

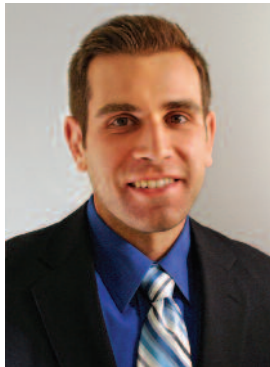
Storm

Preparedness Guide



BARC Electric Cooperative

To Members



Major storms are unfortunately becoming the 'new normal.' Despite our best efforts to maintain the rights of way (ROW) to standard widths, in many cases the surrounding trees far surpass the height of the power lines. Weighed down by heavy snow, those trees fall into the lines, snapping poles and breaking wire in the process.

Spanning an area from the top of the Blue Ridge Mountains to the West Virginia border, BARC's electric distribution system traverses some of the most rugged terrain in the state of Virginia. In many cases, our lines do not abut the roadway, but instead cut directly over mountains and span valleys, making power restoration a more time-consuming process. It is this system that we are tasked with maintaining for your benefit.

Between 2012 and 2013, in the short span of just nine months, we were hit with two of the biggest storms in the history of BARC. While we are taking steps in the field to mitigate the impact of future major events, emergency preparedness must become a way of life for our members. Our members must know how best to prepare, how to effectively report an outage, and where to turn for outage-restoration updates.

I would encourage you to explore this informative guide and make use of the tools it offers to stay safe and informed. As a cooperative, we are singularly focused on service to our members, and strive to achieve superior service excellence. I hope you find this guide to be a useful tool in the event of another major storm.

Warm Regards,



Michael Keyser
CEO & General Manager

Preparation

ACCOUNT NUMBER	NAME		RATE	MAP NUMBER	METER #	METER ID	TELEPHONE
27922001	Doc	04N	10	308911004	81673329		(540) 625 - 451
SERVICE	NO	NO	BL	METER READING		KWH	CHARGES
	DAYS	TYPE	PREVIOUS	PRESENT	MULTIPLIER	USAGE	
06/26/13	07/28/13	32	0	70634	71652	1	1018
BARC ELECTRIC COOPERATIVE PREVIOUS REGULATED SERVICES							
Balance Forward							133.55
Payments Received Since Last Billing							-133.55
BARC ELECTRIC COOPERATIVE CURRENT REGULATED SERVICES (Schedule A - Residential)							
Electric Supply Services							
GENERATION							48.31
FUEL FACTOR (0.018190 / kWH)							1018
							18.52
Electric Distribution Services							
DISTRB SERVICE							48.44
VA SALES & USE TAX SURCHARGE							0.42
State and Local Taxes							
SPECIAL REGULATORY TAX							0.12
LOCAL CONSUMPTION TAX							0.39
STATE CONSUMPTION TAX							1.04
Total Current Regulated Services Due By 09/04/13							117.24
TOTAL AMOUNT DUE							117.24



- Keep your account number in a handy location. It is your unique member identifier and the most effective way for you to report your outage.



- If you are on a well, make sure to have a 5-7 day supply of water for drinking, cooking and flushing toilets. A general rule of thumb is one gallon of water per person per day. Filling up your bathtub(s) can provide a good source of wastewater.



- Have at least one telephone that does not depend on electricity to function.



- Have a portable radio with a fresh supply of batteries. If the power is out, you may not be able to access the web for outage updates. In major storms, we also issue updates to all local media, and the radio might be your best source for information.



- Conserve water by using paper plates and plastic utensils, and by cooking on the BBQ grill or camp stove.

Restoring

Power

You can track the status of our restoration efforts via the following:



TV, radio or newspaper. BARC issues press releases several times per day during major storms to all local print, radio and television media outlets, and we are always updating our media contacts to keep them current.



