



Roanoke Electric **FLASHES**

Bringing savings home to you

Have you ever pressed the button on your thermostat and your air conditioner would not come on? Or the cooling system failed to cool on a hot day? Over time, air conditioner wires can corrode, belts and moving parts become worn, and leaks occur at the most inconvenient times. A cooling system is a complicated piece of equipment and it requires expert care to keep it running at peak performance.

Regular service can keep minor problems from escalating into costly repairs. Do yourself and your household budget a favor by keeping your heating and cooling

equipment properly maintained 107297-002. Get a jump on the season by scheduling a tune-up now so you can save money and enjoy the comfort of cool air. If you feel your unit will not make it through the upcoming season, it may be time to invest in a more efficient system. Contact a local heating and cooling expert to

determine the best solution for your residence. Dozens of heating and air businesses are participating in the Co-op Connections program; therefore, have your card at hand for discounts.

Owner Henry Hargrave, Jr., of Northco Plumbing, Heating, and Air is one of the recognized Co-op Connections businesses serving the local area. For 35 years, the company has provided heating and cooling services, sales, repairs, installations, and home inspections. Northco can assist in keeping your system properly maintained, help with your heating and air problems, diagnose your whole house, and recommend solutions that will provide you and your family with the most energy-efficient home possible. Hargrave is offering discounts toward service work and installs, as well as an additional discount to seniors who



Henry Hargrave, Jr. owns Northco Plumbing, Heating, and Air, one of the local businesses that offer discounts through the Co-op Connections Card.

are using the Co-op Connections card. He specializes in Energy Star equipment, will service all brands, and installs the following brands: Maytag, Heil (by Comfortmaker), Carrier, Bryant, and Broan (by Nutone). Northco's hours of operation are 8 a.m. to 5 p.m., Monday through Friday, and weekends and emergencies upon request.

Roanoke EC invites our local businesses to become Co-op Connections participants. You will enjoy the free marketing in this great money-saving program offered to our members. Just complete a Participating Business Contract and state the discount or service you would like to offer. The contract can be obtained by stopping in or calling our office at (252) 539-4601 (likewise if you need a replacement card).



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

Time to prepare for hurricanes

Hurricane season lasts from June to November, so let's start June with a hurricane preparedness plan. Start with these tips. Always treat downed power lines and poles as if they are live and dangerous – Stay away! Inform your electric cooperative immediately. For more information about hurricane safety, visit our website at www.roanokeelectric.com.

- Have an evacuation plan for your family. Remember to include pets in your plan.
- Make sure flashlights, battery powered lanterns and other light sources are available and batteries are fresh.
- Have an adequate supply of medicine and first aid items.
- Keep at least a two-week supply of bottled water, non-perishable food items and firewood on hand.
- Have ID and documentation on hand, including your social security card, driver's license, birth certificate and insurance information.
- Prepare for potential power outages by unplugging sensitive electronic appliances, such as TVs, DVD players and computers, to protect your appliances against power surges that can occur when power is restored.
- Listen to weather forecasts and hurricane predictions.

Be Prepared Before the Storm

Here are some basic items you should store in your home in case of emergency:

- ☞ **Water:** Three day supply, one gallon per person per day
- ☞ **Food:** Three day supply, non-perishable, high-energy
- ☞ **Clothing, bedding, and sanitation supplies**
- ☞ **Tools:** Can opener, plates, utensils, flashlight, batteries, cash, bleach, hand sanitizer
- ☞ **First aid supplies, medicine**
- ☞ **Important documents**



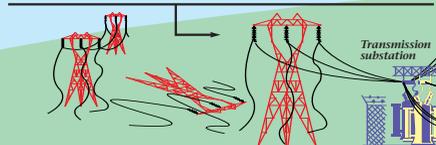
Visit redcross.org/domore to learn more about disaster kits.

Source: American Red Cross, Federal Emergency Management Agency

After a major power outage

The steps to restoring power

Step 1. Transmission towers and lines supply power to one or more transmission substations. These lines seldom fail, but they can be damaged by a hurricane or tornado. Tens of thousands of people could be served by one high-voltage transmission line, so if there is damage here it gets attention first.



