

## Rebuilding & Restoring South Carolina



A few short days in the aftermath of Hurricane Helene, Chippewa Valley Electric Cooperative (CVEC), and 14 other Wisconsin electric cooperatives responded to a ROPE (restoration of power in an emergency) call to help repair the widespread damage caused by the high winds and rain that came with this catastrophic storm.

Despite the uncertainty of the climate and work conditions they would face, CVEC had linemen willing to accept the call for help. Ultimately, it was determined that two linemen would represent CVEC and make the journey to Aiken Electric Cooperative, Inc. in South Carolina.

To support their efforts, the CVEC crew drove to South Carolina in an aerial lift (aka bucket) truck. The aerial lift truck, vital for repairing overhead power lines, allowed safe access without the need to climb poles.

Given the extensive miles of line that required repair and the rough terrain, this

truck was invaluable.

Despite the hurricane's extensive damage, a "tent city" was quickly set up. Linemen were provided basic but functional living arrangements where they slept on cots, used porta-potties, and had access to hot showers, meals, and laundry services. These accommodations allowed crews to

rest and recharge after a long day's work.

Wisconsin crews worked together in the hot, humid weather for long 16-hour days to repair/rebuild three-phase and single-phase lines, set poles, and untangle wires. Even spending one day partnering with local law enforcement to run lines across a normally busy interstate.

The Wisconsin crews met each morning at a local ranch. The rancher donated the space as a meeting point and drop off point for much needed equipment and supplies.

The widespread damage left behind from Hurricane Helene was catastrophic. We are proud to be part of a caring

*The ROPE program was created with two key cooperative principles in mind—Cooperation Among Cooperatives and Concern for Community. It embodies the spirit of neighbors helping neighbors, where cooperatives, even from across state lines, step up to assist each other in times of grave need.*



*Thank you to **Greg and Tyler** for representing CVEC. We are also deeply grateful to their families and our dedicated crews that filled in the gaps during their absence. Your support made it possible for us to respond to this call for help. We are incredibly proud of our CVEC cooperative family!*



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# Interruptible Heat Test November 20



This is a reminder that the 2024 Winter Preparedness Test for Interruptible Heat (Dual Fuel) Accounts is on Wednesday, November 20. If you are a part of CVEC's Dual Fuel program, your system will be tested on that day. This test makes sure your backup heating works and keeps your home comfortable during load control periods this winter. It also checks that the control equipment is working properly.



## Snowbirds

If you're planning to leave your home for an extended time this winter, remember to make billing arrangements while you are away. CVEC has multiple options to pay your bill:

- Automatic checking/savings withdrawals or credit/debit card payments. We offer a \$20 bill credit for new automatic payment accounts!
- Online Payments, readings, account management and daily/monthly power use available through SmartHub on our website or download the SmartHub App.

## Thanksgiving Closing

CVEC will be closed November 28 in observance of the Thanksgiving holiday. You can report outages any time by calling 800-300-6800 or through SmartHub (online or through the app).



## Rebuilding & Restoring

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community of cooperatives. We hope that we will never need to make a call for help, but if we do, we know the favor will be returned and ROPE and our cooperative neighbors will be there to support us and our members.



## Rebate Deadline Reminder

Chippewa Valley Electric Cooperative wants to remind its members that there are a variety of rebates available for qualified purchases of energy efficient products. Rebates are in place through December 31, 2024, or until funds, by rebate or in total, are depleted. Please submit rebate forms as soon as possible to ensure that you can take advantage of our rebate program. Please note: Rebate forms and any additional requirements must be submitted no later than 3 months after the purchase date.

Rebate forms can be found online at [www.cvecoop.com/rebates.php](http://www.cvecoop.com/rebates.php).