



Roanoke Electric **FLASHES**

The Roanoke Center is your 'one-stop business resource shop'

Whether you've been in business for a year, just opened your small business, or your dream business is still an idea in your head, a business owner faces a long list of struggles each day just to stay in business. One top of mind concern for most entrepreneurs is obtaining the right resources to catapult their business into sustainable success.



Luckily, the Roanoke Center understands the struggles of not having the right resources, at the right time, at just the right place.

The Roanoke Center, a non-profit subsidiary of Roanoke

Electric Cooperative, wholeheartedly believes in the promotion of the entrepreneurial spirit and small business development for people like you. As a catalyst for economic and community development, the Roanoke Center leverages technology to develop the regional economy and

promotes economic growth by assisting individuals and small businesses in capitalizing on available technological resources, and cultivating a regional reinvestment in the community.

With the right resources, the Roanoke Center knows that your business can achieve its highest level of performance. For that reason, the Roanoke Center is providing business services to the local community. Services available to ensure the success of your business include:



- ✓ free business counseling assistance
- ✓ business plan preparation
- ✓ Internet access
- ✓ faxing
- ✓ laminating
- ✓ photocopying

Let the Roanoke Center be that right place, at the right time, with all of the right resources for you!

If you're interested in obtaining more information about what the Roanoke Center can do for your career, your home and your business, please call 252.539.4600.



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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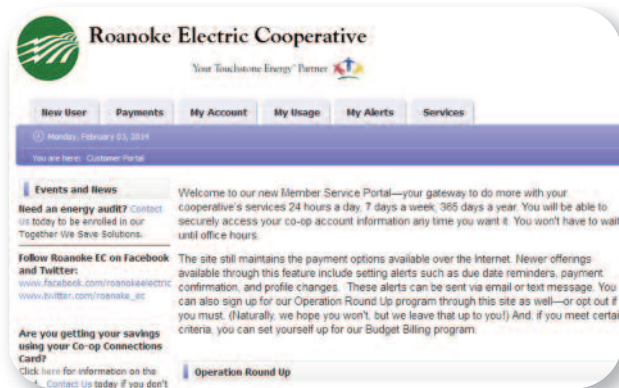
Member Service Portal: Handling all of your service needs

As a Roanoke Electric Cooperative member, you have the ability to customize how you manage your account anytime and anywhere. Whether you need to pay your bill or monitor your daily energy use, the Member Services Portal is your personal do-it-yourself bill management suite. By accessing your account on the member portal at www.roanokeelectric.com/portal, you open a self-service gateway to do more with your cooperative's services 24 hours a day, 7 days a week, 365 days a year.

How? We're glad you asked. Our Member Services Portal site not only allows you to decide how you pay your bill with our credit card, e-check, and draft options, but the portal also allows you to set specific dates to draft credit cards and checking accounts automatically and customizable text message or e-mail Alerts and Reminders for payment information, daily energy use, etc. 00114628005 So while you're busy with the hustle and bustle of your daily activities, your Member Service Portal can continue to work for you.

In addition to being able to customize how you pay and when you pay, we feel that it is important for you to know what you're paying for to better manage energy use and lower your monthly bill. With the Analyze My Bill, Usage History and Billing History features, you gain easy access to online tools that give you instant insight into your home's energy usage and a history of the amount of energy you've used and monitor what you've paid.

Need to apply for a new service connect or disconnect service? You don't have to wait to dial in to the



office during operating hours. Simply go to the Member Services Portal and submit your request within minutes.

Roanoke not only wants to keep you informed through the Member Services Portal, but we keep you up to date on all the new and exciting features available to you through our electronic communications. Like us on Facebook (www.facebook.com/raoanokeelectric), follow us on Twitter (www.twitter.com/roanoke_ec), subscribe to our YouTube Channel (Roanoke EC), and make visiting our News Center (www.roanokeelectric.com/news) a part of your weekly routine to see what your cooperative is doing for you.

For more information about how you can start making the Member Services Portal work for you today, visit www.roanokeelectric.com/portal or call 252.209.2236.

It pays to be a Roanoke Electric member!

As a member of a cooperative you're a part of a partnership unlike any other. As a cooperative, Roanoke Electric is owned by you, our members. For that reason, Roanoke Electric does not technically earn profits. Instead, any revenues over and above the cost of doing business are considered "margins." These margins represent an interest-free loan from you to the cooperative. This money (capital) allows Roanoke Electric to finance operations and — to a certain extent — construction, with the intent that this money will be repaid to you in later years.

Capital credits are calculated by Roanoke Electric for everyone who purchased electricity during a year in which the utility earned margins. No special action is required to start a capital credits account. Your membership with Roanoke Electric activates your capital credits account.

Each year the board of directors assesses the cooperative's financial ability to pay out capital credits. When the organization is in a good financial position, the cooperative typically mails checks during August.

Also, please check in with the cooperative periodically to verify that you don't have any checks on file that have already been mailed out and not cashed. Again, it pays to be a member!

For more information, contact us at 252.209.2236 or visit www.roanokeelectric.com/capcredits.

Finally, be sure to *check the list we are running this month* of unclaimed capital credit checks to see if you know someone on the list who may be eligible for a check.



Operation Roundup: Where cents equals big change in our community

Have change to spare? With Operation RoundUp, your spare change can play a key role in making a tremendous difference in the lives of those in need of your help within your community.

