



# Roanoke Electric FLASHES

## Check Roanoke EC out online!

With the holiday season just around the corner, Roanoke EC would like to remind you of a gift you have access to every day of the year – our website!

Since Roanoke EC unveiled its new website in August 2011, you have been able to conduct business with your cooperative and access information a lot easier via the Web. As a member, you have access to some very useful resources just a mouse click away at [www.roanokeelectric.com](http://www.roanokeelectric.com).

REC's website gives you the best possible way to not only learn more about your bill but to keep up with the latest news on what's happening at your co-op. The best part about it is that you can do all of those things at any time because you have access to information 24 hours a day, 7 days a week, 365 days a year!

The *Member Services Portal* allows you to do everything you can think of without ever having to call or come to the office. Its features include paying your bill, requesting payment extensions, analyzing your bill, viewing capital credits and submitting service requests. Did you know that you can even set alerts and reminders

for due dates and customize notifications to alert you when you have high energy usage? With the Member Services Portal you have the power to monitor your electric bill right at your fingertips.

As a member, one of the most challenging times in having service is when there's a power outage. Following events causing power outages, your co-op is constantly working to restore your power in a timely manner. While you're waiting for power to be restored, you have the power to track our progress in recovery efforts with the *Outage Map* on REC's website. From our home page, you can access our Outage Map under Reporting an Outage and just click View Outage Map.

The map displays the location of any current outages in our service area by county. It updates automatically every two minutes, so you can be sure that you're getting the most current information. The Outage Viewer gives the total number of outages and the number of members affected. The phone number for reporting an outage is also available. Therefore, even when your lights are out,



you're not in the dark about what your co-op is doing.

Another great resource available to you is the *News Center*, a great way to keep up with the day to day events happening at REC. From member hotdog luncheons 00102979001 to capital credits distribution announcements, the News Center is the hub of all communications. So be on the lookout for all the latest news that effect your service.

We've also expanded our web presence to Twitter at [www.twitter.com/Roanoke\\_EC](http://www.twitter.com/Roanoke_EC) and on Facebook at [www.facebook.com/RoanokeElectric](http://www.facebook.com/RoanokeElectric).

With these improvements, we're making it easier than ever for you to stay connected to the convenient services we offer!

Visit [www.roanokeelectric.com](http://www.roanokeelectric.com) for more information.



*Read the newsletter to learn more about your cooperative. Find your account number in this newsletter, contact us and win \$25 Roanoke Bucks!*

**Follow Roanoke EC on Facebook and Twitter:**

[www.facebook.com/roanokeelectric](http://www.facebook.com/roanokeelectric)  
[www.twitter.com/roanoke\\_ec](http://www.twitter.com/roanoke_ec)



# Co-op Connections discounts for REC members

These businesses participate in Co-op Connections, a free discount program offered to all Roanoke Electric members.

