



For All Your Customer Service Needs,  
Call Toll-Free (800) 240-3400

**Automated Outage Reporting**  
1-888-BLUERIDGE  
www.blueridge.coop

**Pickens**  
P.O. Box 277  
734 West Main St.  
Pickens, SC 29671

**Oconee**  
P.O. Box 329  
2328 Sandifer Blvd.  
Highway 123  
Westminster, SC 29693

**Anderson**  
1212 North Fant St.  
Anderson, SC 29622

**Greenville**  
3751 Highway 11  
Travelers Rest, SC 29690

**Mission Statement**  
Blue Ridge will be a competitive, quality provider of energy and other services, maintaining its history of integrity and adapting to the challenges of a changing world. While exercising leadership in the community, the organization's focus will be on exceeding customer expectations.

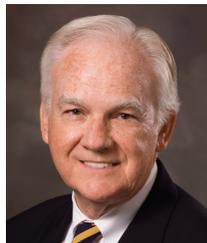
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A Touchstone Energy® Cooperative

## Serving the member well

WITH THE APPROACH of winter weather, it's good to take stock. What I can assert with unwavering confidence



is that Blue Ridge Electric Cooperative is committed to serving you well, while observing the very best in safety principles. This is true, no matter what the season.

Serving the member well is not a hollow expression. It's backed up by a big team

of employees who've demonstrated their unbridled enthusiasm for meeting our members' needs in every aspect of the cooperative's operation.

### Well trained and professional

Factually, Blue Ridge is staffed with well-trained, professional people. They know what it takes to tackle any challenge that's handed to them, and they're educated to undertake their responsibilities in the most-effective way.

Not only does the cooperative have quality employees, but we're also constantly refining our procedures to make life as convenient as possible for our members. For example, we're very proud of our member service center. During regular business hours, that group of folks is on the job to answer your telephone calls and emails. Except for high-traffic emergency situations, Blue Ridge members who call can expect to talk to a member service representative, rather than having to deal with an automated phone menu.

That kind of communications convenience doesn't come to a halt when the sun goes down. Co-op employees are by the phone during the first, second, and third shifts and on weekends. These power control technicians are alert to any reported

problems on the system and can immediately have standby crews on the road to address the trouble.

### In the name of service reliability

Another way we're looking out for our members is through keeping our system of distribution lines in tiptop condition. Our operations crews have been busy connecting new members to our power lines. At the same time, those crews are devoting considerable attention to beefing up those power lines in locations all across our territory. The majority of this work is being undertaken in the name of service reliability.

These projects were providing evidence of one of the beauties of our business: As we address electrical-load growth, we're also building additional strength into the cooperative's 7,000-mile network of power lines. These improvements supply support for an even better-functioning Blue Ridge organization. That's a good thing for member and employee alike.

It's difficult for me to believe we've arrived at the final Blue Ridge edition of *South Carolina Living* for 2016. That means the wonderful holiday season is bearing down on us. I sincerely hope the Thanksgiving, Christmas, and New Year celebrations will bring multiplied blessings and enjoyment for you and your loved ones. You can be assured that the Blue Ridge employee team will enthusiastically welcome 2017 and the opportunity to serve you for another 12 months.

**Charles E. Dalton**  
*President and CEO*

## New business joins Co-op Connections Program

WITH HOLIDAYS JUST around the corner, we automatically begin to think about family, friends and all the entertaining we will do. But what about the cleaning? For many, cooking is a delight, but cleaning before the company comes is a dreaded chore. Meet our newest Co-op Connections local partner, B's Cleaning Service, located in Travelers Rest, and enjoy coming home to a spotless house. No job is too big or too small for them to handle, because they know that every home is different and every customer's desires are unique. Call them at (864) 569-5448 and discuss getting your home in shape for the holidays. Co-op Connections card holders receive a 10-percent discount on the initial cleaning—a gift to make your holidays even better.

Blue Ridge is pleased to have more than 50 businesses

as part of our local discount program. Support your local retailers this holiday season. For a full list of participants and their discount to card holders, visit [connections.coop](http://connections.coop) or [blueridge.coop](http://blueridge.coop) and click on programs and services.

The Co-op Connections card also continues to be a great way to save on medications. To date, Blue Ridge members have saved more than \$3.3 million just by presenting this card at their local pharmacy. If you need a card, just stop by one of our offices or print one at [connection.coop](http://connection.coop). Begin using your card today and see the savings add up!



**B's Cleaning Service**  
Affordable, Eco-Friendly Quality  
(864) 569-5448

## Tree Lighting

WE INVITE YOU to share the excitement of the holiday season with us as we celebrate one of our traditions with the lighting of the tree on the co-op lawn in Pickens. On Tuesday, Nov. 22, beginning at 5:15 p.m., we will join together with Rev. Fred Stone and a choral group from Pickens First Baptist Church for music and a short meditation. Following the lighting of the tree by Anita Richardson, 2016 S.C. Elementary Vice Principal of the Year from McKissick Elementary School, hot cocoa and cookies will be served. We hope you will bring your family and celebrate the beginning of the Christmas season with us.

## Community Solar coming soon

YOU CAN NOW go solar without installing panels on your property. Community Solar lets you share in the benefits of solar power, even if you can't, or prefer not to install solar panels on your property.

Blue Ridge will soon be installing its first community solar farm, and you can be among the first to purchase block(s) of solar power. The initial investment is \$50 per solar panel, plus a one-time \$30 administration fee. A monthly charge of \$14 will be applied for each panel, with the member receiving a power-bill credit of 10 cents for every sun-generated kilowatt-hour. Blue Ridge is now ready to sign up subscribers. If you are interested in receiving more information on this project, please call Tim Mays at (864) 647-6647.



ROCKY NIMMONS

### Statement of nondiscrimination

Blue Ridge Electric Cooperative, Inc. is the recipient of Federal financial assistance from the Rural Utilities Service, an agency of the U.S. Department of Agriculture, and is subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, as amended, and the rules and regulations of the U.S. Department of Agriculture which provide that no person in the United States on the basis of race, color, national origin, age, or handicap shall be excluded from participation in, admission or access to, denied the benefits of, or otherwise be subjected to discrimination under any of this organization's programs or activities.

The person responsible for coordinating this organization's nondiscrimination Title VI compliance is Terrel D. Ballenger. Any individual, or specific class of individuals, who feels that this organization has subjected them to discrimination, may obtain further information about the statutes and regulations listed above from and/or file a written complaint with this organization; or the Secretary, U.S. Department of Agriculture, Washington, D.C. 20250; or the Administrator, Rural Utilities Service, Washington, D.C. 20250. Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible.

Blue Ridge Electric Cooperative is an Equal Opportunity Employer (M/F/H/V)