 250 watt MVL \$12.00
 250 watt HPS \$12.00
 400 watt MVL \$15.00

Additional pole & span \$2.00

Plus or Minus Wholesale Power Adjustment on Lights
 2% interest per annum is paid on security deposit.

Svannee Valley Electric Cooperative, Inc. is cooperatively owned by 17,631 members and serves 26,853 meters in Svannee, Hamilton, Lafayette and Columbia counties.

WE STRIVE TO MAKE LIFE EASIER FOR OUR MEMBERS

For a \$1.00 per payment fee, you may now pay your electric bill through Fidelity Express at any of the 49 convenience stores in our service area. For a complete list of these stores and locations, go to our website, www.svec-coop.com, or call our office at (386) 362-2226 and a member service representative will assist you.

PAYMENT OPTIONS
 Choose the method that's best for you!

To Pay Online:

Go to SVEC's website, www.svec-coop.com, and click on "View Bill/Pay Bill" to pay your bill. The first time, you will need your billing account number, your name or the name of your business, last 4 digits of your social security number or Federal tax ID number, your e-mail address and a password. To set up a payment account, you will need your bank routing and transit number and your bank account number. (Sorry, no debit or credit cards accepted.)

For electric accounts that are past due, to prevent disruption of your power, it is recommended that you call our office and let us know that you have initiated your payment electronically.

Your payment will take up to one business day to reach our office.

To Pay at Local Convenience Stores

Pay your electric bill at numerous convenience stores located throughout the service territory. For a complete listing of locations, please visit our website: www.svec-coop.com. When paying at one of these locations, you will be charged a convenience fee by the merchant for this service.

To Pay By Phone:

Call 1-866-862-9545. The first time you call you will need your meter number, your billing account number, your bank routing and transit number and a pin number. (Sorry, no debit or credit cards accepted.)

Your payment will take one business day to reach our office.

To Pay By Draft:

Please contact our Member Services Department at 1-386-362-2226 or go to our website, www.svec-coop.com for information and an authorization sheet.

To Pay With a Check by Mail:

When paying by mail, to insure prompt and accurate payment posting, please enclose your bill stubs and use the return envelope enclosed with your bill. Please be sure to allow mailing time. (Sorry no two party checks and never send cash in the mail.)

To Pay At Our Office:

To insure prompt and accurate payment posting, please provide your bill stub with your payment. Pay inside our office at 11340 100th Street, Live Oak, FL from 8:00 a.m.- 4:30 p.m. with cash, bank debit card, check or at our drive-in from 8:00 a.m.- 5:00 p.m. with cash, or check. Our night depository can be accessed after hours. (Please do not drop cash in the depository.)

To Pay at 1st Federal Bank:

Pay your current bill on or before the delinquent date at the Jasper, Mayo, Dowling Park or Lake City Offices. Please present your electric bill to the teller. Payments to your account may be in the form of cash, check or money orders payable to SVEC. When paying at one of these locations, you will be charged a convenience fee by the bank for this service. (Sorry no two party checks and never send cash in the mail.)

COOPERATIVE HELP NUMBERS

8:00 A.M. - 5:00 P.M. Monday - Friday

Business Office (386)362-2226

Business (long distance) 1-800-447-4509

(Lobby Hours: 8:00 A.M.-4:30 P.M.-Mon.-Fri.)

(Drive-In & Telephone Hours: 8:00 A.M.-5:00 P.M.-Mon.-Fri.)

except on approved holidays

Power Outage Reporting

(DAY, NIGHT, WEEKENDS & HOLIDAYS)

Live Oak Service Area (386)364-5200

Hamilton/Columbia Co. 1-800-752-0025

www.svec-coop.com

clip & save



SERVING RURAL AND URBAN SUWANNEE VALLEY • OWNED BY THOSE WE SERVE

Svannee Valley News
www.svec-coop.com 11340 100th Street, Live Oak, Florida

CARS AND POWER LINES

If your car comes in contact with a power line, a state of panic may set in. Try to stay calm and follow these tips:

- You should remain inside your vehicle. If you are in your car, you are not part of electricity's path, which always looks for the shortest way to the ground. Honk your horn to alert a passerby.**
- If someone stops to help, roll down the window and warn them not to touch the car or the power line. Ask them to phone 911 and contact the local electric utility immediately.**
- Wait in your car until qualified electrical workers turn the power off and tell you it's safe to leave the car.**
- If you have to leave the car because of fire or other danger, open the door and jump away from the vehicle so no part of your body touches the vehicle and the ground at the same time. Make sure to jump with both feet together so that your feet land on the ground at the same time.**
- After you land with both feet together, shuffle away, keeping both feet in contact with the ground constantly.**
- Do not try to help someone from the vehicle. If you do, you may become a path for electricity and be injured or killed.**

Source: National Weather Service



MANAGER'S MEMO

By John Martz, Executive V.P./CEO

Lawmakers urged to keep electricity reliable and affordable

Recently, many of the Florida Electric Cooperative representatives along with cooperatives from other states rallied in Washington D.C. urging Members of Congress, and their staff, to protect Florida consumers by keeping electricity reliable and affordable. The discussions focused on several key issues: rail rates, cap and trade, RUS funding, and the EPA. These issues are particularly important considering our state's unemployment rate is 12 percent, and 35 percent of households serviced by Florida's electric cooperatives live on or below an annual income of \$30,000.

