

# Roanoke Electric FLASHES

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Serving 14,400 Members

"Owned by those we serve"

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## REC move means the Roanoke Center can strengthen community development services

Although Roanoke Electric Cooperative has outgrown its existing campus at 401 and 409 N. Main Street, Rich Square, where day-to-day operations occur, the leadership at REC looks forward to continue getting optimum usage of this existing facility.

As it has already been made known, Roanoke Electric Cooperative's corporate staff will be relocating to Ahoskie, citing a need to bring all employees under one roof, to be more state-of-the-art, and to become more centralized in proximity to its overall service area as drivers for the new project. This move should be completed sometime in 2009.

The existing location currently serves a dual role in providing space to serve the 13,000-plus members of Roanoke Electric Cooperative. Its other role is housing the community development efforts of Roanoke Electric's non-profit affiliate, Roanoke Economic Development Inc. (REDI). The Roanoke Center, the building on the headquarters campus that currently accommodates these efforts, is expanding its services during the transition to move REC to Ahoskie. It will be a collection site

for REC once the move is complete, and its cadre of other services will deepen fully once the move is complete.

The Roanoke Center serves as a catalyst for economic and community development in Roanoke Electric Cooperative's service area.

There is quite a bit of emphasis placed on promoting the use of technology, building wealth through increased knowledge, jobs and income opportunities, and building the capacities of grassroots communities, organizations and individuals.

Staff at the Roanoke Center has structured its program of work around four core areas. They are financial literacy, business development, workforce development, and construction and construction-related services.

As goals are accomplished in this program work, the end result should be a better trained workforce, more opportunities for small and minority contractors in our region, a deeper capacity to operate for our small businesses, and better management of personal and business finances.

All of these will simply build on a better economy in this area. More availability of space will

give the Roanoke Center leverage in providing services that include:

- ▼ FREE tax preparation
- ▼ Mentoring and training for community volunteers who want to help students stay in school
- ▼ Seminars on social security, banking, home buying, and saving money
- ▼ Speakers who are available to attend community events and functions and speak on financial literacy
- ▼ Office space and meeting space for groups
- ▼ FREE internet access in its computer lab
- ▼ Business services such as faxing, laminating, business counseling, business plan preparation
- ▼ Software training such as Microsoft Word and Excel
- ▼ Training on achieving and maintaining gainful employment.

Call (252) 539-4600 today to learn more about the Roanoke Center and its services or visit its Web site, [www.roanokecenter.org](http://www.roanokecenter.org).

The Roanoke Center looks forward to being an integral part of its community and contributing to the overall quality of life for the region.

# Operation RoundUp awards first-quarter grants to six area non-profits

Roanoke Electric's Operation RoundUp program kicked off the New Year with grant awards totaling \$10,100 to six area non-profit organizations for the first quarter of 2008. Those organizations were:

- ✓ Hertford County 4-H, Winton, Hertford County, \$1,000
- ✓ Roanoke Chowan S.A.F.E., Ahoskie, Hertford County, \$2,000
- ✓ American Cancer Society Relay for Life of Bertie County, Aulander, Bertie County, \$1,000
- ✓ Concerned Citizens of Tillery, Tillery, Halifax County, \$3,000
- ✓ Hertford/Gates County Chapter of American Cancer Society Relay, (Roanoke Electric Cooperative Relay for Life Team), Rich Square, Northampton County, \$1,000

- ✓ Rheasville Vol. Fire Department, Roanoke Rapids, Halifax County, \$2,100

The Operation RoundUp program is administered by the Roanoke Electric Care Trust, who grants funds quarterly to non-profit organizations that serve local communities.

Members of Roanoke Electric round their electric bills to the next whole dollar to create a reliable source of funds that provide educational, charitable, or economic development services.

If your non-profit organization is located in Bertie, Hertford, Gates, Halifax, Northampton, Chowan or Perquimans counties, you are invited to submit grant applications to Roanoke Electric's



Operation RoundUp program. Grant requests can be made for up to \$5,000 and are given out in January, April, July and October. The next grant application deadline is 5 p.m. on April 4.

For more information or to receive an application, visit our Web site at

[www.roanokeelectric.com](http://www.roanokeelectric.com).

## Increased security deposits on the way

Effective May 1, there will be a new deposit structure for new service applications. Service Rule 102 (Security Deposits) has been changed in order to have a deposit amount on file to offset a potential balance left when a member disconnects service.

These new amounts will still be reevaluated whenever an account is disconnected for nonpayment and requesting reconnection. The new structure is commensurate with average usage for specific classes and the rate that is applied to that class. There is also a provision for commercial accounts.

The new version of Service Rule 102 is as follows:

A service security deposit shall be collected in advance of connection or reconnection of any service if the Cooperative determines that such is needed to assure its being saved harmless from delinquency in bill payments. In making such determination, the Cooperative will take into account a number of factors,

which may include, without limitation:

- Type of service involved;
- If the potential Member is a business, the age of the business;
- Credit Rating of the consumer
- Any other factor relating to the consumer's financial dependability.

The amount of the security deposit required for residential accounts will be determined by the applicant's credit score as provided by an independent credit scoring service as follows:

- For scores equaling 10% or less, the security deposit will be waived.
- For scores of 10.1% through 25%, the security deposit will equal \$150.00.
- For scores of 25.1% through 50%, the security deposit will equal \$300.00.
- For scores exceeding 50%, the security deposit will equal \$450.00.

The amount of the security deposit required for non-residential accounts (1,000 kVA or less) will be determined by the applicant's credit score as provided by On-Line Services as follows:

- For scores equaling 10% or less, the security deposit will be waived.

