

Cooperative Will Return Capital Credits to Members Early

A&N Electric Cooperative and its Board of Directors understand the difficult times many of our members are facing during the COVID-19 outbreak.

In response, the cooperative's board voted to return capital credits to its members earlier this year to assist when it is needed most.

As a not-for-profit utility company, A&N Electric Cooperative works hard to provide affordable and reliable service. Each year, revenues that exceed expenses (margins) are returned to members in the form of capital credits.

The cooperative typically returns capital credits to its members in August,



but the board of directors elected to expedite refunds to June, to help members dealing with the current state of emergency. Refunds will be shown as credits on active members' June bill statements. A total of \$2.5 million in capital credits will be returned to eligible cooperative members.

Each year, the A&N Electric Cooperative board of directors reviews the financial condition of the cooperative to determine if a retirement of capital credits can be made. Capital credits are retired using a hybrid first-in, first-out and percentage method that distributes a portion of the approved retirement amount to all co-op members.

The commitment to our members has led to the return of over \$26.8 million in capital credits since the cooperative was established.

In March, the cooperative suspended service disconnects and related fees for residential members throughout the state of emergency and have been working diligently with members to help find payment solutions for those who need them.

While the cooperative is making extraordinary efforts to ease the current burden placed on some of our members, it is important that all of our members know and understand that the waiver of

disconnects is not a forgiveness of payment for electric service received. In fairness and concern for all cooperative members, everyone who receives electric service is still responsible to pay for the electricity they use.

Our member service representatives are here for you to discuss payment programs and options with those experiencing unprecedented financial hardships. To set up a payment arrangement or extension, members can call 757-787-9750 to speak with one of our member service representatives. Members can also request a payment extension by calling our automated system at 1-855-386-9921 or on SmartHub.

HOW DO I RECEIVE MY CAPITAL CREDITS?

Refunds will be shown as a credit on active members' bills. Refund checks are mailed to inactive accounts.

WHEN DO I RECEIVE MY CAPITAL CREDITS?

This year, due to the COVID-19 outbreak, capital credit refunds will be applied to co-op member bills in June.

HOW MUCH WILL I RECEIVE?

The amount will vary from member to member based on how much electricity you used in the particular years retired.

Energy Efficiency Tip of the Month

Home cooling makes up a large portion of your energy bills. Try to keep the difference between the temperature of your thermostat setting and the outside temperature to a minimum. The smaller the difference, the more energy you will save.

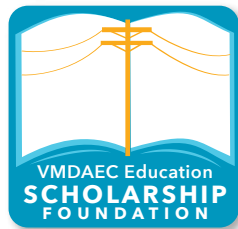


Five Students Earn Electric Co-op Scholarships

Five high school students whose families are served by A&N Electric Cooperative are the recipients of \$1,000 college scholarships awarded by the Education Scholarship Foundation of the Virginia, Maryland & Delaware Association of Electric Cooperatives.

The students are:

- **Nykerla Wallop** of Horntown, a student at Chincoteague High School.
- **Logan Harmon** of Parksley, a student at Broadwater Academy.
- **Alanna Hall** of Chincoteague, a student at Chincoteague High School.
- **Alexa Cobb** of Cape Charles, a student at Broadwater Academy.
- **Hope Abell** of Chincoteague, a student at Chincoteague High School.



The students were eligible for consideration because their parents are members of A&N Electric Cooperative.

“We commend these students on their outstanding academic achievements,” says Russell G. “Rusty” Brown, chair of the VMDAEC Education Scholarship Foundation Committee and vice chairman of the board of directors at Northern Neck Electric Cooperative. “Our electric cooperatives are delighted to provide support to these worthy students, as they represent a future generation of leaders in their communities.”

The Scholarship Foundation Committee’s points-based system and blind-review process ensure that no single committee member sees any applicant’s name until such time as final selections are made, and even then, no committee member has the ability to influence an individual selection — everything is based on points awarded. The competitive screening process considers financial need (40%), academic achievement (40%) and community involvement (20%). Applicants must be a senior graduating from either high school or home school in 2020.

They must also provide evidence of their acceptance into a post-high school educational institution or program. These grants can be used to pay for tuition, fees and books.

This year, the Foundation awarded 57 Worth Hudson scholarships to students who live in areas served by electric cooperatives in Delaware, Maryland and Virginia. The scholarships are named in honor of Hudson, the Foundation’s first chairman.

Since 2001, the Foundation has provided approximately 780 scholarships totaling more than \$740,000 to aspiring college students as well as to the next generation of electric lineworkers.

The Foundation is funded through tax-deductible donations and bequests from individuals, proceeds from benefit fundraising events and CoBank’s Sharing Success Program.