Step 2. A co-op may have several local distribution substations, each serving thousands of consumers. When a major outage occurs, the local distribution substations are checked first. A problem here could be caused by failure in the transmission system supplying the substation. If the problem can be corrected at the substation level, power may be restored to a large number of people.

Step 3. Main distribution supply lines are checked next if the problem cannot be isolated at the substation. These supply lines carry electricity away from the substation to a group of consumers, such as a town or housing development. When power is restored at this stage, all consumers served by this supply line could see the lights come on, as long as there is no problem farther down the line.

Hurricanes and ice storms. Tornadoes and blizzards. Electric cooperative members have seen them all. And with such severe weather comes power outages. Restoring power after a major outage is a big job that involves much more than simply throwing a switch or removing a tree from a line.

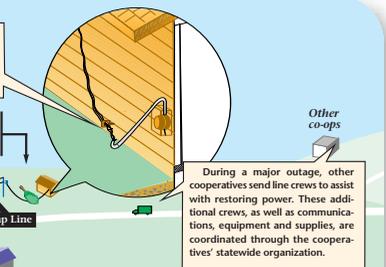
The main goal is to restore power safely to the greatest number of members in the shortest time possible.

The major cause of outages is damage caused by fallen trees. That's why your electric cooperative has an ongoing right-of-way maintenance program.

This illustration explains how power typically is restored after a major disaster.

Area enlarged: Consumers themselves (not the co-op) are responsible for damage to the service installation on the building. Your co-op can't fix anything beyond this point. Call a licensed electrician.

Step 5. Sometimes, damage will occur on the service line between your house and the transformer on the nearby pole. This can explain why you have no power when your neighbor does. Your co-op needs to know you have an outage here, so a service crew can repair it.



Other co-ops
During a major outage, other cooperatives send line crews to assist with restoring power. These additional crews, as well as communications, equipment and supplies, are coordinated through the cooperatives' statewide organization.

Step 4. The final supply lines, called tap lines, carry power to the utility poles or underground transformers outside houses or other buildings. Line crews fix the remaining outages based on restoring service to the greatest number of consumers.

Report your outage to the cooperative office. Employees or response services use every available phone line to receive your outage reports. Remember that a major outage can affect thousands of other members. Your cooperative appreciates your patience.

Individual households may receive special attention if loss of electricity affects life support systems or poses another immediate danger. If you or a family member depend on life support, call your cooperative before an emergency arises.

DANGER!
Stay clear of fallen lines

Reprinted from *Carolina Country*, the monthly magazine for North Carolina's Touchstone Energy cooperatives

Roanoke EC directors honored at N.C. electric cooperatives' annual meeting

Director Carolyn D. Bradley of Roanoke Electric has been recognized for 15 years of service to the electric cooperative. Bradley received the award at the North Carolina Association of Electric Cooperatives' (NCAEC) annual meeting in April. NCAEC is the trade association for the 26 electric cooperatives in North Carolina, including Roanoke EC.



Carolyn D. Bradley

Allen W. Speller, chairman of the Roanoke Electric board of directors, was recently elected as vice president of the board for NCAEC.

Speller, who has served on the Roanoke EC board of directors for over 15 years, was elected to his NCAEC term during the association's annual meeting in Raleigh.

NCAEC is a statewide association that has worked since 1943 to promote training, safety, education and legislative advocacy on behalf of electric cooperative members and the public. NCAEC programs serve the needs of their member cooperatives, which are member owned, not-for-profit and overseen by a board of directors elected by the membership.



Allen W. Speller

North Carolina's electric cooperatives serve 2.5 million people in 93 of the state's 100 counties 111091-001. Co-ops are not-for-profit, member owned and overseen by directors elected by the membership.

Roanoke EC serves more than 14,500 members in Bertie, Chowan, Gates, Halifax, Hertford, Northampton and Perquimans counties.

