

SIMPLIFY LIFE WITH OUR ONLINE ACCOUNT MANAGER



- PAY MONTHLY BILLS •
  - MONITOR ENERGY USE •
  - REPORT A POWER OUTAGE •
  - ASK QUESTIONS •
- AND MORE!

LOG INTO YOUR ACCOUNT AT [COMELEC.COOP](http://COMELEC.COOP) AND DOWNLOAD THE FREE APP.

## CONTACT US

52 W. Windsor Boulevard, P.O. Box 267  
Windsor, VA 23487-0267

Phone Website

757-242-6181 [comelec.coop](http://comelec.coop)

## After-hours Outages

1-855-700-2667



## Office Hours

Monday-Friday, 8 a.m.-5 p.m.

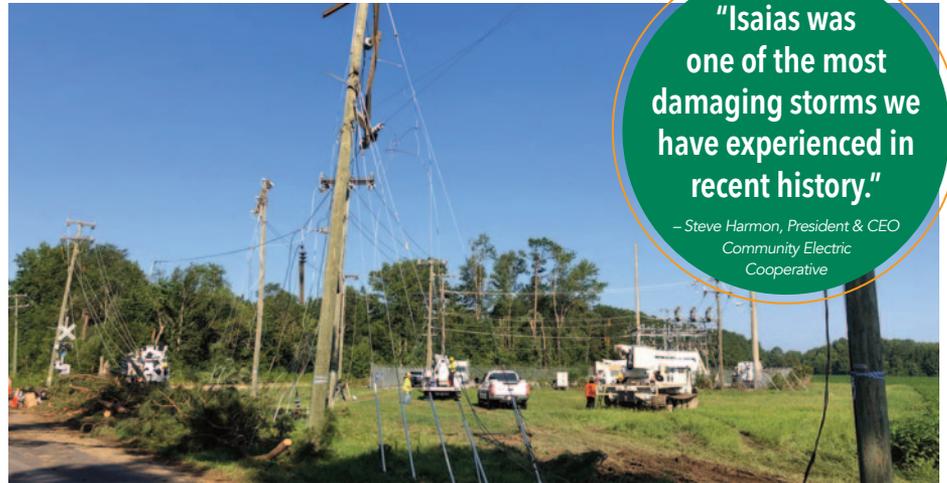
## President/CEO

Steven A. Harmon

## Local Pages Editor

Jessica Parr

Community Electric Cooperative is an Equal Opportunity Provider and Employer.



**"Isaias was one of the most damaging storms we have experienced in recent history."**

— Steve Harmon, President & CEO  
Community Electric Cooperative

## Co-op Responds Quickly After Isaias

August came in like a lion with Tropical Storm Isaias knocking out power to thousands in eastern Virginia. Community Electric Cooperative's service area was hit hard, especially in the Southampton County community of Courtland.

Widespread power outages began affecting CEC members before sunrise on Tuesday, Aug. 4.

Crews were immediately dispatched and began locating causes of outages and assessing damage. "Isaias was one of the most damaging storms we have experienced in recent history," says Steve Harmon, CEC president and CEO. "At the height of our outages, over 52% of the system was in the dark."

Power was quickly restored to most members by early Wednesday afternoon.

However, an EF-2 tornado caused catastrophic damage in the Courtland area, requiring significant repairs. Transmission lines feeding the CEC system were severely damaged. Crews rerouted some power, but CEC had to wait for our power supplier to reroute power to that delivery point on our

system affecting more than 700 members.

"With the help of our friends from Central Virginia Electric Cooperative and Dominion Energy, we were able to restore power to ALL members in less than 43 hours," says Harmon. "To put this effort in perspective, we had over 22 three-phase poles on the ground in the Courtland area alone.

"Team CEC did it again! Our fantastic team of cooperative professionals, including field personnel, as well as supervisors and office staff, extraordinarily rose to the occasion. I could not be more proud of our team for their unwavering commitment and loyalty to our members, especially during such extreme conditions."