Transitioning to Summer Rates on June 1

Summer rates will go into effect on June 1 and will run through the end of September. These rates are different than the non-summer rates co-op members experience beginning in October and running through May.

Summer electricity use drives the wholesale cost of electricity. Recently for A&N Electric Cooperative, the highest peak demands for electricity during the summer have helped determine the cost of electricity year-round.

Cooperative members pay more for the electricity they use in the four “summer” months (June through September), while a lower rate has already been established in the eight “non-summer” months (October through May).

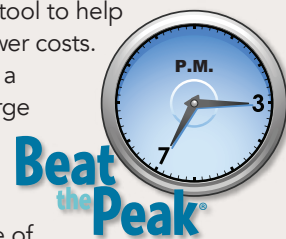
The cooperative’s voluntary Beat the Peak program, which encourages members to conserve or limit energy use during peak times is an important tool to help control wholesale power costs.

The cooperative pays a monthly demand charge based on the peak hourly use during the month; this accounts for a large percentage of the cost of electricity for our members.

When members cut back on their electric use during a Beat the Peak period, it helps the cooperative reduce the amount of wholesale power purchased at peak times. This will help hold down the cost for our members.

Peak periods occur when the demand for electricity is the highest. Usually, these are periods when it is very cold or hot outside. During these times, members are asked to use energy wisely and follow these guidelines:

- During the summer months, keep your home as warm as comfortably possible while maintaining a healthy environment.
- Postpone the use of major appliances, such as clothes washers, dryers and dishwashers.
- Delay using hot water during peak periods.
- Turn off all unnecessary lights.





Hurricane season officially starts June 1, with the peak threat for the United States being between August and October. While we've been fortunate to avoid a major hurricane in recent years, we've experienced more than our share of severe storms, which can down trees and limbs, knocking out power.

At A&N Electric Cooperative, we are always prepared for major storms and stand ready to respond to any outages. Our line crews, engineers and right-of-way crews work year-round to strengthen and protect the electric system to prevent outages before they can occur.

But as we enter hurricane season, we urge all cooperative members to prepare for the possibility of major damage and long-term outages. In the case of a major storm, visit anec.com and look under the Outage Tools tab. Check the cooperative's social media for updates during a power outage.

Review the storm-prep kit items on this page to make sure you are prepared!

Below are tips you and your family should practice to stay safe before, during and after the storm.

PREPARING FOR THE HURRICANE:

- Make sure flashlights, battery-powered lanterns and other sources of light are readily available.
- Make sure flashlights and radio batteries are fresh.
- Make sure you have an adequate supply of medicine, first-aid supplies, and baby items.
- Keep at least a two weeks' supply of bottled water, nonperishable food items, batteries and firewood on hand.
- If prescriptions are essential, make sure to get them refilled in case of an extended power outage or extensive damage to the area.
- Make sure to have identification and documentation on hand, such as your social security card, driver's license, birth certificate, and insurance information for your home, car and life.
- Have an evacuation plan for you and your family in case of an extended power outage.
- Listen to weather forecasts and predictions for possible hurricanes — hurricane season begins June 1 and ends in November.

DURING A HURRICANE:

- Make sure to get inside a building and stay away from the windows.
- Don't leave candles unattended and keep them away from furniture, draperies and other flammable materials. Make sure to keep children away from open flames.









- Avoid using candles if possible.
- Don't open freezers and refrigerators any more than absolutely necessary.
- Listen to local radio stations for news about power outages.
- Turn off your heating and air-conditioning systems, as well as electric range.
- Unplug sensitive electronic appliances such as TVs, Blu-ray players, microwave ovens and computers — this will protect your appliances against power fluctuations that can occur when power is restored.
- After power is restored, be sure to wait five to 10 minutes before turning on appliances and heating systems.

AFTER A HURRICANE:

- If power lines and poles are down in your yard or in the street, always treat them as if they are energized and dangerous. Never touch them and stay away. Make sure to call A&N Electric Cooperative to report downed power lines.
- Debris from the storm can hide power lines that have fallen. Fallen trees that contain energized power lines can electrocute any item it comes in contact with, such as a metal fence, a pond or standing water. Even the ground can be energized near fallen power lines.
- If your electricity is out, make sure to check with neighbors to see if they have power. If they have power, you may have blown a fuse or tripped a breaker. Never replace a fuse or reset a circuit breaker with wet hands or while standing on a wet (or damp) surface.
- If you're without electricity and want to use a portable generator, make sure to use it in a well-ventilated area.
- If power remains out following a storm and you have to cook with Sterno or charcoal, do so outside to avoid the build-up of deadly carbon monoxide fumes.
- Replenish your supplies of batteries, bottled water, nonperishable food items and firewood for future hurricanes

STORM-PREP KIT ESSENTIALS

Gather these items prior to a forecasted storm.