For years many of you have stepped up to the call to serve and Roanoke Electric would like to thank you all for your generous contributions to our Operation RoundUp program and your commitment to our community.

Want to join those who are making a difference with their spare change? For less than 99 cents a month, you can help us help others by participating in our Operation RoundUp program. Here's how it works: By signing up, your electric bill is "rounded up" to the next highest whole dollar amount. For instance, if your actual electric bill is \$83.87, it will be rounded up to \$84. The additional 13 cents provides monetary assistance for various charitable and non-profit organizations.

Average contributions are only about \$6 per year, and never exceed 99 cents in a single month. Although the individual amounts contributed to Operation RoundUp may not seem significant, you've proven that putting this change together can go a long way in making a big difference in our community.

For the first quarter of 2014, the Roanoke Electric Care Trust board met on January 15 and funded six

area organizations totaling \$7,215. Organizations who received grants during this funding cycle were:

- n Ridgcroft School PTO received \$915 for the Embryology Project and \$300 for the Agricultural Awareness Day for a total of \$1,215. (Ahoskie)
- n Gatesville Elementary (Korey Lawlis) received \$1,000 towards various educational projects for grades 3 and 4. (Gatesville)
- n Union Rural Fire Dept. received \$1,000 for the testing and repair of air packs. (Ahoskie)
- n Relay for Life Bertie County received \$500 towards their Cancer Survivor Banquet and opening ceremony reception. (Aulander)
- n Bertie STEM High School received \$2,500 for their 4-H Robotic Club Competition. (Windsor)
- n Trail Life USA/ FOM Scouters received \$1,000 for tent/equipment purchases. (Roanoke Rapids)

To participate in Operation RoundUp call 252.209.2236 or visit www.roanokeelectric.com/roundup. The Roanoke Electric Care Trust board's next quarterly meeting will be held on April 16. Applications are due by 5 p.m. on Monday, March 31.

Busy year ahead for North Carolina campaigns

Voters will head to the polls this year to decide who will hold a number of political offices in North Carolina. Across the state, voters will select a U.S. senator, U.S. representatives, members of the state General Assembly and appellate judges – nearly 200 races total. These elected officials have a substantial impact on determining the laws and regulations that govern our state.

To ensure that you are ready and able to vote we have provided you with key dates to help you cast your ballot:

April 11: Voter registration deadline for the Primary Election

April 24 – May 3: One-stop early voting for the Primary Election

May 6: Primary Election (6:30 a.m. to 7:30 p.m.)

Oct. 10: Voter registration deadline for the General Election

Oct. 23 – Nov. 1: One-stop early voting for the General Election

Nov. 4: General Election (6:30 a.m. to 7:30 p.m.)



Visit the State Board of Elections website to ensure your voter registration is up to date. If all of your information is correct and current, then you are ready to vote. If it is not correct or you are not registered to vote, complete a new voter registration form and mail it to your county board of elections.

For voter information, visit the State Board of Elections website at www.ncsbe.gov/ncsbe/.

Tips on how to lower your bill, increase energy savings, improve home comfort

Here's an equation: The energy you use + the energy that is lost from your home due to air leakage issues = a higher energy bill

From that equation, it seems that the solution to lowering your energy bill is one or both of two things:

- 1) to lower the energy you use, and/or
- 2) to lower the energy that you lose due to leakage issues with your home.

Oftentimes it isn't easy to change our lifestyles to lower our energy consumption and see a big difference in our energy bills. Fortunately, there are an increasing number of free tips and ideas these days on creative ways to lower your energy usage on websites such as TogetherWesave.com.

Free energy audit

And as a Roanoke Electric Cooperative member, we can provide you with the second solution for free as well. Many homes suffer from a number of issues that homeowners may not realize are energy-related issues. Energy audits help you pinpoint exactly where and how your home is using energy inefficiently and gives you actions you can take to solve those issues, possibly



reducing your energy bill and improving your home's overall comfort.

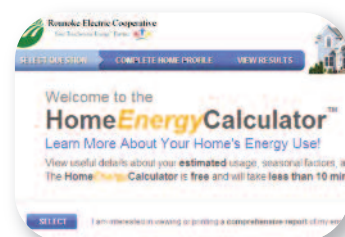
Keeping with our efforts for continuous improvement in the quality of service you receive, we have a team of trained employees available to do energy audits for your home at no cost to you. These audits allow our representatives to inspect and analyze the efficiency of your home to help you get the greatest value out of your energy use.

HomeEnergyCalculator

In addition to our trained team, you also have access to an energy audit right at your fingertips within the HomeEnergySuite.

With our HomeEnergy Calculator application on our website, www.roanokeelectric.com, you can choose whether you want a quick home energy check-up or a more detailed home energy audit and instantly receive feedback on your home's energy efficiency. But that's not all. The HomeEnergyCalculator will also give you a customized plan for how to save energy in your home.

For more information on how to evaluate your home's energy use, call 252.209.2236 or visit www.roanokeelectric.com.



Savings at your fingertips

As a Roanoke Electric Cooperative member, you get deals in your neighborhood, savings while you travel, discounts for RX, dental and more, and access to valuable coupons with the Co-op Connections Card. To learn more about how you can get your Co-op Connections Card and start saving today, contact Brittany Tann at 252.209.2278.

We also offer you an avenue to promote your business at no cost to you in exchange for your participation. If you'd like to participate in the Co-op Connections program, submit an online application through www.roanokeelectric.com or call Diana Mitchell 252.539.4601.



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