

Roanoke Electric **FLASHES**

Roanoke EC offices will be closed on Monday, May 26, in observance of Memorial Day. For emergencies, call (800) 358-9437.

The life of a REC linemen

By Billy Yates, vice president of operations

They wake before the sun, pour steaming cups of coffee, and kiss their family goodbye. After swinging by the office to get the day's orders, 13 men climb into their trucks and head out. Roanoke EC's lineworkers form a solid team with one job: to deliver safe, reliable electricity. But that job can change in a million ways when rough weather steps in.

We often take power—and the men and women who provide it—for granted. Let's take a moment and stand in their boots. Linemen have to work safely, smartly and efficiently—all while working 40 feet in the air wearing sturdy, thick rubber gloves. On a typical day, lineworkers maintain electrical distribution lines or build service to new homes and businesses in our seven-county region. They have a lot on their plates. But when our dispatch center calls crews with a problem, everything else takes a backseat.

Power restoration takes precedence on a lineworker's to-do list. These brave men are always on call. We have four crews standing by to serve you 24 hours a day, in the middle of the night or we

hours of the morning, on weekends and holidays.

Can you imagine getting a call at 3 a.m. telling you to work outside during bad weather? Not many people are willing to face storms. Our lineworkers face harsh elements daily, all to serve you.

Lineworkers focus on safety—the lives of coworkers are on the line. Job safety is important to everyone, no matter your occupation. But for lineworkers, mistakes can cost a limb or life. That's one of the reasons lineworkers form a brotherhood. When you put your life in the hands of co-workers every day, they become family.

That sense of family extends to electric co-ops across the nation. One of our principles is cooperation among cooperatives. We help other co-ops in their time of need, and they extend that service to us, too. It's reassuring to know if a severe storm strikes, a national team of lineworkers stand ready to answer the call.

To be ready to respond no matter the situation or weather conditions, linemen are highly trained. At Roanoke Electric Cooperative, lineworkers go



through regular training to ensure they can work safely with various kinds of equipment. The equipment gets tested regularly, too.

These highly skilled men light our homes and businesses every day. They endure harsh weather and long hours, all to make our lives better. Roanoke Electric Cooperative's 13 lineworkers are the heart of the Co-op Nation, proud and strong.

Sales tax exemptions for your business

If your farm or manufacturing business qualifies for a reduction or exemption from North Carolina sales tax on electric service, please fill out Department of Revenue Form E-595E and return it to Roanoke Electric. The form is on our website at www.roanokeelectric.com/taxexemption.

“I am a Co-op Owner”



Roanoke Electric Cooperative’s ability to serve you and your community is enhanced when supportive legislators understand their votes matter to co-op members. Candidates who receive support from Co-op Owners get an important message about your interest in Roanoke Electric Cooperative and rural electrification.

As a Roanoke EC member, you have the unique right to make financial contributions to the campaigns of candidates who support electric cooperatives. You can do this by joining Co-op Owners for Political Action, which is part of the Action Committee for Rural Electrification (ACRE).

When Roanoke EC member and Co-op Owner, Darryl Williams, was asked why he became a Co-op Owner, Mr. Williams replied:

The main reason I became a cooperative owner is that I want to have a voice. If I am a member/owner, my opinion should matter and this gives me an opportunity to voice my opinion. With rising costs, we need all of the relief we can get and if this will help, I’m all in!

Darryl Williams, Murfreesboro

If you want to join Mr. Williams in letting your voice be heard, visit www.roanokeelectric.com/action or call us at 252.209.2236 to find out how you can become a Co-op Owner today.

EPA regulations may impact your monthly bill: Let your voice be heard!



Join the 533,000 American consumers who have asked their elected officials tough questions about our energy future.

Electric co-ops have invested billions of dollars on innovative, clean and efficient technologies to ensure that we’ll be able to provide the energy for your future. However, the US Environmental Protection Agency (EPA) has proposed to regulate greenhouse gas emis-

sions at new power plants that can have an impact on the amount you pay for your monthly electric bill.

Roanoke EC is determined to continue to provide the safe, reliable and affordable service that we’ve provided for more than 75 years and that you expect for the future; but we need your help!

