



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



Availability takes center stage

BLUE RIDGE ELECTRIC
Cooperative pulls out all the stops to ensure service reliability. Among other

things, the steps that we take to facilitate the dependable delivery of power include the following:

- ▶ An aggressive, regular cycle of powerline right-of-way clearing.
- ▶ A systematic program that results in hundreds of past-their-prime wood poles being retired and replaced every 12 months.
- ▶ Ongoing engineering studies that trigger system improvements—from the upgrading of the wire size on an individual power line to the construction of a \$4 million electrical substation.

These and other work actions are essential to the delivery of reliable service, which, in a nutshell, is our primary responsibility at Blue Ridge. The other factor in this equation would encompass both power generating stations and miles of high-voltage transmission lines. Our wholesale provider, Central Electric Power Cooperative, is responsible for securing the electricity resources we need. This important function is accomplished through contracts with generation utilities located in South Carolina and beyond.

As critical as reliability is to our efforts to supply quality service, another factor is presently assuming center stage in this industry drama—availability. The concern that's confronting those of us in this business is—do we have adequate generation resources to meet the combined and growing demand for electricity?

The Christmas Eve 2022 Arctic blast brought that concern into sharp focus.

Up until then, rolling blackouts had been a phenomenon we associated with faraway California. On that date, however, two area industry giants, the Tennessee Valley Authority (TVA) and Duke Energy, both, for the first time in their histories, implemented rolling blackouts in order to stabilize their respective power grids.

In the 17 months since that deep-freeze experience, South Carolina has seen a continuation of its explosive population growth. In other words, the demand for electricity keeps expanding.

My good friend Paul Basha, CEO at York Electric Cooperative, recently offered in an editorial the obvious answer to this challenge: “We must upgrade our power grid by building new power plants, pipelines and transmission lines.”

Here at Blue Ridge, we embrace all forms of electricity generation. At the same time, we recognize that baseload fuels such as nuclear and natural gas are essential to an uninterrupted flow of power. On that frosty Christmas Eve morning, solar generation did not begin contributing to the need for power until several hours after the peak-demand period had come and gone. That's just the nature of things—winter peaks are always going to occur well before the sun comes up.

Moreover, the current push to decommission baseload power plants without providing adequate replacement generation will only exacerbate the availability problem. I'm sincerely hoping that sanity will prevail.

JIM LOVINGGOOD
President and CEO

Value in knowing

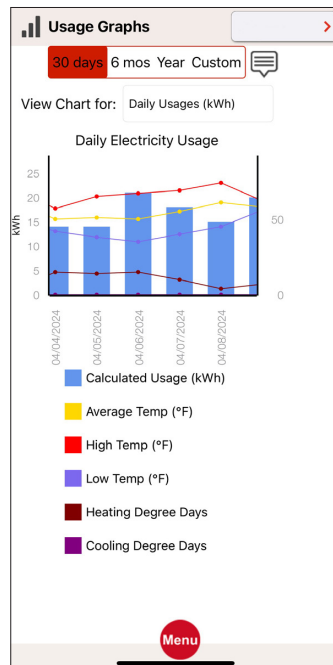
Online tools help you take charge of your energy bill

ONE OF OUR GOALS at Blue Ridge Electric Cooperative is to put you in charge of your power bill. We offer convenient ways for you to monitor your energy use and see how much and when you are using electricity at your home or business.

With the Blue Ridge mobile app and the member portal, located on blueridge.coop, you have access to daily, monthly and yearly usage information in easy-to-read graphs.

Blue Ridge App Once you download the Blue Ridge App and secure a log-in, there are several options to choose from. One of the most helpful is the usage graphs, which enable you to view daily and even hourly data graphically. Historical data is also available and can be viewed for six months, a year or you can enter a custom date range.

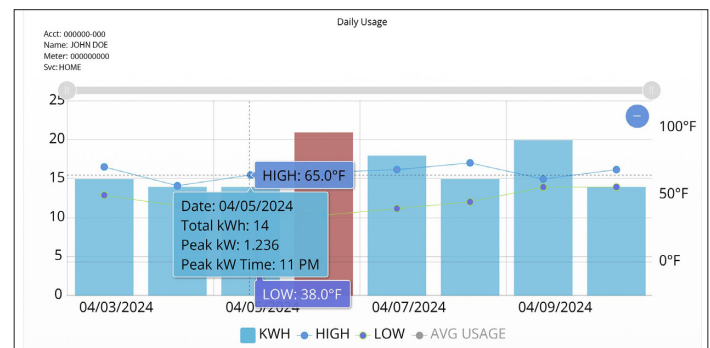
There are other options that allow you to view the average temperature, the high temp, low temp and more for the selected date range. Hourly usage, temperature, humidity and wind speeds are additional information included in usage data. While this might sound overwhelming, take a few minutes and learn how to use the app. You may discover some ways to cut back on the energy used in your home.



Blue Ridge member portal Your next option is the Blue Ridge member portal found on the Blue Ridge website. Again, you will need to go to the My Account option, choose any option and create a log-in for your account. Once established, you have access to your account(s) and can pay your bill, view payment history, report an outage, apply for new service or request a disconnect.

By selecting usage history under My Account, you will see daily use for a given time, as well as the high and low temps for each day. Clicking on any bar in the graph will tell you the high and low temperature for that day as well as your kilowatt per hour usage and your demand or kilowatts for that day. If you want to compare two days, or a date range, simply click "compare data" and you will have the option to enter a date range.

Our goal is to equip you, our members, with the best tools available to help you monitor your energy use and control your power bill. We are always available to answer your questions, but the Blue Ridge mobile app and the Blue Ridge member portal are convenient tools available to you 24 hours a day.



Stay in Touch- Using Your Mobile Phone!

Please update your mobile number with us so that we can keep you updated with service notifications.

You can update your mobile number on the app, the portal, or give us a call at 1-800-240-3400.

