

## Whatever it Takes

*Powering life, from a lineworker's perspective*



**NATIONAL  
LINeworker  
APPRECIATION DAY**

Lineworkers are ranked as having one of the 10 most dangerous jobs in the country. The lineworkers at BARC Electric Cooperative work rain or shine, in often challenging conditions, to ensure you have reliable electricity to make sure our community has the power to live their lives. That's why we're celebrating National Lineworker Appreciation Day on April 8.

Linework is hard work, but it's very rewarding. We hope this will give you a better look into what lineworkers face and, more importantly, why they do it.

### THE DANGER

A lot of people know linework is dangerous because the work is near high-voltage electricity. Move just the wrong way or lose focus for a split second, and it could be deadly. Lineworkers have to be aware of their surroundings and the safety of the person next to them. They often work on energized power lines, which can't always be identified as energized by looking at them. Lineworkers work with an element of danger that requires concentration, and there is no margin for

error. The environment compounds the pressure, because when power is needed most is usually when the weather is worst. They often work in storms with rain, wind, extreme heat and cold, in the dark, or on the side of the road next to fast-moving traffic. Yes, it's dangerous, but that's what they are trained to do.

Many may not realize it, but lineworkers undergo years of training before they can officially be called a lineworker. They typically start as a groundman, helping crews with tools and keeping job sites safe. Then they transition to apprentice status, which typically spans four years. After an apprenticeship, with more than 7,000 hours of training under their belts, they transition to journeyman lineworker status — that's when lineworkers are considered officially trained in their field.

But the education is ongoing. Lineworkers continuously receive training to stay mindful of and learn new procedures.

### THE PHYSICAL DEMAND

The daily expectations of a lineworker are physically demanding, but you won't hear any of them complain about that. They know what they signed up for — loading heavy materials, climbing poles and in and out of buckets. A lot of times, they go places the trucks can't, so they might be hiking through the woods loaded down with 40 pounds of personal protective equipment.

### THE SACRIFICES

There are some sacrifices to being a lineworker. They're often first on the scene of an emergency, seeing things that are devastating like car accidents, structure fires and damage from severe storms. They

often don't know what type of situation they are going to face or when they are going to face it. Lineworkers get calls all hours and in the middle of the night. Many have missed a lot of ballgames and family dinners, but lineworkers' families are very supportive. Lineworkers make sure there is nothing standing in the way of helping their friends and neighbors get back to normal life.

### IT'S WORTH IT

One thing that makes this job worthwhile is the camaraderie. The co-op is like a second family, and the line crews are a brotherhood. In this work, they have to depend on the person beside them in life-or-death circumstances. It's a culture of trust, teamwork and service. It's all about keeping the teammate beside you safe and the lights on for everybody else.

Lineworkers have a lot of pride their work. Even when it's cold and wet, they know they are working to keep people warm. There's a lot of satisfaction in hearing someone yell "thank you" from the window after the lights come back on, or seeing people flipping the light switches on their porches after an outage is restored. Many of our lineworkers have said no matter how tired they are or how long they have been working, that feeling always makes it worth it.

BARC Electric Cooperative and its employees are members of this community. We live in the same neighborhoods. We shop at the same stores. Our kids go to the same schools. If your lights are off, there is a good chance ours are off, too. You can trust that we are doing our best to get the lights back on as quickly and safely as possible — so you can get back to normal life.

#### BARC ELECTRIC COOPERATIVE

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Office Hours: M-F, 8 a.m.-4:30 p.m.

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[barconnects.net](http://barconnects.net)

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Bill Buchanan

Local Pages Editor

Amanda Cunningham

*BARC Electric Cooperative is an equal opportunity provider and employer.*

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# BARC Communities

## 22nd Annual Bath Bluegrass Jamboree

**A**llegheny Mountain Radio will kick off its 2024 Spring Fundraiser with the 22nd Annual Bath Bluegrass Jamboree. This year's Jamboree will be Saturday, April 13, in the auditorium of Bath County High School. Concessions will be available at 4:30 p.m., doors open at 5 p.m., and the show starts at 6 p.m.