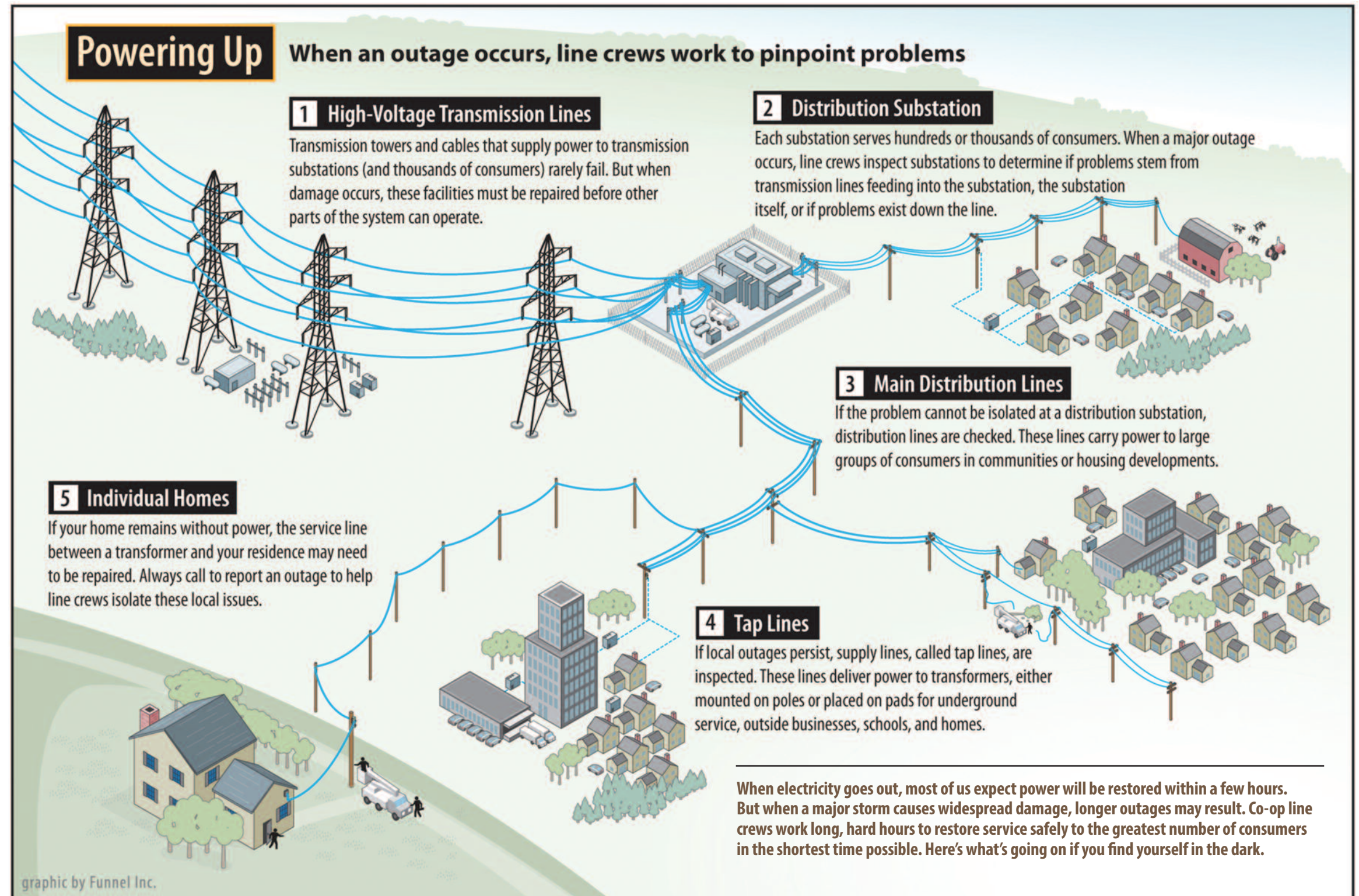
Website. BARC's redesigned website now includes a front page newsfeed as well as an Outage History page. During major storms, we will be keeping our newsfeed and Outage History page up-to-date with the latest restoration news and locations. In late 2014, a real-time outage map will be added to the website that will allow members to track current outages by general area.



Facebook. During major storms, BARC issues updates several times per day and posts them to its Facebook page. BARC's Facebook fans (www.facebook.com/BARCElectricCooperative) can access outage content that will be posted to Facebook as well as our website, and will include up-to-date restoration news and locations.



