



www.blueridge.coop

FOR ALL YOUR CUSTOMER SERVICE NEEDS
 Call Toll-Free (800) 240-3400

AUTOMATED OUTAGE REPORTING
 1-888-BLUERIDGE

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

MISSION STATEMENT
 Blue Ridge Electric Cooperative will operate as a competitive provider of energy services and a partner with local communities, with a focus on safety, service and integrity.

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This organization is an equal-opportunity provider.



A Touchstone Energy® Cooperative



A stormy first quarter

ONE WORD I COULD USE to describe the first quarter of 2022 in Blue Ridge country would be “stormy.” The

cooperative kicked off the New Year with an early January windstorm that left nearly 9,000 of our members without power. It took hundreds of operations workers more than a day and a half to clear up all those outages.

Less than two weeks later, an even bigger storm—one that featured plenty of heavy, wet snow and some freezing rain—walloped the co-op system. That emergency event interrupted electric service to more than 12,000 of our members and required two-and-a-half days to repair all the damage.

Then, as March was winding down, two confirmed tornadoes danced across northern Pickens County, cutting trails of destruction that affected a number of our members residing there. Although this outbreak of havoc involved “only” about 1,000 Blue Ridge members, it also produced nearly 30 broken wood poles. Ultimately, our crews worked a full 24 hours to restore service to everyone.

Confronting the tornadoes

Blue Ridge was able to rely on just our in-house employees and contractor linemen to address that emergency situation. The localized nature of the damage ensured that the co-op possessed enough on-site personnel necessary to attack the trouble.

With the two January storms, however, we had to call in crews from sister cooperatives located across South Carolina and in other states. Each emergency was an “all hands on deck” situation. In both instances, we had several hundred linemen applying their skills and training to bring matters under control.

Now that we’ve entered the thunderstorm season, I have to wonder



DENISE MCCORMICK

Broken poles from heavy snow caused power outages earlier this year.

what else Mother Nature might have in store for us. Let’s just hope it proves to be a quiet year in the tropics.

Mutual-aid manpower

Should that not be the reality, we can take comfort in the assurance that there will be cooperative-based, mutual-aid manpower primed to provide assistance when needed. By the same token, Blue Ridge is poised to go to the side of our sister co-ops, should the circumstances be reversed.

Electricity is an essential service. We’re keenly conscious of that fact. Consequently, Blue Ridge is prepared to marshal every means at our disposal to minimize the frequency, scope and duration of any outages that do occur. Our member-owned business model compels the co-op employee team to place the strongest possible emphasis on quality service. It’s our ongoing commitment to make service reliability a top priority.

JIM LOVINGGOOD
 President and CEO

Service with convenience

SERVICE ABOVE ALL ELSE has always been the trademark of Blue Ridge Electric Cooperative. With more members opting to find a way to complete their service needs without coming into the office, our customer service team continues to be busy with phone calls.

Averaging more than 12,000 calls each month may result in delays for some members calling during our busiest times. However, there are other ways to connect with BREC that are convenient and secure.

The Blue Ridge website offers several ways for members to use online forms or make inquiries concerning services. Forms are available for members wanting to connect service at a new location or disconnect the service where they presently reside. Members may also change the mailing address on their accounts or apply for a new service where power is not already available.

“During our COVID shutdown, we spent our time helping members however we could,” says Renee Woodall, Member Services manager. “If the only option was to take a service application at the drive-thru, that’s what we did. However, there is a better way. By encouraging people that are unable to visit us personally or call during our regular hours, on-line forms give them the option to do simple service requests at home on their computer.”

On-line forms can be found in the member portal for current members or for new members they may be accessed through the website at **blueridge.coop**.

Remember, much of your account information is at your fingertips with the BREC app. Combine the app with on-line forms and you have access to your Blue Ridge account day or night. If you have questions, please call one of our member service representatives at (800) 240-3400.



AMY CHILDRESS

Renee Woodall reviews requests for new service installations. If there are questions that need to be answered, members will be contacted, and a work order prepared. This is just one more way Blue Ridge continues to serve the varying needs of its membership.

Keeping You in Touch Rain or Shine!

With the Blue Ridge Mobile app, you can report and access outage information anytime day or night.

The Blue Ridge Mobile app from Blue Ridge Electric Cooperative is free and gives you quick access to your account whenever you need it!



The Blue Ridge Mobile app also allows you to:

- ◆ make bill payments
- ◆ check on monthly energy usage
- ◆ review bills and payment history
- ◆ set up payment reminders
- ◆ check account balance

Download your FREE Blue Ridge Mobile app on all your smart devices at the App Store or Google Play.



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