This year's Jamboree will be headlined by Nashville recording group Williamson Branch. Williamson Branch built their reputation with beautiful melodies, a unique onstage presence and fast-paced clogging. Hollywood Digest described them as, "The best vocal group working today." Their single "Blue Moon Over Texas" held the No. 1 spot on the RMR Bluegrass Chart for seven weeks.

Southern Rail Express will kick off the Jamboree with a great set of original music and covers. They are led by Allegheny Mountain Radio's own D. Willie. Southern Rail Express has been the premier bluegrass band in the Allegheny Highlands for over a decade.

The Ruckus Bluegrass Band is out of Lexington, Va. They have been lighting up stages throughout the Shenandoah Valley and Blue Ridge Mountains. Their sound is a mix of traditional and contemporary bluegrass. They have grown their following on the strength of great live performances.

Tickets to the 22nd Annual Bath Bluegrass Jamboree will be available the day of the Jamboree. Adults \$15, ages 13-18 are \$5, children under 12 are free. For more details, call 540-839-5400.



## 750K Hours Accident-Free



Reaching 750,000 personnel hours without a lost-time accident is a huge accomplishment worth recognizing. Considering the potential hazards that BARC employees face daily, this milestone was hard-earned. In Virginia, a lost-time accident occurs when an employee is injured on the job, preventing him or her from returning to work within a seven-day period. It has been 4 1/2 years since the last major injury restarted that clock.

With support from the board of directors, and BARC management, safety has become a company value held to the highest standard. This achievement certainly attests to that.

Whether it's climbing a pole after during an outage, plowing fiber into rocky ground, or preventing a co-worker from slipping on an icy sidewalk, all BARC employees have equally participated in successfully maintaining a culture of safety.

## Helping Train Youth to Save Lives

Boy Scouts of America Troop 29 and Troop 92 participated in CPR training, thanks to BARC Electric's generous donation of a CPR manikin.



Scouts were able to get hands-on experience in a way previously unavailable to them.

"These skills will help with the scouts rank advancement as well as preparing them for real life emergencies in our local community," says Troop 29 Scout Master Bryan Secoy. "BARC has been a big supporter of its community, and this is just one more example of its commitment to giving back."



# Introducing SmartHub!



Your life is busy and managing your account can feel complicated — with our new SmartHub mobile app and web portal, it won't be. Save time and money by managing your account at any time from anywhere.

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## HOW CAN SMARTHUB HELP YOU CONTROL YOUR ACCOUNT?

Our SmartHub mobile app and web portal will keep you informed and will show you where to save time and money on your bills.

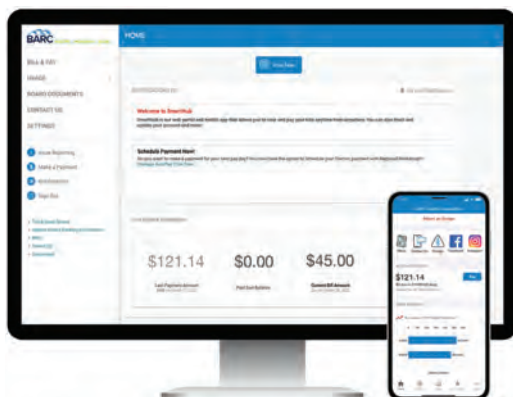
**Billing & Payments:** No more waiting for your bill to arrive in the mail, access your bill at any time from anywhere. Save time with easy payment options to avoid late fees and service interruptions.

**Alerts & Notifications:** Stay informed on important account events via email or text messages. Receive the information you need to make the right decisions about your account.

**Paperless Billing:** What if you could save some time and a tree at the same time? Activate SmartHub paperless billing, an eco-friendly way to instantly access your bill.

**Energy-Use Monitoring:** Worrying about use or surprising bill amounts can be stressful. With access to this information, you can be in control and make decisions that can help reduce your bill.

**Attention BARC Connects Customers:** Your SmartHub account will now be available for both your electric account and your broadband account needs! After April 3, you will be able to access your electric account through your current SmartHub login.



## WHAT DO YOU NEED TO REGISTER FOR SMARTHUB?

You will need an email address and your account number. You can find your account number on your bill.

