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**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.

**Board of Directors**  
Kenneth G. Southerlin, *Chairman*  
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A Touchstone Energy® Cooperative

## Service is our business

**LAST MONTH IN** this report, I focused on Blue Ridge Electric Cooperative's heat-pump loan program. Many



members have looked to their cooperative for assistance in upgrading their HVAC systems, and we've been more than happy to supply that support.

Another of our offerings that's receiving snowballing member interest is our Power Saver Rewards program. Under Power Saver, members volunteer to permit Blue Ridge employees to install load-control switches on their heat pumps/central air conditioners and/or electric water heaters. On the hottest or coldest days of the year, these load-management devices receive a radio signal that 1) briefly interrupts the operation of the air conditioner's compressor (but not the fan) or 2) temporarily disconnects the water heater's heating element. These actions help to reduce the demand charges that are applied to the monthly wholesale-power bill the cooperative pays. Those savings can be significant, and all Blue Ridge members benefit from them.

### Cash credits

Participating Power Saver members receive small, but ongoing, cash credits on their monthly electric bills. On the cooperative system, the number of installed load-control switches has now climbed to 5,000. We've not registered a single complaint from any of the members who've joined this effort.

In October of 2013, Blue Ridge unveiled its water heater-rebate initiative. Members who are in the market to add or replace a water-heating unit are eligible to receive a cash rebate for installing a high-efficiency electric model. During the last four

years, more than 2,000 members have taken advantage of this benefit.

### Standby generators

Before the cooperative sold its security subsidiary earlier this year, we insisted on transferring one portion of that operation, emergency generators, over to the electric side. Emergency generators have obvious parallels to our business of providing power service. Bringing that function under the cooperative's umbrella was essentially a seamless transition.

Blue Ridge Generators now represents an important arm of the cooperative's service menu. Members and others who employ the cooperative to provide a quality standby generator can expect to receive the complete professional package. That would include sales, installation, 24/7 maintenance, and regular servicing. Today, nearly 500 generator owners are enjoying a positive relationship with Blue Ridge.

Space doesn't permit me to go into detail about our many other service offerings, such as Surge Guard, Levelized Billing, Bank Draft, and LED Outdoor Lighting. I can only point out what I've stated many times previously—Blue Ridge Electric Cooperative is a member-owned utility. For that reason, we're driven to do our part to make life as good as it can be for those we serve.

I'm proud of the emphasis the cooperative places on serving our members well. You're encouraged to call, email, tweet, come see us, or use other means of communications to let us know how we might be of assistance.

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

## Landrum substation now providing service

IN 2016, Blue Ridge Electric Cooperative energized its new Landrum substation. Situated precisely on the Greenville-Spartanburg county border, the station was built with capacity to accommodate considerable future growth in this portion of the Blue Ridge territory.

At present, 457 co-op members are receiving their electric service from the Landrum unit. Formerly, all these members were part of the Tyger substation's grid. With their transfer to Landrum, these member premises are now located much closer to their source of central-station power.

Blue Ridge crews are presently at work on a major project that will elevate the Landrum substation to even greater prominence. Construction is proceeding on a double-circuit three-phase distribution line extension that will ultimately establish strong ties between the Landrum and Tyger substations. Once this undertaking is complete, it will supply the co-op with ample back-feeding capability.

The ability to back-feed is especially valuable during power outages. If either substation should experience a sizable service interruption, crews would first



LIZA HOLDER

**Blue Ridge Chairman Kenneth Southerlin (left), who represents Greenville and Spartanburg counties on the cooperative's board of directors, joins Power Delivery & System Support Supervisor Barney Drake on an inspection of the new Landrum substation.**

isolate the trouble spot. Then, through the back-feeding option, members could be connected temporarily to a line whose electricity flows from the other substation that still has power until all repairs have been completed.

Blue Ridge President and CEO Charles Dalton said the Landrum facility had long been a goal for the cooperative. "The area around Landrum represents the section of our service territory that's farthest removed from a co-op office. By establishing this new substation, we're helping to ensure these members have access to the most-reliable service possible."

## The Vietnam Moving Wall to be displayed at Co-op office

THE OCONEE COUNTY Office of Veterans Affairs has worked diligently to arrange a visit of The Vietnam Moving Wall for local citizens to see. The wall is a half-size replica of the Washington, D. C. Vietnam Veterans Memorial and has been touring the country for thirty plus years. Measuring 253' in length, it contains 74 frames with the names of military men and women that lost their lives in the Vietnam War. This year commemorates the 50th Anniversary of the Vietnam War.

The Wall will be at the Blue Ridge Electric Cooperative office at the intersection of Hwy 123 and Hwy 11 in Westminster from November 9–November 13 coinciding with Veterans Day. Access will be from Hwy 11 and will be clearly marked. Ample parking is available for visitors. A special opening of the display will be held on November 9 at 10 a.m. with music by American Pride.



PHOTOGRAPH IS PUBLIC

This meaningful piece of history brings healing to many veterans and family members.



## PUBLIC AUCTION

Saturday, Nov. 4, 10 a.m.

### Preview:

Friday, Nov 3  
9 a.m.-2 p.m.

### Location:

Blue Ridge Electric  
Cooperative, Inc.  
Equipment Facility  
734 West Main St.  
Pickens

### VEHICLES

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