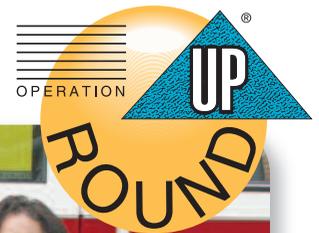


Roanoke Electric FLASHES

Roanoke EC's Care Trust awards \$7,454 in RoundUp funds



More than \$7,000 was awarded to local organizations on April 16 when the Roanoke Electric Care Trust (RECT) Board met at the cooperative's headquarters to award the second quarter of Operation RoundUp funds.

Eight area organizations received funding from the program for a total of \$7,454 at the quarterly meeting. They are:

- ❑ **Conway Severn Rescue Squad** (Conway): \$600 to help purchase new portable radios that allow members to hear calls to promote quick response.
- ❑ **Union Rural Fire Department** (Ahoskie): \$1,079 to replace specialized batteries in vital emergency response equipment and protective bags for air masks used for breathing.
- ❑ **Gates County Rescue Squad** (Gatesville): \$1,000 to assist in replacing or purchasing new equipment to outfit Heavy and Technical Rescue Operations.
- ❑ **Como Volunteer Fire Department** (Como): \$1,675 for turnout gear so volunteers are ready when called upon to render fire suppression and rescue without the fear of being unsafe to render services.
- ❑ **Helpful Hands and Hearts** (Littleton): \$600 to assist with household repairs, handicap



Murfreesboro Volunteer Fire Department was among local organizations to receive funds for necessary equipment.

ramps and transportation services for older adults they serve.

- ❑ **Roanoke Rapids Public Library** (Roanoke Rapids): \$500 to help provide two science programs for their Summer Reading Program (Mad Science from Raleigh and Imagination Station from Wilson).
- ❑ **Murfreesboro Volunteer Fire Department** (Murfreesboro): \$500 to help purchase equipment necessary for volunteers to do the safest and best job they can.
- ❑ **A Pathway to Independence** (Windsor): \$1,500 to help purchase equipment to provide workforce development services to women in northeastern NC.

Your cooperative and the RECT Board appreciate all members who have committed to rounding up their electric bills to the next whole dollar to make a tremendous difference in the lives of those in need of your help within your communities. Your contributions are priceless resources that enhance the quality of life in the very communities you work and live.

To join those who are making a big difference with only cents a month through Operation RoundUp, call 252.209.2236 or visit www.roanokeelectric.com/roundup. Your spare change can create big change.

Let's Talk!

Members discuss issues with REC staff at Cooperative Owners Forums

Over the past few months, members have had a chance to discuss rising costs, ways they can help influence legislators, and co-op programs available to assist in reducing energy consumption with Roanoke EC staff through Straight Talk-Cooperative Owners Forums.

The forums serve as a platform for members to speak about all of the issues important to them concerning Roanoke EC's service. You're talking, and we're listening.

Here are the remaining 2014 Straight Talk-Cooperative Owners Forums:

- **June 28:** Halifax Cooperative Extension, Halifax, 10 a.m.
- **July 26:** Northampton County Wellness & Culture Center, Jackson, 10 a.m.
- **August 23:** Hertford County High School, Ahoskie, 10 a.m.



If you'd like to be a part of the conversation, call 252.209.2267 or visit www.roanokeelectric.com/straighttalk for details and to reserve your seat today. We're waiting to hear from you!

Make the REC News Center a part of your daily information routine!

For many of us, the news plays a vital role in our everyday affairs. We may use our favorite news channel as a fashion advisor, where the day's temperature can help us to determine what to wear for the day, or use the daily newspaper as complementary reading to

our cup of coffee. We listen to the news on the radio on our way to work or download it as an app so that it's easily accessible from our smartphone.

No matter how you prefer to receive the news, we know that you want to stay informed about the latest happenings at your co-op. Because of our commitment to keeping you informed Roanoke EC has established a central place for you to keep up with the latest co-op news throughout your day at our News Center, www.roanokeelectric.com/news.

Whether it's the latest updates on outage restoration during a natural disaster, safety and energy efficiency tips, warnings about utility scams or upcoming events, our News Center will make sure that you're the first to know.

Make visiting your cooperative's News Center a part of your daily routine to stay current on all of the issues important to you.

Educators have a chance to win up to \$2,000!

Are you an educator in the Hertford, Gates, Halifax, Bertie, Northampton, Perquimans or Chowan county school systems? Do you have a great idea for your classroom? Would you like to win up to \$2,000 to fund it? If you answered “yes” to each question, Roanoke EC has the answer for you: apply to our Bright Ideas Education Grant Program!

Roanoke EC recognizes the importance of education for children in our communities, and has awarded more than 70 Bright Ideas Grants since 1994 totaling more than \$150,000.