- For scores of 10.1% through 25%, the security deposit will equal \$275.00.
- For scores of 25.1% through 50%, the security deposit will equal \$550.00.
- For scores exceeding 50%, the security deposit will equal \$825.00.

The security deposit may be higher, if the Cooperative's Board of Directors determines that a higher amount is necessary due to extenuating circumstances. The deposit for accounts 1,000 kVA or more will be determined by applicant's credit history or anticipated monthly usage. In the event that there is no established credit history for the applicant, the highest level deposit will be required.

*Notwithstanding the above and in the sole discretion of the Cooperative, the Cooperative may require prospective and existing Members to participate in the Cooperative's prepaid metering program as a precondition to service. Such a requirement may be imposed for reasons other than credit history, such as (without limitation) meter tampering, an excessive number of disconnects, an excessive number of returned checks, or altercations with service personnel. Further, any*

*continued on page 28*

Champion the connection...

HELP KIDS STAY IN SCHOOL  
AND PREPARE FOR LIFE

Communities In Schools of the Northeast  
and The Roanoke Center

Proudly present

*"Stars of the Northeast:  
Light Our Path"  
Spring Gala*

Saturday, April 12, 2008  
Seven o'clock p.m.  
Nebo Family Life Center  
Murfreesboro, N.C.

*Live Auction*

For Reservations or Ticket Purchase  
Call 252-539-2236 ext. 230 or 280  
or visit  
The Roanoke Center  
409 N. Main Street  
Rich Square, NC

Tickets: \$25 per person

Accepting Donations for the Gala Auction  
All Proceeds Benefit Our Youth and Education  
Sponsored by: Roanoke Economic Development, Inc.

# Consider appliance operating costs when buying

The next time you go shopping for a new appliance you might be drawn to the one with the lowest price tag. However, one aspect you might want to consider is how much it costs to operate the appliance.

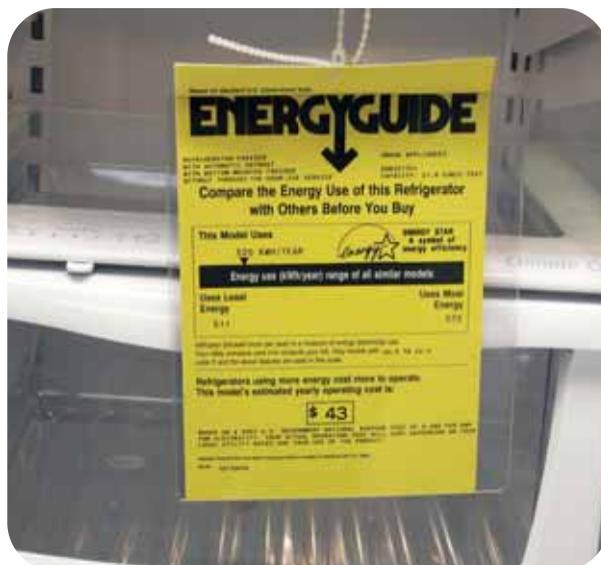
According to the U.S. Department of Energy, different models of refrigerators with the same storage space can vary noticeably in the amount of electricity they use. You may actually save money by buying the more expensive, yet more energy-efficient model.

Even if two models look the same from the outside, the features on the inside can make a huge difference in your monthly utility bills. Most of the differences are in the motors, compressors, pumps, valves, gaskets and seals, or in electronic sensors.

You can learn about the energy efficiency of an appliance through the yellow and black EnergyGuide label on the appliance. Some appliances may feature the EnergyStar logo, which means that the appliance uses considerably less energy than a similar model.

You can maximize the efficiency of your present appliances by doing the following:

- ▼ Move your refrigerator away from the stove, dishwasher or heat vents. Vacuum the coils every three months to reduce dirt buildup. Check the doors for air leaks and defrost the freezer when more than a quarter-inch of ice builds up.
- ▼ Use pots that fit the size of your stove burners and use lids on your pots and pans so you can cook your food at a lower temperature.



- ▼ Make sure the water level on your washer is the correct setting for the amount of clothes you are washing.
- ▼ Clean your clothes dryer filters after each use.
- ▼ Wash clothes in cold or warm water rather than hot water.
- ▼ Check to see that the temperature on your water heater is set to 120 degrees Fahrenheit.

You will save money on your monthly energy bill by purchasing energy efficient appliances and using them properly.

## Security deposits set to increase *(continued from p. 26)...*

Member may choose to participate in the Cooperative's prepaid metering program, regardless of credit history. The Cooperative reserves the right to waive any security deposit required in the event a Member elects prepaid metering.

As an alternative to a Service Security Deposit, the Cooperative will accept: a letter of reference indicating the Member has been a recent consumer of an electric utility and which states the prospective Member's payment record over the last twelve months service was provided satisfies the Cooperative's status of Member in Good Standing or a guarantee payment of your bills up to the amount of deposit from a Member in Good Standing.

A Member's Service Security Deposit will be refunded, with interest, after a period of twenty-four (24) consecutive months only if the Member has fulfilled all Member Obligations. Interest shall accrue on a Service Security Deposit after the first ninety (90) days following the payment of the same, and the interest rate will be determined by the Board of Directors.

Any Payment Guarantee will automatically be voided after twenty-four (24) consecutive months of satisfactory, timely payments and no violations of the member's obligations.

Upon termination of Membership, the Membership Fee and any remaining Security Deposit will be refunded or applied against any unpaid balance owed to the Cooperative.

## Roanoke Electric FLASHES

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