### MOBILE APP DOWNLOAD:

For information on how to download our free, secure SmartHub app from the Apple or Google Play stores, scan the QR code below or visit our SmartHub support page at [barcelectric.com/smarthub](http://barcelectric.com/smarthub).



## HOW WILL YOU REGISTER FOR SMARTHUB?

Getting started with SmartHub is as easy as 1-2-3.

### Step 1: Register your account in SmartHub

Whether through our mobile app or web portal, you can register your account, for free, in SmartHub.

### Step 2: Activate the features you want

Now is the time to take advantage of features like alerts/notifications, Auto Pay, and Paperless billing to have more control over your account.

### Step 3: Managing your account at any time from anywhere

The more features you take advantage of, the more time and money you can save!

You can find instructions for how to register and activate features on our SmartHub support page at [barcelectric.com/smarthub](http://barcelectric.com/smarthub).

## ATTENTION CURRENT AUTO PAY MEMBERS:

If you are currently signed up for Auto Pay with a credit card, after you register your SmartHub account you will be required to re-register for Auto Pay in our new SmartHub payment system!



## NEED ASSISTANCE?

If you have any questions or issues, you may contact us by calling 800-846-2272. Visit our SmartHub support page at [barcelectric.com/smarthub](http://barcelectric.com/smarthub) for more information.

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# • Success Checklist •



SmartHub will help you save time and money by managing your account at any time from anywhere. Here is a checklist to put you in control of your account from day one.

To register for SmartHub, you will need an email address and your account number. You can find your account number on your bill or call our customer service team at 800-846-2272.

## REGISTER your account in SmartHub

You have two options when registering your account: our mobile app or web portal.

### ACCESS THE MOBILE APP

- Open up the Apple or Google Play store or scan the QR code to the right.
- Search for “SmartHub” in the app store.
- Download and Install the SmartHub app on your mobile device.



### ACCESS THE WEB PORTAL

- Visit our SmartHub support page at [barcelectric.com/smarthub](http://barcelectric.com/smarthub) and click on the Register button.

## AUTO PAY re-registration (if enrolled)

If you are currently signed up for Auto Pay with a credit card, after you register your SmartHub account you will be required to re-register for Auto Pay in our new SmartHub payment system!

## Set up NOTIFICATIONS

Stay informed on important account events via email or text messages. Receive the information you need to make the right decisions about your account.

## Consider trying PAPERLESS BILLING

What if you could save some time and a tree at the same time? Activate SmartHub paperless billing, an eco-friendly way to instantly access your bill.

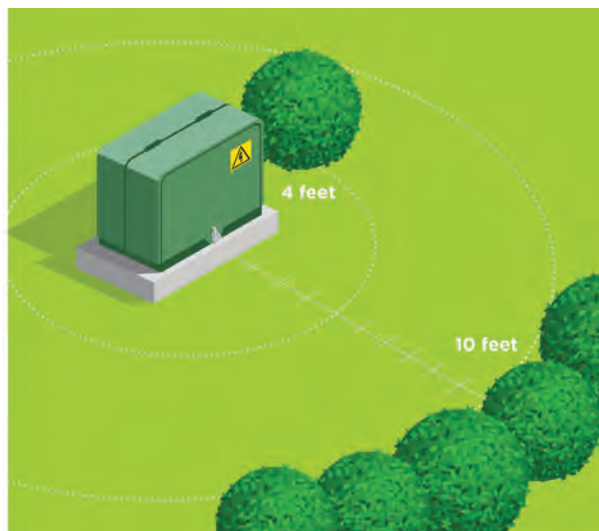
## BOOKMARK SmartHub support page

We will be adding new features and information for how to get the most out of your SmartHub experience on our SmartHub support page.

Find step-by-step instructions for Auto Pay on our SmartHub support page [barcelectric.com/smarthub](http://barcelectric.com/smarthub). We are here to help! Just call 800-846-2272.

## PLANT SAFE

Shrubs and structures should be 10 ft. away from transformer doors and 4 ft. away from the sides.



## Dig Smart. Dig Safe.

Before you dig, call 811 or visit [call811.com](http://call811.com) to mark underground utility lines. 811 is a free service that helps keep our community safe.



April is National Safe Digging Month.