Those funds have gone to teachers and principals in both public and private schools serving grades K-12 in our service area to support innovative, creative and effective classroom initiatives that are not covered by traditional school funding.

The grants are awarded for projects in any discipline as long as they use creative teaching techniques to improve instruction. Individual teachers or a team of teachers can compete for grants up to \$2,000.



BRIGHT IDEAS

It also pays to apply early! All teachers who submit their application by August 15 will be entered in a drawing for a chance to win one of five \$100 gift cards.

To apply or for more information, visit www.NCBrightIdeas.com.

Have you gotten your refund from us?

Tax season is over and many of you have already received your refunds from the Internal Revenue Service (IRS). But did you know that as a Roanoke EC member you may also be entitled to receive a capital credit refund from us?

As a member, you are an owner of Roanoke EC. As an owner, periodically money will be repaid to you in the form of capital credits. So how does this work, exactly?

Well, as your electric cooperative, Roanoke EC does not technically earn profits. Yes, you read that correctly. Any revenues above the costs of doing business are considered “margins.”

These margins are an interest-free loan from you to your cooperative. While many investor-owned utility companies take these margins and give them out as dividends to their owners, this money allows Roanoke EC to finance operations and — to a certain extent — construction, with the intent that this money will be repaid to you in later years.

How are capital credit refunds calculated? Roanoke EC calculates capital credit refunds for everyone who purchased electricity during a year in which the utility earned margins. You do not have to perform any special action to start a capital credits account. Your membership with Roanoke EC automatically activates your capital credits account.



Annually, the board of directors assesses the cooperative’s financial ability to pay out capital credits to our members. When Roanoke EC is in a good financial position, the cooperative typically mails checks during August.

Also, we encourage you to 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 have not been cashed.

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

Meeting your needs with your Account Services

At Roanoke EC, we know that each and every one of our members is unique. You come from different backgrounds, have different incomes and live in different neighborhoods. Your cooperative understands that each of you have different needs.

As your cooperative, Roanoke EC desires to be able to meet the various needs of each of its 14,600 members. How? Your cooperative offers an array of account services. Roanoke EC prides itself in the many offerings available for members through the following services:

- ❑ **Automatic Draft Payments:** As a member, you can request an automatic direct transfer of your money from your checking account or credit card for payment of your electric bill.
- ❑ **Online BillPay:** No more having to come in the office or mailing a check to pay your electric bill. With this feature you can access your account anytime from anywhere via the Internet to make electronic check or credit card payments to your account.
- ❑ **Pay-by-Phone:** You can call into the office and contact our automated customer service system 24 hours a day to make payments quickly and easily via your credit card.
- ❑ **Invoice Billing:** If you have multiple accounts, your cooperative can make billing very simple by billing all of your accounts into one electric bill. This way, you can help preserve the environment by not

wasting paper and make one payment through one consolidated invoice.

- ❑ **Paperless Billing:** This feature allows you to receive notice of your bill via your e-mail account and access your current bill online.
- ❑ **Kilowatcher Prepaid Metering:** Don't want to pay a large lump sum for your electric bill all at one time? This program allows you to pay for electricity as you need it, and it is a great alternative to paying high security deposits since electricity is purchased prior to usage.
- ❑ **Budget or Levelized Billing:** We know that your energy bills have a way of zig-zagging up and down due to changes in weather or other factors. It could be \$200 this month and \$400 the next. This service allows you the option of a more equalized method of paying your electric bills by calculating your annual cost (from the previous year's billing) into equal monthly payments over the next year.
- ❑ **Overnight Deposit Box:** Sometimes you just can't make it to the office before closing time or find the time to stop by during the week. Your cooperative understands. The night box is available at the front of the co-op office for member payments at night and on weekends.
- ❑ **Payment Stations:** We are here to make managing your electric bill as convenient and easy as possible. You can make payments at remote stations throughout the service area. Stations are currently located in Bertie, Gates, and Halifax counties (Checks and Money Orders Only).
- ❑ **Method of Payment:** We accept payments via VISA and MasterCard.
- ❑ **24-hour Outage Reporting:** Our dispatchers are staffed around the clock to respond to any power outage reports you may have. In case of an outage, call 1-800-358-9437.

For more information about these and other services, feel free to contact us at 252.209.2236 or visit www.roanokeelectric.com/accountservices.

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Published monthly
for the member-consumers of
Roanoke Electric Cooperative

P.O. Drawer 1326,
Ahoskie, NC 27910
Office: 252.209.2236
or 1.800.433.2236
For outages call: 1-800-358-9437

For electronic bill payment:
www.roanokeelectric.com
We accept VISA, MasterCard
& E-check.

Editor: Brittany Tann

Visit our web site at:

www.roanokeelectric.com

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