



## Roanoke Electric **FLASHES**

# “Neighbors Helping Neighbors” through Operation Round-Up grants

A home is lost to a fire or flood, a child is airlifted to Vidant Medical Center, a husband and wife are in critical condition in ICU of a local hospital after a car accident. What do you do? Where do you turn? These are questions we hope we never have to face, but for some it is a reality they must deal with.

Since the time Roanoke Electric Cooperative formed in 1938, we have been dedicated to enhancing the quality of life for people in our service area. We do this by not only providing safe, reliable and affordable electricity, but also by our active

involvement in meeting community needs. The cooperative’s Operation Round-Up® program, adopted in 1995, has provided financial assistance to non-profit organizations in our local service area to address many pressing issues.

The program collects voluntary contributions from co-op members with the maximum contribution amount in a year’s time being \$11.88. When you enroll, REC rounds your electric bill to the nearest dollar and deposits the extra money in the Operation Round-Up® fund. For example, if your electric bill is

\$45.55, you would be billed \$46 and the extra \$.45 goes to Operation Round-Up®.

We encourage you to join the more than 40 percent of our membership who participate in Operation Round-Up® by calling our Member Service Department at 252-209-2236. The Roanoke Electric Cooperative Operation Round-Up® is a nonprofit program that is 100 percent voluntary.

The next grant application deadline is 5 p.m. on Friday, April 13.

Yes! I want to be a part of Operation Round-Up®



*Shantice Cofield (left) and Vivian Saunders hold a \$1,500 check for the Bertie County Family Resource Center, which received Operation Round-Up funds. Young Xzayvion D. Saunders is shown in front.*

## Organizations assisted in first quarter of 2012

Thanks to the members who participate, Operation Round-Up® was able to assist these following organizations during the first quarter of 2012:

- Northampton County Department of Extension
- Bertie County Rescue Squad
- Windsor Elementary School
- The Good Shepherd Food Pantry of Bertie County
- Relay for Life Bertie County
- Lasker Volunteer Fire Department
- Bertie County Family Resource Center/One Economy Corporation

The next grant application deadline is 5 p.m. on Friday, April 13.

# Roanoke EC offers many ways to pay your bill

Every month we pay a variety of bills, from mortgages to credit card payments to utility bills. In an ongoing effort to meet your needs, Roanoke Electric Cooperative (REC) offers a variety of ways to pay your electric bill. When choosing the best way to pay, consider whether there will be a fee for using that method and the exact date the payment will post to your account. This will help you prevent late charges.



## In-Person

Some members choose to pay in person with cash, check, money order, or credit card. REC allows members to pay their utility bill in person at the headquarters located in Ahoskie during regular business hours.

## Drop Box

The cooperative provides drop boxes for your convenience. The drop box is available for after-hours bill payments. The boxes are located by the drive-thru window of the headquarters office in Ahoskie and in the front of The Roanoke Center in Rich Square. Do not pay in cash at the drop box. Pay with check or money order. Do include your account number on your payment.

## Bill Pay Stations

Members can also visit one of REC's convenient bill pay stations located throughout our service area. 123136-001 Members may pay their utility bill by cash or check. The payment will be immediately credited and posted to the member's account. This service is provided to members at no charge. Bill pay locations are:

- ❑ County Market, Eason's Crossroads on HWY 158, Gatesville, Gates, County
- ❑ Generations Credit Union, 302 Granville Street, Windsor, Bertie County
- ❑ The Roanoke Center, 409 North Main Street, Rich Square, Northampton County
- ❑ Generations Credit Union, 1330 E. 10th Street, Roanoke Rapids, Halifax County (Coming soon)

## Mail a Check

Electric bills may be paid through the mail. When you receive the bill, simply mail a check or money order

with the payment stub. This method of bill paying gives you control of when you pay each month. The only cost to you is the postage required. Also, be mindful to mail your payment in advance so that your payment is not late.