Twitter. Within the technical limitations of the Twitter medium, BARC will tweet abridged versions of its outage-restoration news and locations, as well as announcements that new updates have been posted to the website and Facebook. You can follow us on Twitter at www.twitter.com/BARCElectric.



When electricity goes out, most of us expect power will be restored within a few hours. But when a major storm causes widespread damage, longer outages may result. Co-op line crews work long, hard hours to restore service safely to the greatest number of consumers in the shortest time possible. Here's what's going on if you find yourself in the dark.

Reporting

A Power Outage

We currently offer two convenient ways to report your outage. Both methods are equally effective and will produce an outage ticket in our system, which is available to dispatchers in our emergency operations center.



- **By Text Message.**

Customers who have registered for our text message reporting service can text

“Outage” to a special number provided at registration. You will receive a confirmation text that the outage was reported successfully, and even a text when power is restored. For more information about this service, go to www.barcelectric.coop/OutageTexting.



- **By Phone.** You can report your outage by calling (800) 846-2272 and following the automated prompts. The automated system will log your outage and produce an outage ticket in our system. Unless it is a serious medical emergency, the automated system is faster and more effective than waiting for a live operator.



A few additional things related to outage reporting:

- **Do not post your outage to our Facebook page.** We have intentionally disabled this functionality to protect our members’ privacy. By publicly announcing you are without power (or worse, are not home), you are potentially inviting criminal activity. We felt it was in our members’ best interests to prevent such activity by limiting our Facebook page to general restoration updates.
- **In 2014, we will be undergoing a major upgrade of our Outage Management System (OMS), as well as our GIS mapping system.** Among other things, it will include the addition of a real-time outage map on our website, and the ability to clear outage tickets in real-time. This upgrade is expected to take 9-12 months to complete. We appreciate your patience while we work to improve the outage intake, tracking and restoration process.
- **Until our OMS upgrade goes live, we will continue to function under the current system.** One limitation of the current system is the inability to “clear” outages that have been restored from the system. Thus, in the event of a prolonged outage event, you must continue to report your outage every morning. Admittedly, it is a major limitation of the current system, but is the only way we know you are still without power.

Generator

Safety Precautions

A backup generator can create a dangerous situation if not connected properly to your home’s electrical wiring. If not connected properly, the generator can backfeed power onto BARC’s power lines and electrocute linemen who are working to restore power.

Generators should never be connected directly into a home electrical outlet, nor should they be directly connected to the circuit breaker panel. Generators should only be connected to the home through a two-way transfer switch. BARC’s responsibility for electric service ends at the meter, so we cannot know when or if you have installed a generator and we cannot know if the installation was done in accordance with the National Electric Code.

Always use a qualified electrician to do the work. If you plug your generator directly into a wall outlet, the wiring in your house is no longer protected by a circuit breaker or fuse in your power panel. The wiring could become overloaded, overheat, and start a fire.

The diesel or gasoline engines that drive emergency generators exhaust carbon monoxide. Carbon monoxide is a colorless, odorless gas that can be deadly. Always consult the owner’s manual regarding proper placement of the generator, and never install your generator inside, in a confined space, or near the air intakes to your home.

“Backfeeding” — a dangerous situation

Improperly connecting a portable generator can create a “backfeed.” This is a very dangerous situation, as the backfeed can electrocute you or others. Backfeeding energizes power lines in the same way a power plant energizes power lines. Linemen who expect the line to be de-energized could be injured. One good way to avoid backfeeding is to install a transfer switch. A qualified electrical contractor can install this transfer switch so that backfeeding can be prevented.