## **A Catered Affair**

P.O. Box 636  
Littleton, NC, 27850  
(252) 586-1222

## **AFLAC**

407 County Road  
Weldon, NC, 27890  
(252) 538-2600

## **Benford's Insurance Agency**

P.O. Box 88  
Rich Square, NC, 27869  
(252) 209-7674

## **Consumer Financial Services**

P.O. Box 184  
Murfreesboro, NC, 27855  
(252) 396-0035

## **Diversified Energy**

409B N. Main Street  
Rich Square, NC, 27869  
(252) 539-2850

## **Energy Resources Contracting**

P.O. Box 119  
Pendleton, NC, 27862  
(252) 578-3828

## **Exquisite Touch Cleaning Services**

612 Felton Place  
Rich Square, NC, 27869  
(252) 287-4617

## **Garner's Nursery**

615 Three Bridge Road  
Roanoke Rapids, NC, 27870  
(252) 536-4477

## **Historic Hope Foundation, Inc.**

132 Hope Hours Road  
Windsor, NC, 27983  
(252) 794-3140

## **Internal Links, LLC**

P.O. Box 184  
Murfreesboro, NC  
(252) 396-0035

## **Janet's Bookkeeping Service**

962 NC Hwy 37N  
Gates, NC, 27937  
(252) 357-5555

## **Lake Gaston Construction**

P.O. Box 239  
Henrico, NC, 27842  
(252) 537-1520

## **L&M Printing & Technology Solutions**

111 Dewey Lane  
Aulander, NC, 27805  
(252) 345-9630

## **Martin Exterminating Company**

1780 Roanoke Avenue  
Roanoke Rapids, NC, 27870  
(252) 537-0171

## **NFES Contracting**

P.O. Box 392  
Jackson, NC, 27845  
(252) 578-1577

## **Northco Plumbing, Heating & Air**

137 Watson Mill Road  
Pendleton, NC, 27862  
(252) 398-8068

## **Regional Home Improvement Services**

393 Webbs Gate Road  
Henrico, NC, 27842  
(252) 537-1520



## **Secure Solutions, Inc.**

116 Wedgewood Drive  
Roanoke Rapids, NC, 27870  
(252) 535-4900

## **Sylvan Heights Waterfowl Park**

4963 Hwy 258  
Scotland Neck, NC, 27874  
(252) 826-3186

## **Taylor Recording Studio**

630 Occaneechee Road  
Jackson, NC, 27845  
(252) 536-1466

## **Watson Steam Cleaning**

129 Hilltop Drive  
Garysburg, NC, 27831  
(252) 536-3683

## **Whispering Pines Taxidermy**

4785 NC 305 Hwy  
Rich Square, NC, 27869  
(252) 539-4397

## *Together We Save*

"Together We Save" is a new segment of your member newsletter where we're seeking submissions from you about steps you're individually taking to make your homes more energy efficient and inspire others to take on similar measures. We thank Ms. Rose Stephenson for the following entry and will be crediting her \$25 in Roanoke Bucks for this information.

*"I learned that my house did not have air vents on the roof. My heat pump unit ran all the time. The heat in the attic had no way out. After having the [ridge cap vents] installed, I can tell the difference inside of the house and the HP unit does not run all the time." I'm looking forward to getting a much cheaper light bill."*

*Rose Stephenson, REC member, Murfreesboro, NC*

Please join Ms. Stephenson and others in the cooperative's overall effort to sell affordable electricity by submitting your entries to [togetherwesave@roanokeelectric.com](mailto:togetherwesave@roanokeelectric.com) or mailing it to Together We Save, PO Box 1326, Ahoskie, NC 27910.



# Congressman Butterfield recognizes Roanoke EC in celebrating 75th anniversary

On October 22, 2013, Roanoke EC was recognized in Congressman G. K. Butterfield's remarks on the floor of the United States House of Representatives for 75 years of service in providing you with safe, reliable and affordable electricity while enhancing the quality of life in the diverse communities in which you work and live.

Thank you so much for helping us accomplish this joyous milestone and we look forward to the next 75 years.

*Congressman Butterfield's remarks were as follows:*

Mr. Speaker, I rise today to recognize Roanoke Electric Cooperative that recently celebrated its 75th anniversary delivering affordable electricity to rural eastern North Carolina. The Cooperative is headquartered in my Congressional District in Aulander, North Carolina and serves seven of the 24 counties I represent.

The Cooperative grew out of the Rural Electrification Administration (REA) created by President Franklin Roosevelt. REA's goal was to foster the construction of electric distribution lines so that rural areas of the country could avail themselves of the great benefits of electricity.

Roanoke Electric Cooperative was chartered on September 30, 1938 and construction began immediately. By the middle of 1939, the 56 miles of electric distribution lines that had been constructed went live and provided electricity to 317 individual locations in rural North Carolina.

Before the Cooperative existed, Americans living in rural areas began their day at sunrise and ended it at sunset. Every task—be it simple or complex—had to be done manually. Washing and drying clothes, farm work, cooking, cleaning, and even accessing water

took time and effort that had been drastically reduced in urban areas due to the existence of electricity.

Struck by the glaring inequity between rural and urban areas, then-Nebraska Senator George Norris said "I had seen first-hand the grim drudgery and grind which had been the common lot of eight generations of American farm women. I knew what it was to take care of the farm chores by the flickering, undependable light of the lantern in the cold rains of the fall and the icy winds of winter. Those rural women were conscious of the great gap between their lives and the lives of those women whom by birth or choice lived in towns and cities with electricity in their homes."