Let your voice be heard by telling the Administration to please withdraw this proposal and work with electric cooperatives on a balanced solution to ensure that we’re able to meet your energy needs as well as consider environmental concerns.

Act now. Visit www.ncaction.coop to send your message today!

Pay as you go: Make your payments easier

Ever wish you could avoid paying that large \$300 utility bill all at once? Do you want more control of your payments and electric usage?

Well, your co-op has the solution! As a Roanoke EC member, you can avoid paying one lump sum monthly with our prepaid metering option.

With prepaid metering, you pay for your electricity before you use it, similar to the way consumers buy propane. Usage is calculated daily. In addition to smaller payments, another big benefit is that by monitoring your energy usage regularly, you will easily notice pat-

terns in your usage. This will help you track your use and keep electrical costs down.

When making payments, prepaid VISA Cards and MasterCard may be used to buy electricity over the phone or through our website’s Member Service Portal if the office and your local payment centers are closed. You can also pay in person.

To sign up, or for more information, visit www.roanokeelectric.com/prepaid or call us at 252.209.2236.

Members receive Fuel Adjustment Credit on bill

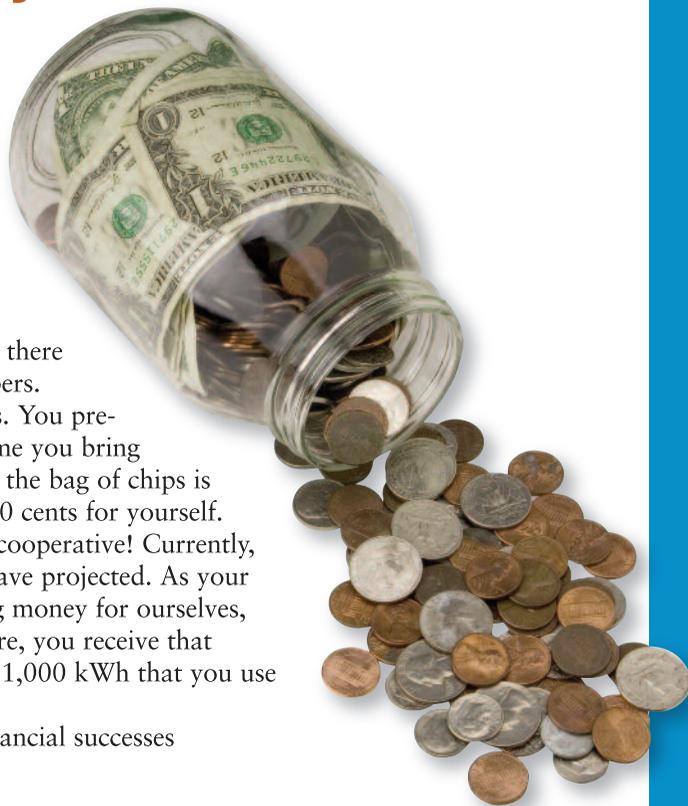
Effective April 1, 2014, Roanoke EC announced a Fuel Adjustment credit. Over the years, Roanoke EC has typically had a wholesale power cost adjustment due to fluctuations in our actual wholesale power cost to deliver electricity to our members.

Each year, Roanoke establishes a projected kilowatt-hour rate for the electricity that we purchase over a period of time. Whenever we see that there is any deviation from that projected amount, where the real amount of power we need is not equal to the projected power that we purchased, there will be an adjustment that has an impact on you, our members.

For example, let's say that you need to buy a bag of chips. You predict it will cost you no more than \$2 so when you leave home you bring \$2 to cover your costs. However, when you get to the store, the bag of chips is actually only \$1.50 and you're able to keep the remaining 50 cents for yourself.

Well that's exactly what has happened with your electric cooperative! Currently, our real cost for purchasing power is lower than what we have projected. As your not-for-profit organization, instead of keeping the remaining money for ourselves, that money will be given back to you, our member. Therefore, you receive that money through a credit of \$5 on your electric bill per every 1,000 kWh that you use (started as of April 1, 2014).

As your cooperative, we are happy to be able to share financial successes with you!



Roanoke EC announces rate adjustment, effective July 1, 2014

A rate adjustment for Roanoke Electric Cooperative's (REC) members will become effective July 1, 2014. The upcoming adjustment is due to state tax law changes that will also take effect on that day.