Rail Rates

Seminole's rail rates for transporting coal to its Palatka plant were essentially doubled after lengthy contract negotiations with CSX Transportation failed. As a result of this increase Seminole paid an additional \$53 million to transport coal in 2009 and is expected to pay an additional \$80 million in 2010. Seminole has no choice but to pay these excessive rail rates since rail is the only viable way to transport coal to its Palatka plant. These increased transportation costs have a direct impact on electric rates and is something we must fight in order to keep electric rates stable. Seminole currently has a case pending with the Surface Transportation Board to contest these unjust and unreasonable rates. To protect our members, your Cooperative asked our elected officials to send letters to the Surface Transportation Board requesting that the agency thoroughly evaluate the evidence to ensure Seminole's coal transportation rates are set at reasonable levels. We would like to thank Senator Bill Nelson, Senator George LeMieux, Congressman Allen Boyd and Congresswoman Ginny Brown-Waite for sending these letters asking the Surface Transportation Board to evaluate all the evidence and ensure rates are reasonable.

Cap and Trade /EPA Regulation

Carbon dioxide has been a top priority of the President and some Members of Congress. They have proposed a cap and trade tax and the EPA has also threatened to increase regulation. To make matters worse—some elected officials are using the tragic oil spill in the Gulf of Mexico to continue their push for carbon regulation. This is extremely troubling; according to the U.S. Energy Information Administration less than 1% of the electricity generated in the United States this year came from oil. A large portion of new generation is coming from renewable resources such as wind and solar. The American Wind Energy Association reported a record breaking year in 2009 with almost 10,000 megawatts of new capacity installed. This new capacity is enough to serve over 2.4 million homes. Seminole Electric, your wholesale power provider, has enough renewable energy to power 75,000 homes.

RUS Loan Funding

Another key issue that affects your Cooperative is the RUS loan program. The President proposed scaling back this program

from \$6.6 billion dollars a year to \$4.1 billion dollars per year and restricting its use. Last year the federal government received \$63 million dollars in interest from these loans. This program is critical to electric cooperatives and is essential in helping keep rates affordable. Electric cooperatives are not-for-profit, which makes them not eligible for federal subsidies that investor-owned and municipal utilities get under existing tax law. As you can see, your Cooperative, and its wholesale power provider Seminole, are actively working to keep electricity reliable and affordable.

However, it is more than just keeping power plants and power lines working efficiently. It takes active involvement and we need help from you—our members. Contact your member of congress and let them know that electricity needs to remain reliable and affordable.

You can do this by visiting our website www.svec-coop.com and click on the **Our Energy, Our Future** link on the home page.

Holiday Observance Office Closing

The offices of Suwannee Valley Electric will be closed on Monday, September 6, 2010 in observance of Labor Day. Our 24 hour power outage system is always available and our night depository is accessible at all hours. Normal Business hours will resume on Tuesday, September 7, 2010 from 8:00 a.m. until 4:30 p.m. in the Business Office and 8:00 a.m. until 5:00 p.m. at the payment drive thru window.



Have a safe and enjoyable Holiday !

Famous Quotes For the Month

My mother's menu consisted of two choices: Take it or leave it.



Buddy Hackett, Comedian

The really happy person is the one who can enjoy the scenery, even when they have to take a detour.



Sir James Jeans 1877-1946, British Scientist, Astronomer Royal



Getting back on Line...

We have come to expect that if we lose electric service it will be restored within a few hours at most. But when a devastating event, like a hurricane or tornado causes major damage to a co-op's system, longer outages cannot be helped. Crews work long, hard hours restoring service, but it's a task that needs to be done methodically to be done safely.

Every electric cooperative follows a basic principle when it comes to restoring power —priority goes to the lines that will be getting the most people back in service the quickest. This usually begins with main lines from the substations that can affect 200-600 members, and continues out to tap lines, which may affect 30-200 members, and then to individual service lines affecting just 1-5 members.

Let's just say.....

A major storm has just hit our electric cooperative system. Here's a simplified explanation of how your co-op typically goes about the task of restoring electric service.

Step 1: The substation is energized but a main distribution line is damaged near the substation, leaving most members without power. All repairs start with the main line. A large number of members will have power returned once the main line is fixed. All other repairs would be pointless, until this line is restored, as it feeds all the other lines.

Step 2: With the main line restored, the line crew can isolate other damage and prioritize repairs. Though a couple of repairs might be closer, fixing the line that serves an entire neighborhood will get a larger number of consumers on more quickly.

Step 3: Moving back down the road, the line crew fixes a tap line that will restore electricity to the remaining 3-4 homes.

Step 4: A smaller tap line serving a number of homes is next on the list for the line crew. This probably doesn't make some of the folks on the road too happy. They've seen the crew driving by their home and working right across the road. They see lights in the homes of all their neighbors but they don't have power yet! That's because even though electricity is coming to their pole (that happened with the first repair in Step 1), the service line from their pole to their meter is damaged. Individual repairs come after all distribution and tap lines are restored.

SUWANNEE VALLEY ELECTRIC

NOW OFFERING

MARATHON WATER HEATERS AND WHOLE HOME SURGE PROTECTION

CALL (386)362-2226 FOR DETAILS


