

## Commitment to Outage Communications

Keeping the lights on in the Copper Valley system can be a delicate balancing act. Your Cooperative does everything possible to deliver power through safe, reliable, cost-effective means, however CVEA cannot guarantee 100 percent reliable power.

CVEA understands that members are interested in information regarding outages; members would like to receive outage updates during outages as well as outage statistics including who was affected, how long they are, and what caused them.

The Cooperative is committed to providing members outage information. CVEA has worked for several years to develop an Outage Communications Program that provides outage information to members. Currently CVEA provides updates during outages and additional details of outages are provided on [cvea.org](http://cvea.org) and through other media channels after outages.

### When Does CVEA Report Real-Time Information on Outages?

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

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

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

We ask that members recognize that the Operator's FIRST priority is to assess the situation and then develop a plan to get the lights back on.

The process includes locating the cause of the outage, calling appropriate personnel, bringing additional generation on line as necessary and energizing distribution lines to restore service to customers.

Depending on weather, time of day, cause and location, these activities can take minutes or hours, therefore this information

is not always available immediately.

CVEA does provide updates as soon as information is available, so if you don't see it initially, please be patient and check back.

### How Does CVEA Report Real-Time Information on Outages?

- Call the after-hours emergency voicemail system at 1-866-835-2832. Operators are not always available to answer the phone during power restoration. Real time information is updated on the voicemail message system for those calling in.
- Visit the CVEA Facebook page.
- Visit [www.cvea.org](http://www.cvea.org). Facebook updates can also be viewed on the [cvea.org](http://cvea.org) homepage.



## Outage Webpage

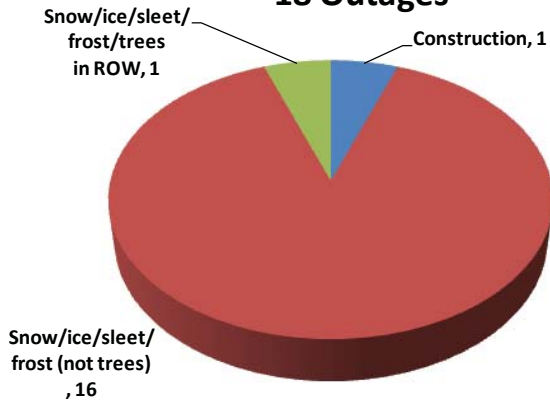
CVEA has just launched a new webpage on [cvea.org](http://cvea.org) intended to provide members with outage details and statistics.

Members can gather information on the number of outages by month and by cause, view copies of press releases sent to the local media, and find copies of Ruralite articles that focus on outages and projects related to outages.

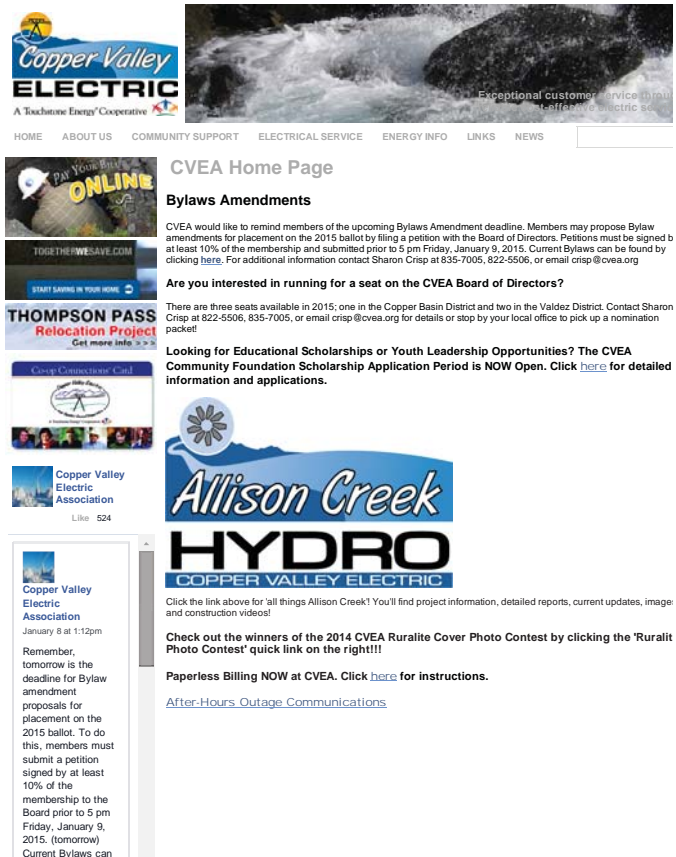
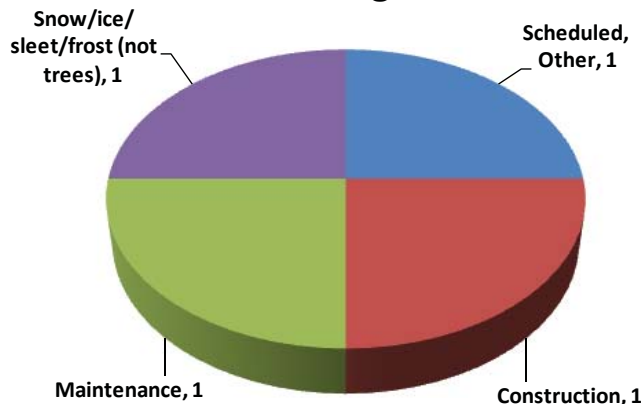
CVEA members can now find monthly outage information just one click away. Interested members are encouraged to visit [cvea.org](http://cvea.org) and click the After-Hours Outage Information link on the homepage. The graphs on the webpage that show the number of outages and cause (examples below) will be updated monthly.

If you have questions regarding the Outage Communications Program or any CVEA issue, please contact Sharon Crisp, CVEA Manager of Member Services, at 822-5506, 835-7005 or email [crisp@cvea.org](mailto:crisp@cvea.org).

### December 2014 Copper Basin Outages 18 Outages



### December 2014 Valdez Outages 4 Outages



Above, the [cvea.org](http://cvea.org) Home Page; here members can access the Outage Information Page via the After-Hours Outage Communications link and view real-time updates being made to the CVEA Facebook page. This tool can be found on the left-hand side, with a scroll bar making it easy to find past updates.

Left, images of the monthly outage graphs that are now being updated each month on the Outage Information Page at [cvea.org](http://cvea.org).