Roanoke EC awards basketball camp scholarships



Jaylon A. Brooks

Area students Raket Holt (not pictured) of Northampton County High School-West in Gaston and Jaylon A. Brooks of Buckland Elementary in Gates were awarded Roy Williams Basketball Camp Scholarships from Roanoke Electric Cooperative and North Carolina Association of Electric Cooperatives. Raket is the son of Shirley Tillery Holt of Gaston, and Jaylon is the son of Kristal Brooks of Gates.

These students received the prestigious scholarship because of their high academic achievement, community service and essays. They are among a select few of young men across the state to earn an opportunity to experience life on a college campus, stay in dormitories and receive instruction from a two-time NCAA National Championship Coach, Roy Williams, and current and past UNC Tar Heel basketball players. They will be attending camp in Chapel Hill from June 16-20.

"These young people exemplify the Touchstone Energy Cooperative values of integrity, accountability, innovation and commitment to community," said Robin Phillips, Coordinator of Communications and Public Relations. "This is just part of the electric cooperative's ongoing commitment to the communities we serve."

Youth Tour winner heads to Washington, D.C.

Montrel Wilson, a junior from Riverside High School in Williamston, won an exciting and educational fun-filled week of adventure, the 2012 Youth Tour to Washington, D.C.

Montrel is the son of Avis R. Wilson of Windsor. The Youth Tour will be held June 16-22, when Montrel will join students from all over America who were also sponsored by their local rural electric cooperatives.

The students will explore Washington, D.C., spend a day on Capitol Hill, meet our congressional leaders and see our government in action. They will also tour historic sites, cruise the Potomac, explore the Smithsonian museums and make new friends. The students will learn firsthand about our government and its history, their responsibilities as citizens, and how they work together. Upon returning from the Youth Tour, students are filled with inspiration and better understand how cooperative efforts keep our country great.

Montrel is active in school and his community in a variety of activities.

The Rural Electric Youth Tour is an annual event coordinated by the National Rural Electric Cooperative Association (NRECA) and N.C electric cooperatives.



Montrel J. Wilson

Round up your electric bill “for the cause”

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 voluntarily round up their electric bills to the next whole dollar to create a reliable source of funds that provide educational, charitable, or economic development services in our local communities. Funds go to non-profit organizations located in, or that serve, Bertie, Hertford, Gates, Halifax, Northampton, Chowan and Perquimans counties.

The Operation Roundup program is administered by the Roanoke Electric Care Trust, who grants funds quarterly. On April 24, the RECT board, the administrative arm of REC’s Operation Roundup program, met for its second quarterly meeting of 2012. It approved the following grant requests:

- Compassion Central Ministries, Gatesville, \$1,000
- C.S. Brown High School, Winton, \$500
- Josh Lane Golf Classic/Juvenile Diabetes Research Foundation, Murfreesboro, \$500
- Murfreesboro Volunteer Fire Department, Murfreesboro, \$1,000
- National Foundation for Transplants, Memphis, Tenn., \$500
- Northampton County Schools Minister’s Council, Jackson, \$800
- Rich Square Volunteer Fire Department, Rich Square, \$1,000
- Union Rural Fire Dept. of Hertford County, Inc., Ahoskie, \$1,000



Rich Square Volunteer Fire Department is among area nonprofits recently approved for a grant.

- Sylvan Heights Bird Park, Scotland Neck, \$1,000
- Darlington Volunteer Fire Department, Halifax, \$1,000
- Relay for Life of Northampton County, Jackson, \$500

Grant requests can be made for up to \$5,000 and are given out in January, April, July and October. The RECT, Inc. board is very appreciative to all members who consent to rounding up their electric bills to the next whole dollar. Your contributions result in a higher quality of life for our communities.

Care Trust board members are Charles Sutton, president; Rev. Milton Jones, vice president; Winnie Matthews, secretary-treasurer; Linda Boone, Sheila Nickens, Gloria Outlaw, Rev. Richard Powell, Graham Twine and Louis Alston, Sr.

Energy efficiency tip

Make sure air can get into your rooms. Keep furniture and drapes from blocking radiators, heating registers, and return vents. If you are thinking about purchasing a new cooling system, look for an Energy Star system. They are the most energy-efficient models on the market and will save energy and money while helping the environment.



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