

July 17, 2018

Co-op Honors

NOVEC Ranks among the Nation's Best in J.D. Power Customer Satisfaction Study



The results of the J.D. Power and Associates' 2018 Electric Utility Residential Customer Satisfaction StudySM are in! **Northern Virginia Electric Cooperative (NOVEC)** was ranked third among the nation's 138 largest investor-owned utilities, electric cooperatives, and public power systems, earning an **overall score of 797 — its highest score ever** — on the 1,000-point scale.

[J.D. Power released its findings on July 11](#) after compiling responses from more than **104,000 online interviews** conducted from July 2017 through May 2018. The study asked customers to respond to questions about their utility's power quality and reliability, price, billing and payment, corporate citizenship, communications, and customer service.

NOVEC placed first in the category of power quality and reliability, scoring among the top 10 in five other categories.

"We are delighted that our customer-owners have ranked us as one of the top three electric brands in the U.S.," said **Stan Feuerberg, NOVEC president and CEO**. "In particular, we're pleased they gave us the **highest score in the nation for power quality and reliability**. NOVEC's investments in our robust system infrastructure and smart-grid technologies, and our constant attention to system maintenance, have **kept the power on 99.99 percent of the time** and given us **high customer satisfaction**."



Electric cooperatives took 15 of the top 20 spots in this year's study, with NOVEC ranked just behind two Georgia cooperatives -- Sawnee EMC with 804 points and Walton EMC with 800 points. For **10 years in a row**, NOVEC has scored **highest among utilities** in the **Mid-Atlantic region** participating in the study.

-Report by Priscilla Knight Williams, NOVEC Senior Communications Specialist.

Co-op News

SVEC Completes Move to New Headquarters

On July 16, **Shenandoah Valley Electric Cooperative (SVEC)** completed its move to a **spacious new facility** on Oakwood Drive in **Rockingham County** that **combines its headquarters and Rockingham District Office** into **one location**.

President & CEO Michael Hastings explained, "Since SVEC's previous headquarters was built in 1991, our cooperative has nearly **tripled its membership**. Much of this came from the 2010 acquisition of Potomac Edison's service in Clarke, Frederick, Highland, Page and Warren counties, as well as the City of Winchester."



SVEC's new headquarters also serves as Rockingham District Office.

He continued, "After working closely with staff to review all of the options, our board of directors voted unanimously that **construction of a new headquarters was the best, most cost-effective option**."

Mindful of SVEC's fiduciary responsibility to its member-owners, staff created a website page and used *Cooperative Living* local pages to document progress and explain that members are **not expected to see a change in rates** as a result of this project.

“Our cash flow and financial position, along with low loan rates, allowed us to undertake this project based on current revenues,” Michael said.

Having more space will allow SVEC to add needed engineering and IT staff and enhance service. Specific improvements include **bank-style drive-through lanes** for making payments and more privacy when meeting with member services representatives to discuss account information.

The new facility’s **cost was partially offset by the sale of the co-op’s former headquarters** in Mount Crawford and regional office in Dayton.

-Report by Shenandoah Valley Electric Cooperative.

Co-op People

Jennie Barrett Named Vice President of Accounting & Finance for CEC

Jennie Barrett was recently **promoted** to serve as **vice president of accounting and finance for Community Electric Cooperative (CEC)**.

“Jennie has done an **outstanding job** in her role as **manager of accounting**,” said **Steve Harmon, CEO and president of Community Electric Cooperative**. “She has developed relationships with our vendors and operations leadership, and has helped expand a team of talented professionals with expertise to lead an accounting and finance department.”

After 20 years of working in public accounting and raising three children in Cary, NC, Jennie recently moved back to the area and established residency as a CEC member. Her family’s ties with the cooperative date back to 1954, when her father began serving as CEC’s attorney.

“The Cooperative has been a refreshing change. It is a great place to work, and I look forward to my future on the CEC team,” said Jennie.



Jennie Barrett

Jennie is licensed as a **CPA in Virginia and North Carolina**. She graduated with a major in accounting from the **University of Richmond** and belongs to the **Virginia Society of Certified Public Accountants and the National Society of Accountants for Cooperatives**.

Personals

News About Members of the VMD Cooperative Family

- ❖ We are very sad to report the recent passing of **Nelson Smith**, who was a longtime lineman and foreman for **Mecklenburg Electric Cooperative**, and after retirement worked for the **VMD Association** as a part-time safety instructor. The family requests that memorial contributions be made to Oakland United Methodist Church, P.O. Box 35, Dry Fork, VA 24549. Notes of sympathy may be sent to his widow, **Betsy Anderson Smith**, at 1141 Fairview North, Chatham, VA 24531.

Help Us Keep You Informed!



If you have story ideas, news or information of interest and benefit to other members of the electric cooperative community in our three-state area, please contact

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