



# Roanoke Electric **FLASHES**

## Roanoke EC announces \$300,000 in monies being returned to members

September 30, 2013, marks a monumental milestone in the existence of your cooperative. In remembering our past, we are reminded of the strides that have pushed Roanoke EC into the best position to better bring safe, reliable and affordable electricity to your homes while enhancing the quality of life in our diverse communities.

Over the past 75 years of electricity's evolution, Roanoke EC has witnessed many of these strides that have heightened the significance of electricity's role in our lives. There were once only 317 members when Roanoke Electric first energized its original 56 miles of line on May 29, 1939. Today, our history runs deep with in over 2,000 miles of line that serve more than 14,500 members in Bertie, Halifax, Hertford, Northampton, Gates, Perquimans and Chowan counties.

Like any organization, nothing is fully accomplished based solely

on the efforts of one individual. Therefore, our 75th Year Anniversary is not only a time of pride for us, but a time to thank you for allowing us the opportunity to serve you for almost a century. In celebration of our appreciation to you, we have some exciting announcements concerning your cooperative this year.

Because Roanoke Electric is a cooperative, owned by you, it does not technically earn profits. Instead, any revenues over and above the cost of doing business are considered "margins" and are repaid to you in the coming years. Recently, the board of directors approved \$300,000 to be given back to members through Roanoke EC's capital credit payments. This means a portion of this money will soon be paid to you according to your total electric bills over the past years.



"Paying out capital credits is a sign that the organization is financially sound and operating efficiently," said Allen Speller, chairman of the board of directors. "We are pleased to be in a position to return these monies to our members and co-owners of the business."

Since 1999, the cooperative has returned nearly \$7.5 million to its membership. Checks were mailed during the month of August. Please be on the lookout for it and call the office at (252) 209-2236 if you have any questions.



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

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**Congratulations to Mrs. Jessene Howard, winner of July's Roanoke Bucks!**

**Save the date:**

## Final Straight Talk Community Forum

If you've missed one of the Straight Talk Community Forums held throughout REC's service area this year, there's still time to get in gear and attend the final forum. Hundreds of community members have participated in the seven events hosted during the past several months. The forums have raised awareness of vital issues relative to the utility industry, energy efficiency as well as forest management assistance and other cooperative opportunities.

We are pleased to announce the lucky Roanoke Buck winners of the July 18 (Gates County High School) and July 20 (Weldon Middle School) events:

**Reba Green Holley - Gates**  
**Bertha Boone - Gates**  
**Samuel Solomon - Halifax**  
**Richard Lee - Halifax**

Please mark your calendar for Saturday, September 21, at 10 a.m. and connect with your friends and neighbors at the Northampton County Wellness Center in Jackson. Do not miss the unique opportunity to hear updated information about today's ever-changing business environment. To register, call the Straight Talk message line at (252) 209-2267 or contact The Roanoke Center staff at (252) 539-4600.

The Straight Talk Community forum held on June 29 at the Windsor Community Center in Windsor



*Board chairman Allen Speller talks with a Roanoke EC member at a recent Straight Talk Community Forum.*

reminded co-op officials of the value in interacting with our members. Following the forum, Dianne Stephens, REC member and resident of Merry Hill, expressed her appreciation with the following testimonial: "We have lived in many places and we have never had a utility company come out and talk to us. You all have answered all of our questions and we thank you."

We would like to thank everyone for the interest and support shown during the 2013 Straight Talk Community Forums.

## REC sends student on Youth Tour

Youth Tourists come to Washington, D.C., by planes, trains and automobiles from states near and far, but they come with a common purpose — to learn more about electric cooperatives, see our government in action and experience our nation's history first hand.

The Youth Tour brings together high school students sponsored by electric cooperatives across the United States to our nation's capital. Students learn more about the cooperative business model and history, engage in leadership opportunities, visit with their members of Congress, tour D.C.'s historical landmarks and make memories that last a lifetime.

A student from Roanoke EC's service area, Shavanda Rountree of Sunbury, joined more than 30 other students from across North Carolina and more than 1,500 from across the United States for this year's Youth Tour.

"I had a great time and it was a great educational experience," Shavanda said.

Concern for the community and education are two of the seven key principles Roanoke EC and every cooperative live each day. By providing these opportunities for young adults in our communities, Roanoke EC hopes to help create the next generation of leaders.