Now is a good time to prepare for the next storm. Explore the features included in our SmartHub app, like reporting a power outage. Many outages were automatically reported due to the nature of the transmission outage. By logging into your account via SmartHub, you're also able to track the status of a reported outage affecting your home or business.

## Co-op Closed for Labor Day

Community Electric Cooperative will be closed Monday, Sept. 7, for Labor Day. If you experience a power outage, please report it via SmartHub or by calling 757-242-6181. Please have a safe holiday.

# Consumer Complaint Procedure

Supervisor of Complaints: *Brenda H. Mansfield, Member Services Manager*

**1** All consumers will be notified of the cooperative's Consumer Complaint Procedure and all revisions within sixty (60) days of final board approval through the *Cooperative Living* magazine mailed monthly to each consumer.

**2** New consumers will be given this information either at the time of applying for service or mailed a copy within sixty (60) days of application.

## Telephone Numbers for Consumer Use

**3** The cooperative has a single telephone number for use during business hours, 757-242-6181. It is manned by cooperative personnel during regular working hours, Monday through Friday, 8 a.m.-5 p.m. A toll-free number, 855-700-COOP (2667) is provided for use after 5 p.m. and on Saturdays, Sundays and holidays. Such calls are taken by a dispatching service for the cooperative. Only power outages and emergencies will be handled after working hours.

**4** The cooperative will accept all calls that are of a legitimate nature.

## Record of Complaints

**5** The cooperative will maintain a complete file of complaints that will be available for audit by the proper authorities.

## Verbal Inquiry – In Person or by Telephone

**6** When an inquiry, service request or complaint is received in verbal form, the cooperative shall record the contact. This contact will contain the consumer's name, address, telephone number and a summary of the contact. All subsequent contacts will be filed with this record.

## Letters of Complaint

**7** All letters will be acknowledged by mail or telephone within three (3) business days of receipt.

## Complaint Resolved

**8** When an inquiry or complaint is resolved, the consumer contact record will be noted and retained for at least sixty (60) days.

## New Service

**9** Requests for new service will be accommodated within five (5) working days, or the consumer will be contacted and advised of the estimated date on which the service will be provided. If a consumer is dissatisfied with the cooperative's action, the matter will be handled as a complaint as described above.

# Pretlow Named General Counsel for VMDAEC

The new general counsel for the Virginia, Maryland & Delaware Association of Electric Cooperatives is a familiar face to electric cooperatives. Joshua "Pret" Pretlow Jr., the longtime general counsel for Community Electric Cooperative, became the Association's general counsel, effective July 1.

The position of in-house general counsel was created at the October 2019 meeting of the Association's board of directors to succeed the decades-long relationship the Association maintained with the firm of LeClairRyan, which has since dissolved.

"We're pleased to welcome Pret to succeed LeClairRyan. He brings a wealth of legal knowledge and experience that will provide significant benefits for our members," said Richard G. Johnstone Jr., president and CEO of the VMD Association. "His service as general counsel to Community Electric Cooperative for 46 years is among the longest, most distinguished on record for an attorney at any of our 15 member cooperatives."

Pret is a lifelong resident of the City of Suffolk, where he has practiced law since graduating from the University of Richmond's T.C. Williams School of Law in 1972. He earned his undergraduate degree at UR as well.

He served as general counsel for Community Electric Cooperative since 1974, and during his decades of service there, played an integral role as a legal resource to other cooperative attorneys. In 2014, his service to other Virginia, Maryland and Delaware cooperatives, and his impressive record of community involvement, was recognized by the VMD Association, which presented him with its Distinguished Service Award.

Pret has served in leadership roles with many civic organizations, including being a charter member and past president of the North Suffolk Rotary Club; past president and current member of the Chuckatuck Ruritan Club; and a member of the Nansemond Masonic Lodge #77 (past master). Pret has also served the Circuit Court of the City of Suffolk as a commissioner of accounts and as a General District Court substitute judge.

He is a member of Wesley Chapel United Methodist Church and is an Eagle Scout.