 CASH	 ONE GALLON OF WATER PER PERSON
 NON-PERISHABLE FOODS	 FLASHLIGHT AND BATTERIES
 MANUAL CAN OPENER	 BLANKETS
 BATTERY-POWERED RADIO	 FIRST-AID SUPPLIES
 ASSORTED TOOLS	



Smart Thermostat Options

A comparison of the market's smartest and most popular

By Maura Giles

Heating and cooling costs account for around half of a user's energy bill according to the U.S. Department of Energy. So when it comes to reducing energy use and cutting home energy costs, the most impact can be made by programming the thermostat. The right thermostat settings could yield energy savings of 8-15%, and new technology is making it easier than ever to achieve those settings.

Smart thermostats are Wi-Fi enabled and may be controlled remotely through a tablet, smartphone or voice control. Some models use multiple sensors to monitor temperatures in various parts of the home for more balanced heating or cooling; track user temperature preferences and use the data to optimize your heating and cooling schedule; and some are designed for complex multi-stage systems that will control heating, cooling, dehumidifier and ventilation systems.

If you're interested in controlling your thermostat with your voice or an app, or in being hands-off and letting it learn your habits, you should consider a smart thermostat. To narrow your choices, factor in smart features, price and attributes that matter most to you, such as color, size or style, and make sure the chosen product supports your HVAC system.

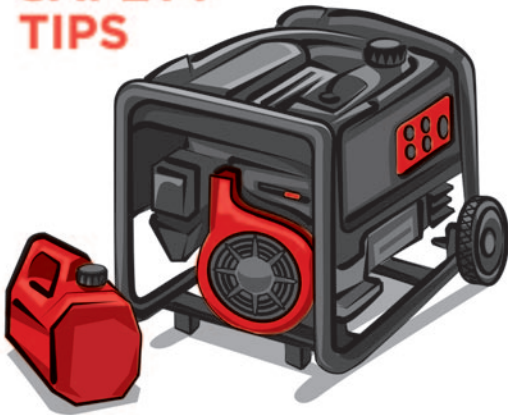
The Nest 3rd Generation Learning Thermostat and Ecobee4 are the most popular and sophisticated devices in this category. Both devices are usually priced around \$250, but consumers can easily recoup their money in energy cost savings.

There are many similarities between the two thermostats. Both can be adjusted via computer, tablet, smartphone, Google Assistant or Amazon Alexa device (the Ecobee4 even has a built-in Alexa-enabled speaker). And both thermostats can interact with other smart devices and utilize geofencing — using your phone's GPS to determine if you're home, then automatically adjusting the temperature. Nest's geofencing works with multiple phones, while Ecobee supports just one phone. Ecobee makes up for this with its more sophisticated sensors.

The Nest and Ecobee offer for purchase remote sensors that allow the thermostat to take readings from any room throughout your home and adjust the temperature accordingly. This can be an advantage if your thermostat is located near a draft or in direct sunlight. The Ecobee's sensors go one step further with occupancy sensing, which notices if there is movement in the house, in order to override geofencing if the primary phone user leaves the house and someone is still there.

Continued on page 22

GENERATOR SAFETY TIPS



Never connect a standby generator into your home's electrical system. There are only two safe ways to connect a standby generator to your equipment.

Stationary Generator:

An approved generator transfer switch, which keeps your house circuits separate from the electric co-op, should be installed by a professional.

Portable Generator:

Plug appliances directly into the outlet provided on the generator.

Set up and run your generator in a well-ventilated area outside the home. Make sure it's out and away from your garage, doors, windows and vents. The carbon monoxide generated is deadly.

Use a heavy-duty extension cord to connect electric appliances to the outlet on the generator.

Start the generator first **before** connecting appliances.

Source: SafeElectricity.org

CONTACT US

21275 Cooperative Way, P.O. Box 290
Tasley, VA 23441-0290

Phone

757-787-9750 • 800-431-2632

Payments

855-386-9921

Website

anec.com



Office Hours

Monday-Friday, 7:30 a.m.-4:30 p.m.

President & CEO

Butch Williamson

Local Pages Editor

Jay Diem

A&N Electric Cooperative is an Equal Opportunity Provider and Employer.

Smart Thermostats

Continued from page 21

While many of the features are similar, there are a few that are notably different and can help you determine which is right for you.

Nest, powered by a rechargeable battery, is a learning thermostat and automatically learns your schedule. When you begin using Nest, it makes a few assumptions and creates a baseline for its schedule. As you adjust the temperature up or down, Nest records it, and after a week, learns your schedule and the temperature settings you prefer. From then, it continues to learn and respond to your adjustments. Nest also records 10 days of energy-use data that shows you a visual of the times your system turned on and off during those 10 days. Nest also sends a monthly email report that includes a summary of your energy use compared to previous months and other Nest users.