## Paying Through Your Bank or a Bill Payment Service

Most financial institutions allow you to pay your bills online. In many cases, this service is free for checking account holders. Online bill payment allows you to enter your billing account information and schedule one-time or recurring payments for each bill. This method of bill payment saves postage and is simple to set up and use each month. Check with your bank to see if there are fees attached to this service. The co-op does not assess a fee for receiving this method of payment.

## Pay by Phone

Members can pay their electric bill over the phone by calling (252) 209-2236 or (800) 433-2236 and select option 2. The automated telephone payment system allows members to pay their bill quickly and efficiently by using a credit card or debit card. This service is provided to members at no charge.

## Automatic Payment

Setting up an automatic payment is an easy way to handle your bills and ensure that they are never late. The cooperative will take your credit card or checking account information and will automatically debit your account each month. You can set this up by calling the office or via the Member Service Portal on our website, [www.roanokeelectric.com](http://www.roanokeelectric.com). This service is free to members.

*Congratulations to Ms. Jeane Richard, who spotted her account number in the January 2012 edition of the Flashes newsletter and didn't waste any time claiming her \$25 Roanoke Bucks. Thank you, Ms. Richard, for being an eagle-eyed member of Roanoke Electric Cooperative.*



*Find your account number in this newsletter, contact us and win \$25 Roanoke Bucks!*

# “Straight Talk About Energy” Forums

Last year your Roanoke Electric Cooperative board of directors and staff worked actively to convey the message about rising energy costs to members, ways that we could all work together to influence legislators on lessening the impact, and programs available from the cooperative to assist in reducing individual energy consumption.

This effort consisted of numerous presentations located through the service area to communicate this message in close proximity to members.

The cooperative’s board and staff have been gearing up for the 2012 “Straight Talk About Energy” Forums, where this message will continue. The next event will be held at the Roanoke Center in Rich Square on Tuesday, March 13, at 6 p.m.

These events will be filled with useful information about the state of the industry, helpful energy efficiency tips, and programs available from REC. Door prizes will be issued at each event and dinner served as well.

If you’re planning to attend, please call our “Straight Talk” message line at (252) 209-2267 and leave your name and event you wish to attend.

Please be on the lookout for an event near you in the future! Announcements about future forums will be posted on REC’s website at [www.roanokeelectric.com](http://www.roanokeelectric.com).



*Members can learn more about the energy industry and ways to work together to keep costs down at upcoming forums.*

## Why attend a Straight Talk Forum?

The more information you gain about energy costs and usage the more energy efficient you become. Roanoke EC is also offering five door prizes, each \$50 Roanoke Bucks prize is good toward a \$50 credit on your utility bill.



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WHERE CO-OP MEMBERS ARE LIKE FAMILY



# Together We Save Solutions include home energy audit, rebates

Together We Save Solutions is a blend of services offered by Roanoke Electric Cooperative to help you save energy and money. The project consists of a “Home Energy Tune Up” wherein a technician can come out to perform a comprehensive energy audit with a complete analysis of your home’s usage. In the final analysis of the “Tune Up,” you will receive recommendations on home improvement upgrades as well as low-cost ways to fund the recommendations.

Roanoke Electric’s non-profit, the Roanoke Center, can assist in completing loan applications through the USDA 504 Loan Program as well as Electel Cooperative Credit Union’s Energy Smart Loans. The staff can also assist in coordinating other rebates and incentives such as the Water Heater Rebate program, Fridge & Freezer Farewell Program, and the Manufactured Housing Rebate Program.

Call our office today to schedule a “Home Energy Tune Up” and learn about ways to save at (252) 209-2236.



Call Roanoke Electric about its Fridge & Freezer Farewell Program, as well as other energy services and rebates.

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## Energy efficiency tip:

Stay warm and save money this winter. Don’t blast the heat in cold weather. A steady temperature keeps your heating bill lower. During the winter months, set your thermostat at 68° to 70° during the day and 60° to 65° at night 10641-001.

The next time you dust your house, dust all the coils behind the refrigerator. Keeping them clean will help your refrigerator run more efficiently and keep your energy costs down.



## Office closed for holiday

Roanoke Electric Cooperative office will be closed on Friday, April 6, in observance of the Easter Holiday. For emergencies, call (800) 358-9437.