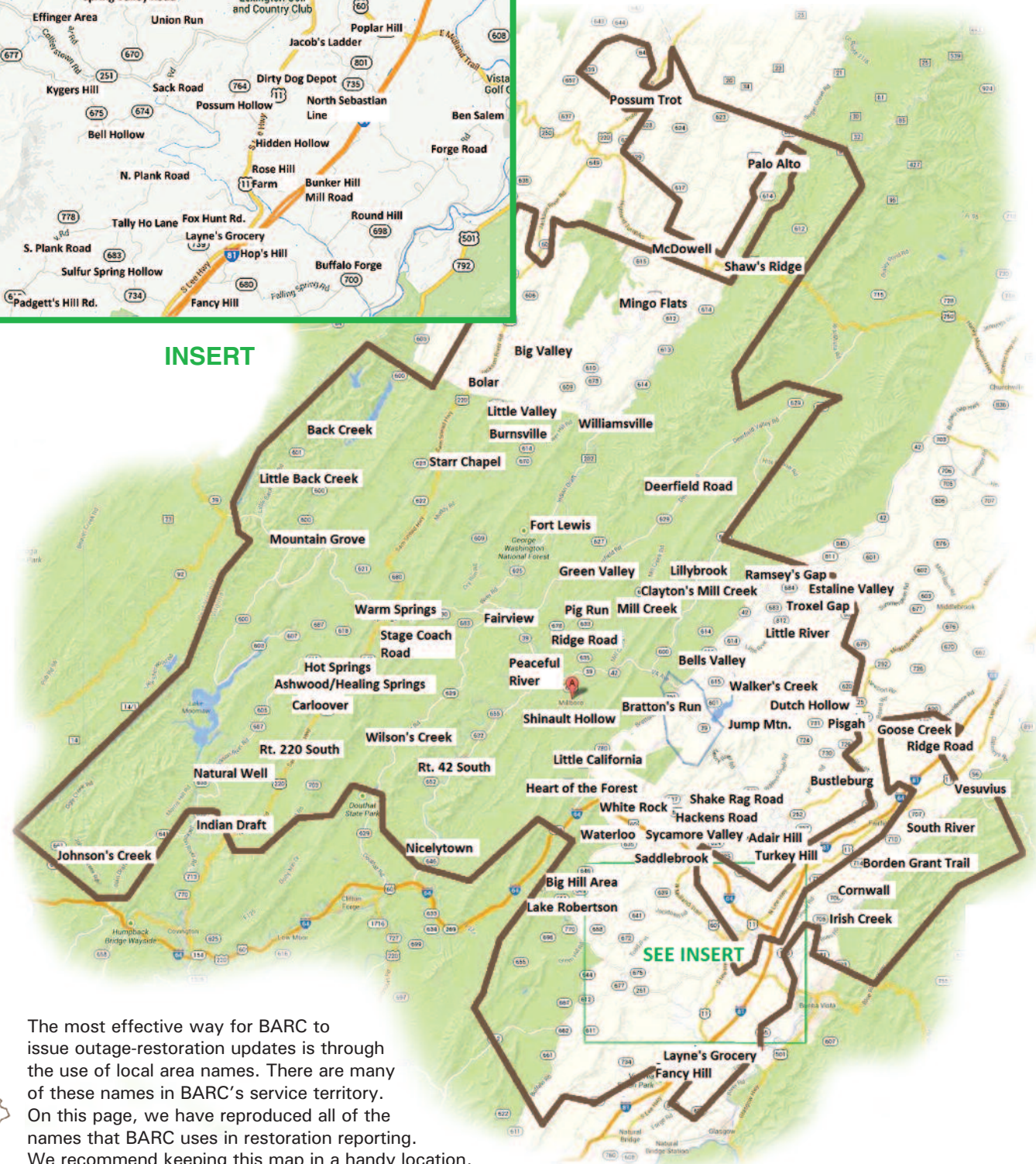
Electric generators can provide you with peace of mind and convenience as long as you do not take chances with your safety or the safety of others. Be sure to follow these safety guidelines so you don’t put yourself or the lives of others in danger. Improper use or installation of an electric generator can cause property damage, serious injury, and even death.



Service Territory



INSERT



The most effective way for BARC to issue outage-restoration updates is through the use of local area names. There are many of these names in BARC's service territory. On this page, we have reproduced all of the names that BARC uses in restoration reporting. We recommend keeping this map in a handy location, so it can be used as a reference guide in a future storm.