Ecobee must be hardwire installed, utilizes a touchscreen and can analyze HVAC data for 18 months. All temperature and motion data from the thermostat and sensors is recorded, and can be accessed online by the owner to help you monitor total energy use, how the weather influences your use, and how your home efficiency compares to other users in your area.

The two thermostats also can connect with various energy devices in your home. Ecobee recognizes dehumidifiers and ventilators, and Nest recognizes heat pumps and auxiliary heat.

For those looking for a smart thermostat with fewer bells and whistles, the Honeywell Lyric T5+ is one of the market's most popular, priced around \$135. While it can't sense your presence or learn your schedule, it does have the geofencing feature and can interact with other smart-home devices, such as turning on lights when you arrive or leave home.



PHOTO COURTESY OF NEST THERMOSTAT

Whichever fits your lifestyle and preferences, a smart thermostat is a good investment that can help you save energy and money in a more convenient way than ever.

Maura Giles writes on consumer and cooperative affairs for the National Rural Electric Cooperative Association, the national trade association representing electric co-ops in Virginia, Maryland and Delaware, and across the country.

STORM SEASON IS HERE. SURGEASSIST CAN HELP.

SurgeAssist is A&N Electric Cooperative's newest electronics protection program line that helps address failures caused by electrical disturbances.

LOW COST – About 17 cents a day. (\$4.95 a month)

PEACE OF MIND – Anytime you experience a surge-related event, the cooperative will cover the cost of repair or replacement of the claim, up to the \$2,000 coverage amount.

SATISFACTION – We have created SurgeAssist to provide an easy, satisfying resolution for a participant's surge-related issues. If you are not happy with the service, you can discontinue it at any time.



SurgeAssist

www.anec.com/content/surgeassist



757.787.9750

One thing that is certain in uncertain times – **OUR COMMITMENT** to you and the local communities we serve.



To our dedicated medical professionals serving on the frontlines, we **THANK YOU.**



OFFICE CLOSING

A&N Electric Cooperative will be closed on Friday, July 3rd, in observance of Independence Day.

If you experience an outage or power emergency during this time, please report it by calling 757-787-9750 or by using our SmartHub app.



Putting The Power In Your Hands



SmartHub makes it easy to manage and track your A&N Electric Cooperative account from your smartphone or mobile device.



- Pay your bill
- Set bill reminders
- Schedule payments
- Report outages
- Check your daily and monthly energy use
- View your payment history



iOS Users



Android Users

Learn more at www.anec.com or scan the QR code above to get started!



Solar Made Easy



**COOPERATIVE
SUNSHARE™**

Cooperative Sunshare gives ANEC members the power to embrace even more clean, renewable energy.



- ☀️ Looking to take advantage of solar energy, but can't install panels on your property? Are the upfront and ongoing maintenance costs of a personal solar array holding you back? Cooperative Sunshare is designed for you.
- ☀️ Through Cooperative Sunshare, residential members may purchase 50-kilowatt-hour (kWh) blocks of solar energy.
- ☀️ A 50-kWh block is \$5.42, plus delivery costs. While higher than standard electricity, solar blocks will remain the same price for 3 years and are not subject to Power Cost Adjustments.
- ☀️ Log onto www.anec.com or call us at 787-9750 to learn more.

Subscribe Today!

Share facts about COVID-19

Know the facts about coronavirus (COVID-19) and help stop the spread of rumors.

FACT
1

Diseases can make anyone sick regardless of their race or ethnicity.

Fear and anxiety about COVID-19 can cause people to avoid or reject others even though they are not at risk for spreading the virus.

FACT
2

For most people, the immediate risk of becoming seriously ill from the virus that causes COVID-19 is thought to be low.

Older adults and people of any age who have serious underlying medical conditions may be at higher risk for more serious complications from COVID-19.

FACT
3

Someone who has completed quarantine or has been released from isolation does not pose a risk of infection to other people.

For up-to-date information, visit CDC's coronavirus disease 2019 web page.

FACT
4

There are simple things you can do to help keep yourself and others healthy.

- Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- When in public, wear a cloth face covering that covers your mouth and nose.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.

FACT
5

You can help stop COVID-19 by knowing the signs and symptoms, which can include:

- Fever
- Cough
- Shortness of breath

Seek medical attention immediately if you or someone you love has emergency warning signs, including:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or not able to be woken
- Bluish lips or face

This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.



CS 316439-A 04/14/2020

cdc.gov/coronavirus