"We are thrilled to be able to provide opportunities for students like Shavanda to grow and develop their leadership skills all the while learning more about co-op history and our nation's history," said Curtis Wynn, Roanoke EC president and CEO.

For more information on the Youth Tour or to apply for next year's Tour, please contact the office or email [youth@roanokeelectric.com](mailto:youth@roanokeelectric.com).



# Roanoke Electric warns of scam targeting Spanish-speaking members

Roanoke Electric Cooperative is warning members that thieves posing as cooperative employees are trying to steal your money and personal information.

The scammers call customers whose primary language is not English, most of the time targeting Spanish speakers, and tell them that their electricity will be disconnected unless they send payment immediately. The scammers are instructing these cooperative members to purchase a pre-paid credit card and either send it to a predetermined address or provide the information from that card over the phone.

“We would never, under any circumstance contact you to obtain account or personal information,” said Marshall Cherry, vice president of marketing, member services & IT at Roanoke EC. “If you ever doubt the identity of someone claiming to represent Roanoke EC over the phone, please hang up and call our office using the phone number listed on your bill or another official document,” he continued.



Roanoke EC urges its members to be aware of this scam and asks that members share this information with family and friends to help put a stop to it.

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If you have any questions and/or concerns contact our office at (252) 209-2236

## Important Roanoke EC member information

### How do I report an outage at my home or business?

*To report an outage, please call 1-800-358-9437*

Roanoke Electric’s system operators monitor its distribution system 24 hours, seven days a week. If you need to report an outage, please call 1-800-358-9437

and follow the voice prompt to report the outage.

This system is state-of-the-art and is the fastest way to dispatch crews to assist you.

For the system to serve you efficiently, be sure when the voice prompt asks, to enter the correct telephone number at the location of the outage.



### Choose your bill due date

Yes! As a member of your cooperative, you have the ability to decide when you want to pay your electric bill. Currently, there are four monthly dates to choose between: 2nd, 8th, 15th, and 23rd. Call (252) 209-2236 today to choose your date!



## Play it safe:

# Take precautions on Labor Day Weekend

Labor Day marks the end of summer and for many it's a last ditch effort to visit that favorite get away.  
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According to the National Safety Council, there were 390 traffic fatalities during Labor Day weekend in 2010. By following some simple tips you can make your Labor Day trip safer.

### Vehicle safety

- ❑ Always make sure to buckle up. You are endangering your life when you choose not to buckle up, and traffic tickets are expensive.
- ❑ Know where you are going before setting off on your journey. Knowing the route will eliminate distractions.
- ❑ Do not use your phone at all while driving. Texting and driving is illegal in North Carolina, and those who text are 23 times more likely to be involved in a crash, according to Texting and Driving Safety, a group dedicated to stopping texting and driving injuries and deaths in North America.
- ❑ Remember the basic principles of driving: follow at a safe distance, drive defensively, don't speed and make sure your car is in good working order.
- ❑ If you are pulling a boat or trailer make sure the tires are inflated, the boat is properly secured, lights are working and the hitch and hitch ball fit correctly.
- ❑ Know when you're most likely to encounter traffic and leave before or after those times to avoid hassle.

### Boat & water safety

- ❑ Just as you need to buckle up in the car you need your life jacket for the boat. By U.S. Coast Guard and state law requirements, everyone in the boat needs a personal flotation device.
- ❑ Make sure you have a tow rope and dock lines. If you ever break down, they will come in handy.
- ❑ Keep an eye on the weather. If it starts to storm you need to dock your boat and get out of the water; water conducts electricity.
- ❑ Never jump off the boat and onto the dock before the boat has been properly secured. The boat could move causing potential injury.
- ❑ Always keep an eye out for swimmers and other boaters when on the water. Be respectful and give everyone space.
- ❑ Heed rip tide warnings from life guards. If you are at a beach without a lifeguard pay attention to local news channels for more information about rip tides.
- ❑ Make sure you carry a two-way radio or cell phone with you on the boat in case you need to call someone. Put it in a dry bag to prevent water damage.
- ❑ Always carry a signaling device such as a horn, whistle or flare in case of emergency.

While you are packing the snacks and drinks for the trip, include a first-aid kit. Happy Labor Day!

## Office closed for Labor Day

Roanoke Electric Cooperative will be closed on Monday, September 2, in observance of Labor Day. For emergencies, call 1-800-358-9437.



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