For many years, North Carolina tax code required electric utilities to collect a gross receipt tax of 3.22 percent above the amount of electricity consumed. Historically, members couldn't really see this gross receipt tax because it was already included in REC's rates.

Beginning on July 1, however, the tax that has historically been included in REC's rate will be separated from that rate and included in the sales tax rate that members have usually seen.

The sales tax rate will increase on average for all rate classes by the 3.22 percent while the gross receipt rate will equally decrease. Overall, this will only mean a shift in where taxes will be shown on a member's bill, resulting in a zero net effect on members.

"This rate adjustment also afforded the board and staff the opportunity to review income and expenses from each individual rate class to ensure returns are equal across the board," said Curtis Wynn, President and CEO. "For this reason, some rate classes may not see the net zero effect."

REC is establishing its rates to basically cover the cost of wholesale power of electricity in addition to the operational and maintenance cost of business upkeep. With this approach, margins or profits are kept at a minimal amount. However, any margins or profits that are earned after covering costs to provide members with safe, reliable and affordable electricity are returned to members through capital credit retirements.

Co-op Connections: Keeping cool this summer

When it comes to homeownership, whether it's repairing your furnace, working on your air conditioner, or repairing faulty ductwork and ventilation an HVAC technician is the one to call. Performing required maintenance helps ensure your HVAC system will do its job for years to come.

Spring: This is an excellent time to call in a HVAC service provider for an annual maintenance check-up of your air conditioner. You'll beat the rush and then rest easy that your air conditioner will purr like a kitten during the dog days of summer.

Summer: This is a very busy time as air conditioning service calls pour in. If you encounter A/C problems, try these simple fix-its before paying for any unnecessary service call.

Late summer or fall: In September, think about scheduling a routine furnace check-up and getting your ductwork cleaned. Again, getting a jump on the crowd can save you money and headaches.

Other tips to staying cool and saving energy include:

Change the filter monthly: Regularly changing or cleaning your air conditioning filter is one of the best ways to keep your system running smoothly.

Whether your air conditioning filter is disposable or permanent, it should be examined monthly and washed or replaced as needed. Inexpensive filters do a sufficient job of keeping a lot of dust and dirt out of air conditioning systems, while more expensive models will also filter out pollutants and allergens.

Check your thermostat: Make sure it's set to the

proper temperature and that your thermostat has been switched from heat to cool. Sounds obvious, but this easy fix can prevent an unnecessary service bill.

Clean your air conditioner: Dirt and debris around and inside your air conditioner can cut down on the efficiency of your unit and reduce its cooling power. Be sure to shut off the power before you perform any unit cleaning.

Check drainage tubes for obstructions: If you see pooling water around or below your air conditioner, look for obstructions like dirt, algae, or ice, and either clean out or replace drainage tubes if you find a problem.

If these suggestions don't solve the problem, call in a pro. You may have to wait for them to fit you in their busy summer schedules.

Don't forget the air return ducts: One of the most overlooked areas of heating and cooling and duct systems are air return ducts. Without properly designed air return ducts, your home will not have consistent, comfortable heating and cooling patterns. Ventilation and indoor air quality will suffer. In more serious cases pressure will build up, causing undue stress on your furnace and A/C and reducing their life expectancies. An HVAC pro's inspection can tell you if they are properly designed.

Prevention is the best medicine: Take advantage now of the special deals offered by these local HVAC businesses participating in the Co-op Connections Card program:

Byrd's Heating and Cooling - Pendleton, N.C.

NFES Contracting - Jackson, N.C.

Northco Plumbing, Heating & Air - Pendleton, N.C.

Vaughan's Heating & Air Conditioning - Murfreesboro, N.C.

Each will perform all necessary upkeep, and address any maintenance issues before they become major problems.

Co-op Connections Card Listings

Businesses are invited to join the Co-op Connections Card program by calling 252-209-2236 or by visiting www.roanokeelectric.com/promotions to enroll online.

Members can discover all the ways they can save money and find other kinds of businesses at www.coopconnections.com.

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www.roanokeelectric.com

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Co-op Connections Card