Now Roanoke Electric Cooperative has more than 2,000 miles of electric distribution lines and serves nearly 15,000 individual locations in its seven county footprint. The Cooperative is led by Curtis Wynn who serves as its President and CEO. Mr. Wynn is the first African American in the nation to serve an electric cooperative in that capacity. Under his visionary leadership, Roanoke Electric Cooperative has been recognized by the National Rural Electric Cooperative Association (NRECA) and has received the Community Service Network Award on two separate occasions. Mr. Wynn also serves on the Board of Directors for NRECA.

Mr. Speaker, Roanoke Electric Cooperative has proudly and effectively served my constituents in rural eastern North Carolina for 75 years. I offer my sincere congratulations to Mr. Wynn and his team and ask that my colleagues join me in sending best wishes to Roanoke Electric Cooperative as it continues to be a vital and integral part of the lives of families and businesses in eastern North Carolina.

## Roanoke EC assures members of cybersecurity steps

Roanoke EC is committed to protecting the reliability and security of our electric distribution system. Through NRECA, our trade association, electric cooperatives are collaborating with the Department of Energy, the Federal Energy Regulatory Commission, the Department of Homeland Security, the Administration and the utility industry to strengthen and improve cybersecurity.

Cooperatives with equipment critical to the bulk power grid have long been required to meet national standards – and those standards are continually revised to address changing threats.

Although Roanoke EC is not required to meet federal standards, we are working to protect our system by:

- providing cybersecurity training for our staff
- putting a cybersecurity and risk mitigation plan in place

Electric cooperatives have made substantial progress in improving cybersecurity because we owe it to you, our members, to protect system reliability.

# Roanoke EC provides holiday safety tips



Santa Claus isn't the only one traveling during the holiday season; many of you will be adding points to frequent flier miles, hitting the roads, or "walking over the river and through the woods." Wherever you are traveling and however you choose to get there, it is important to keep a few safety tips in mind.

## Home

Leaving your house makes it vulnerable to break-ins. Take precautions so you can come back to your house the way you left it.

- ❑ Be sure to hold your mail and newspapers while you are gone. This is free to do and only takes a phone call. A pile of mail or newspapers is a dead give away for a vacant house.
- ❑ Unplug your electronics to save energy and increase electrical safety.
- ❑ Set your lights on timers. If you do this, your house looks more lived in, discouraging burglars.
- ❑ Turn off the main water supply to your house. It can save you thousands of dollars by preventing leaks that may be caused by frozen water in the pipes. Even if the pipes aren't in danger of freezing, a leak can happen, and without someone there to notice it, serious damage can occur.
- ❑ Turn your thermostat down (around 50°F is recommended) while you are gone to save energy,

but don't turn your heat completely off. This may cause pipes to freeze.

- ❑ Although you may want to share your excitement about vacation and the holidays with the world via social media, you should refrain 00108791001 from doing so. It becomes an announcement that you aren't home. Be smart about what you post.
- ❑ Of course, always make sure all of your windows and doors are locked.

## Car

Winter weather can cause new challenges while driving. You should always be cautious when snow falls or freezing temperatures occur. Remember: "Ice and snow, take it slow, or just don't go."

- ❑ Make sure your tire treads are not worn down. During winter weather, traction is important. You can even purchase snow tires, made for snowy, icy roads.
- ❑ Be sure that your window wipers are working appropriately for maximum vision. To increase visibility, you can also put anti-icing windshield washing fluid in your car.
- ❑ Make sure your brakes are working effectively.
- ❑ Be on the lookout for black ice. It is a real danger, especially in shady spots, on bridges, on ramps and intersections.
- ❑ Always remember to drive with caution, especially if roads are bad. In winter weather, make sure to keep a safe distance from other cars. It takes longer to stop on slippery roads.
- ❑ Pay attention to weather reports to learn more about driving conditions.
- ❑ To stay in control when driving on slippery or snowy roads, don't use cruise control, avoid sudden movements, and brake smoothly, not abruptly.

*Best wishes for a safe and happy holiday season!*

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We accept VISA, MasterCard  
& E-check.

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Visit our web site at:

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

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The power of human connections®

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## Roanoke EC office closed

Roanoke Electric offices will be closed on Tuesday, December 24, and Wednesday, December 25, in honor of the Christmas holiday. For emergencies, please call 1-800-358-9437. We wish you a wonderful holiday season with happiness and prosperity throughout the coming year.

