

Committed to Reliable, Affordable Electricity on Virginia's Eastern Shore

by Butch Williamson, President/CEO

Our mission at A&N Electric Cooperative has always been to provide you with reliable, affordable electric service.

We measure our overall success by our interaction with you, your satisfaction with the service we offer, and the quality of the relationship we maintain with you, our members.

You rely on us for the electricity that powers your homes and businesses. Without it, your quality of life and ability to earn a living can be affected. We continue to replace aging poles and cross-arms, hardware and transformers, and work to upgrade our substations and distribution equipment to increase our reliability. We continue to work countless hours, around the clock, to restore your electricity as

quickly and safely as possible.

We know that affordability is very important to you and is also a critical measure of how successful you view the cooperative. We will sustain our diligent efforts to hold the line on costs. We continue to implement more efficient work practices while keeping a keen eye on making certain that our member service to you is maintained at a high level. Quarterly telephone surveys will remain ongoing to gauge how we are doing in regards to member satisfaction and how we might better serve you.

The electric industry in the Mid-Atlantic region is showing a decrease in kilowatt energy usage, which provides us the revenue we need to maintain our financial strength. Recent milder winter and summer weather trends, increased use of energy-efficient appliances, better building practices and

better energy management all have contributed to reduced energy use.

Our main driver for revenue is collected through a volumetric charge based on kilowatt-hours that you use. But regardless of how many kilowatt-hours you use in a given month, the cooperative is still faced with the associated cost of maintaining the equipment to deliver you electricity. We are in the process of evaluating how these trends may affect our financial requirements necessary for the ongoing operations of your cooperative.

We'll continue our efforts to keep your electricity flowing and as affordable as possible, while maintaining your trust and confidence in us throughout the new year.



Butch Williamson
ANEC President/CEO

Looking Ahead to the Future of the Cooperative



Addison Nottingham
ANEC Chairman

by Chairman Addison W. Nottingham Jr.

As we look back at the challenges and accomplishments of the past year, A&N Electric Cooperative has its sights set on what lies ahead for the future of the organization.

In 2017 the cooperative adopted strategic-planning goals that will steer the organization into the future as we strive to provide high-quality, member-driven services while exceeding your expectations.

In 2017 the Board of Directors voted to return \$1.9 million in capital credits to our members. To date, the cooperative has returned \$23 million in capital credits to its members. It is one of the benefits of being a cooperative member and not an investor-owned utility customer.

In June we officially opened our newly renovated Tangier Island facility. This facility is a testament to the cooperative's

commitment to Tangier and Smith islands and the Eastern Shore community as a whole. The new Tangier facility includes a new office building, an upgraded substation and renovated generator building. Upgrades to the new facility will allow our cooperative employees to better control service on Tangier and on nearby Smith Island, Maryland.

Cybercrimes are on the rise and through an agreement with Lockheed Martin we have increased our emphasis on strengthening our cybersecurity program to ensure that staff remains ahead of potential threats to the organization.

We will continue to support the community we serve through programs like Members Helping Members, a community non-profit organization established to assist families who need assistance with paying their electric service bills.

We will also continue to promote energy-efficiency education to help empower our members by giving them cost-savings techniques and tips to help them take better control of their energy usage.

On behalf of the cooperative's Board of Directors, I'd like to thank our membership for their continued support.

High-speed internet coverage growing on Eastern Shore

There is a growing trend around the state and country. Electric cooperatives are beginning to offer broadband internet services alongside their electric-distribution services.

Some of our cooperative members may have noticed that in Virginia, BARC Electric Cooperative currently offers its members access to a fiber-optic network it established. And recently Mecklenburg Electric Cooperative announced plans to construct a fiber-optic “backbone” to serve the cooperative as well as its members.

In both cases the electric cooperatives stepped in to create an infrastructure that didn't already exist in their own service areas.

On the Eastern Shore, that infrastructure has already taken shape through the efforts of the Eastern Shore of Virginia Broadband Authority and several private internet service providers that have expanded coverage in the two counties.

Nine different internet service providers are working to bring high-speed internet to areas of the Shore with limited high-speed internet access. One of these internet service providers, Declaration Networks Group, which offers NeuBeam, was recently awarded a USDA loan for \$4.7 million to expand its wireless broadband internet system in Accomack County.



Declaration Networks Group plans to use that loan to offer its NeuBeam service to 10,000 Shore residents in Accomack.

In 2009 the broadband authority was created jointly by Accomack County and Northampton County to construct the “backbone” of the fiber-optic network on the Eastern Shore running from the Chesapeake Bay Bridge-Tunnel along U.S. Route 13 to Maryland.

The broadband authority is expanding on its initial plan to build out its existing fiber-optic infrastructure to better reach more remote sections of the Eastern Shore.

Recently the broadband authority announced an expansion project to incorporate more towns in both counties with its Fiber to the Home program. Fifteen additional service areas have been identified for service expansion and are slated to be opened once funding is approved.

As a member of the Eastern Shore community, A&N Electric Cooperative is ready to assist these internet service providers where it can, but ultimately the plan and reaching the goal of offering the Shore high-speed internet is already taking shape.

For more information, log onto www.neubeam.com or www.esvba.com.

A&N welcomes Holland to co-op board, directors elect officers



Penney Holland

Penney P. Holland, a resident of Franktown, Virginia, was selected as the District 4 Director by the A&N Electric Cooperative board to fill the unexpired term of the late James G. Collins, Jr.

Holland has worked with Virginia Tech since 2014 at the Agricultural Research Center and the Virginia Cooperative Extension office in Northampton County as the unit administrative assistant.

Prior to her employment with Virginia Tech, she held positions at Broadwater Academy.

Holland has lived on the Eastern Shore for her entire life besides her college years at Mary Baldwin College and Christopher Newport University.

She grew up in Cape Charles, Virginia, and attended Cape Charles School; upon the school's closing in 1987, she transferred to Broadwater Academy.

Holland is married to Jeff Holland, executive director of the Chesapeake Bay Bridge-Tunnel. The couple has two sons.

She believes strongly in giving back to the community and is a board member of Eastern Shore Habitat for Humanity and attends Franktown United Methodist Church. She is the former treasurer of Riverside Shore Memorial Hospital Auxiliary.

Holland looks forward to working with the A&N Electric Cooperative board and staff to guide the cooperative to continue to be successfully sustainable in providing integral power to Eastern Shore homes and businesses while safeguarding the excellent maintenance of the infrastructure.

The A&N Electric Cooperative Board of Directors also recently held a meeting to select its officers.

Director Addison W. Nottingham Jr. was re-elected as the board's chairman. Director Christopher D. Bott was re-elected as the board's vice chairman. Director Robert L. Nock was elected as the board's secretary-treasurer.

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A&N Electric Cooperative is an equal opportunity provider and employer.

LED lightbulb discount offered through A&N's SmartHub

When it comes to lighting, the best ways to save money are to turn off the lights when not in use and replace old bulbs with energy-efficient LEDs (light-emitting diodes). LEDs last longer and use less energy than the spiral-shaped compact fluorescent lamps (CFLs) or traditional incandescent bulbs.

Beginning this month, A&N Electric Cooperative has partnered with CREE Inc., a leading LED manufacturer, and online retailer, 1000Bulbs.com, to offer our co-op members exclusive deals on energy-efficient bulbs. CREE LEDs have 25,000 hours (22 years) of lifetime. They are "instant on," dimmable and environmentally friendly.

Our co-op members are eligible to save \$2.50 on up to five packs of CREE LED bulbs through this special offer. Members are able to choose between two bulb options. The first option is a 60-watt incandescent replacement sold in a 4-pack, and the second is a can/recessed indoor floodlight (65-watt equivalent) sold in a 3-pack.

Each member is limited to a total of five packs, but can mix and match the two different bulbs as long as they do not exceed the five-pack limit.

According to energy.gov, just changing five of your most frequently used incandescent light bulbs to LEDs has the potential to save you nearly \$75 a year in energy costs.

To take advantage of the special offer, and to complete the online-ordering process, you must be an A&N Electric Cooperative member and use the co-op's online account portal, SmartHub.

To sign up, or log in if you've already registered, please visit www.anec.com/content/about-smarhub. Or log into your SmartHub app on your smartphone or mobile device.



Download SmartHub on your mobile device today to get started!



Use your iPhone's camera to conveniently scan the iOS QR code (left) to download SmartHub on your mobile device.

For Android users, use a QR code scanner app on your smartphone to scan the Android QR code (right) to download SmartHub on your mobile device.



Updated Phone Records




A&N Electric Cooperative needs updated phone numbers from its members. If a member has changed phone numbers but has not informed the cooperative, their ability to report an outage may be affected.

The system A&N uses to predict outages utilizes member phone records to help locate issues with the cooperative's electrical distribution system. Out-of-date phone numbers listed on member accounts can impact that member's ability to report an outage.

If your phone number is different than the one originally associated with your A&N Electric Cooperative account, please call our office at 757-787-9750, option 2, to update that information.

The cooperative's Tasley office is open Monday through Friday from 7:30 a.m. to 4:30 p.m.

MESSAGES FROM YOUR CO-OP

- ▶ Follow us on Social Media:   
- ▶ Visit www.anec.com to sign up to receive Beat the Peak emails or text-message alerts.
- ▶ The Touchstone Energy® Co-op Connections® Card is FREE to all ANEC members. The card offers discounts at participating local and nationwide businesses, including prescription drug discounts.
- ▶ Check out our website's new look at www.anec.com.



Co-op board makes district boundary adjustment

To more equally distribute the number of members served by directors in each district, A&N Electric Cooperative's board recently voted to adjust the boundary line between Districts 1 and 2.

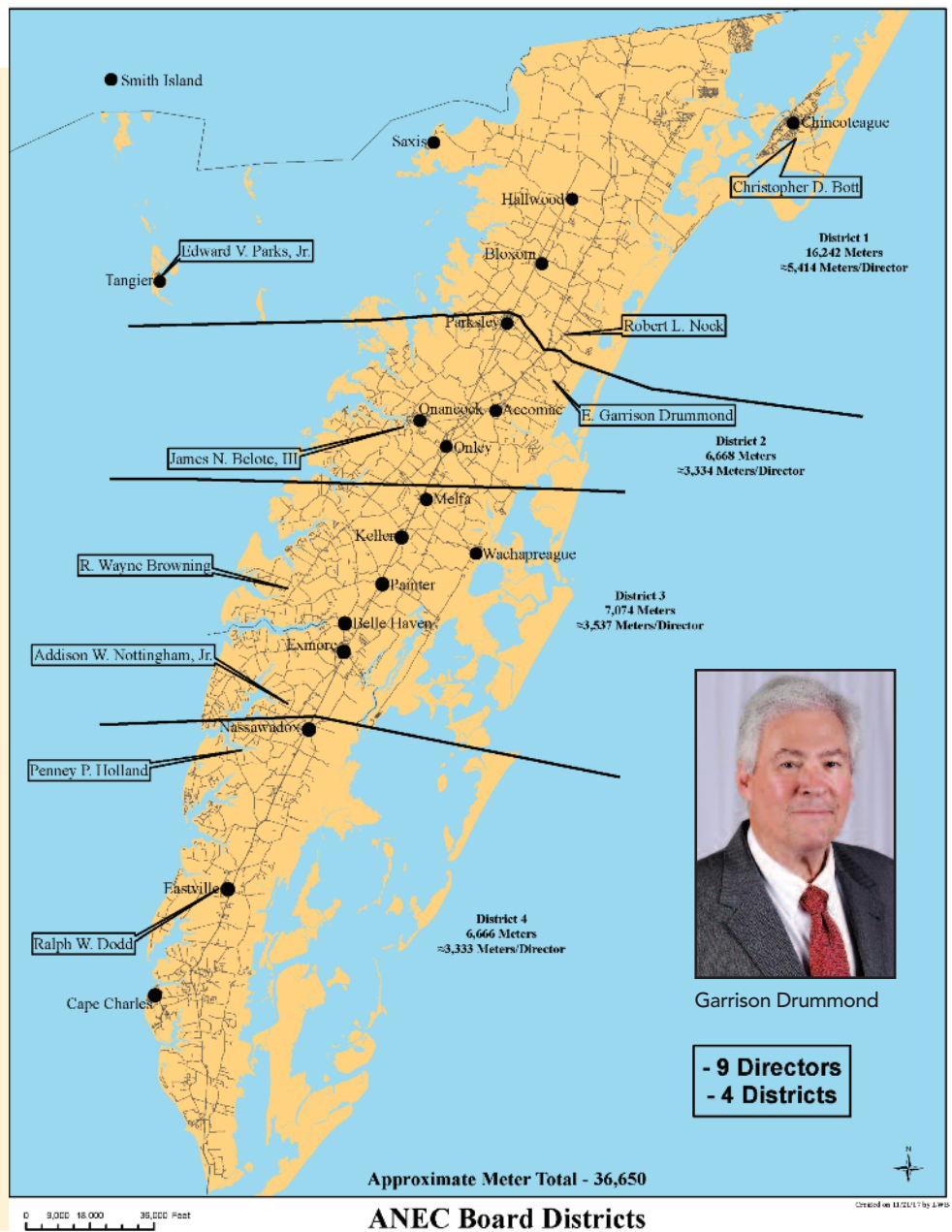
The decision was made at the board's November meeting.

As a result, Director E. Garrison Drummond will now be serving the cooperative's District 2. Drummond was serving in District 1 prior to the boundary adjustment.

Members affected by this change will receive a notice in their upcoming electric bills. Those members who have paperless billing will be notified by email on file with the cooperative.

District 2 directors will now be Drummond and James N. Belote III. District 1 directors will continue to be Christopher D. Bott, Robert L. Nock and Edward V. Parks Jr. The cooperative's remaining two districts were unaffected.

Find a map with the new district lines at www.anec.com/content/board-directors.



ANEC Announces 2018 Youth Tour Contest



The annual essay contest to determine A&N Electric Cooperative's Washington Youth Tour participants begins this month. The contest is open to all high school and home-school juniors living in the cooperative's service area. A student from each area high school will be selected to attend the Youth Tour during a five-day trip to Washington, D.C.

Every June, as many as 1,500 high school students from across the country spend a week in the nation's capital as part of the National Rural Electric Cooperative Youth Tour. The students are sponsored by electric cooperatives that are committed to educating America's rural youth about our country and the role electric cooperatives play in developing strong rural communities.

Essay entries are to be a minimum of 150 words in length and based on either of the following topics: "How Is Electricity Important to the Eastern Shore of Virginia" or "Why I Like the Eastern Shore of Virginia."

Essay guidelines will be sent to the guidance offices at each high school by Jan. 5, 2018. Home-schoolers can request the guidelines from the cooperative's Tasley office. The deadline for essay entrants is Feb. 16, 2018.

For more information about the Youth Tour Program, visit www.youthtour.coop. To learn more about how you can participate in ANEC's Washington Youth Tour program, speak with your high school's guidance office or contact ANEC Youth Tour Coordinator Patsy Goard at 757-787-9750, ext. 322. Visit our website to learn about last year's Youth Tour experience at www.anec.com/content/youth-tour.