



Roanoke Electric **FLASHES**

Tired of struggling to make ends meet? The Roanoke Center is here for you!

Tired of living paycheck to paycheck? Want to know how to make sound financial decisions with your hard-earned money so that you can pay all of your monthly expenses and still have some money left over? Look no further! The Roanoke Center (TRC) is here to help.

During the most recent recession, many families were faced with the difficult decision of whether to pay their bills or feed their families. Although it has been over five years since the recession ended, we recognize that the after-effects of this economic downturn may still linger amongst families throughout our region — and TRC wants to help!

As a non-profit organization committed to the forward progression of economic and community development in northeastern North Carolina, TRC never wants you to have to choose between paying your bills and feeding your family. That's why TRC has made financial literacy in the region a top priority.

TRC knows that making effective financial decisions and knowing how to manage your money are critical skills to enjoying the secure financial future you and your family want and deserve.

“Learning how to save and

manage your money is essential to becoming both financially independent and achieving your dreams,” said Sondra Dickens, TRC's Executive Director.

The journey towards your secure financial future starts with you. By focusing on bringing you into the financial mainstream, TRC works collaboratively with local and regional organizations to increase awareness through outreach, policy and research. Gaining financial knowledge allows you to develop the financial confidence needed to create positive banking relationships.

Consequently, TRC is able to provide unbanked and “under-banked” residents an opportunity to join mainstream institutions like Electel Community Credit Union and Self-Help Credit Union. The more you know about the credit and banking services available, the more likely you are to increase your savings, purchase the home you always wanted, and improve your overall financial well-being.

But TRC also understands that being able to improve your finan-



cial decision-making skills doesn't happen overnight. “We see financial literacy as an ongoing skill set that people will use every day to make better financial decisions for themselves and their families,” Dickens added. “We encourage residents to check their credit report, review financial statements, check insurance policies, update beneficiaries, and look at investments to see if they're being charged overly excessive fees.”

To keep you on the right track towards financial freedom, TRC also designs monthly financial bill inserts that provide you with tips on savings, banking, credit, and money management.

For more information about how TRC can assist you in securing your financial future, please call 252.539.4600 or visit www.roanokecenter.org. Let's make your financial dreams come true!

The latest news you want to know!

If you're reading this article and not already making our News Center a part of your daily routine, start today! Why? Well, like any other healthy relationship, Roanoke believes that effective and open communication is a critical aspect of the relationship we'd always like to have with you, our members.

In fact, we're so committed to cultivating a channel of clear and consistent communication with our members that we've intentionally made communications an area of focus in our corporate strategy. We know that no matter what is going on in your daily routine, you want to be the first to know about the critical issues regarding services we provide to you. Whether it be an outage affecting your area, warnings about utility scams or announcements about rate adjustments that may affect your monthly bill, we want you to make



our News Center your first point of informational contact.

Why the News Center? Because it's the one place you can visit to find out everything you want know about your cooperative. So, be sure to visit the News Center at www.roanokeelectric.com/news.

KiloWatcher Pre-paid Metering: Decide what to pay before you use it

We live in a world where prepaid credit cards and cell phones are now a part of the normal product offerings accessible to consumers around the world. These products are often admired for their convenience and their ability to better allow consumers to manage their use. So, why can't electricity be the same way? Guess what? The good news is that your cooperative has made it so that it can be with pre-paid metering!

What is pre-paid metering? Prepaid metering is exactly what it says — electricity paid in advance. Oftentimes you may not want to pay a large lump sum for your electric bill all at one time. Wouldn't it be easier on your pockets to just pay smaller amounts as you go? This program allows you to pay for elec-

tricity as you need it, and it is a great alternative to paying high security deposits since electricity is purchased prior to usage.

How will you know how much to pay? Well, instead of getting your monthly use at the end of each month, your energy use is calculated daily. Being able to monitor your use regularly allows you to easily notice patterns in your use. Eventually, as you are better able to track your use, you'll learn how and when to take the appropriate actions to keep your electrical costs down.

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

Members making a difference!



Roanoke EC prides itself in offering resources to improve the quality of life for all of our members. But we know we can't do this alone. In our everyday operations, there are members who often lend a helping hand that make fulfilling our mission a lot easier. Therefore, we'd like to show our appreciation to those members.

This month's "Members Making a Difference" feature would like to recognize Charlie Harmon and Scott Bauer of Aulander.

During a recent outage, Mr. Harmon gave us per-

mission to drive through his bean field to get to a tree that caused an outage. Mr. Harmon also offered to have a tractor pull our equipment as needed, and offered additional assistance, along with Mr. Bauer, during the power restoration period.

Their assistance was very helpful as they helped turn a three-hour outage into a one-hour outage. Reducing outages and recovery time to restore power are two primary objectives in Roanoke Electric's corporate strategy. Member support from Mr. Harmon and Mr. Bauer are examples of how the cooperative can meet its goals by working closely with an engaged membership.

Special thanks to Mr. Harmon and Mr. Bauer for making a difference!

We're enhancing your outdoor experience

As we welcome the "daylight savings time" season, we're expecting to "fall back" into a time of shorter days. While your sunny days are getting shorter, Roanoke EC believes that the time you spend outside doesn't have to be.

Our outdoor lighting will enhance your home and business while extending your outdoor experience. When it comes to outdoor lighting, many people think of simply illuminating the immediate exterior of their home or business. Well, Roanoke EC made the outdoor lighting service even more attractive with decorative styles and lighting options for several areas.

Decorative Lighting

Our decorative lighting option is a pleasant addition to any entrance area. This particular model works well for your front yard, walkway, business, and parking areas. Underground wiring for this option is hidden by a black fiberglass pole to give it a more attractive look.



Light Emitting Diode (LED) Lighting

Our outdoor LED lighting (Bright Savings) project is one, in which we are deploying more energy efficient outdoor lights to your home. LED-based landscape lights provide many distinct efficiency and practical advantages.



In an effort to give our members more for less, these lights are more dependable, last longer, are more energy efficient and cost about \$2 less per month. The fixture may be mounted on new or existing wooden poles with underground or overhead wiring.

For more information about our Bright Savings program, visit www.roanokeelectric.com/BrightSavings.

In addition to these lighting options, the following models are available for businesses in need of adequate commercial lighting:

Industrial Lighting

This bronze fixture adds a contemporary touch to streets, businesses, and parking areas. The underground wiring is hidden by a matching fiberglass pole.

Floodlighting

This square fixture works well in parking lots, recreational areas, and sales or storage lots. It may be mounted on new or existing wooden or fiberglass poles with underground or overhead wiring.

No matter what the time of year, Roanoke will be here lighting the way for you. For more information about how we can enhance your outdoor lighting experience year-round, call 252.209.2236 or visit www.roanokeelectric.com/lighting.

Get water heater rebates here!

At Roanoke EC, we believe it pays to be a member! In addition to yearly capital credit refunds, Roanoke gives members the opportunity to take advantage of rebates and incentives that help put money back in their pockets. In particular, we encourage members to take advantage of our Water Heater Rebate program.

The program's purpose is to ultimately promote the use of energy-efficient appliances in the residences of members like you. Rebates are paid for the purchase and installation of a new electric water heater with at least a 40-gallon tank. Want to know how you can qualify to receive your rebate today? Here are the details:

- you have to be a Roanoke Electric member;
- you can receive a \$75 Incentive/Rebate for the replacement of an existing water heater;
- you may receive a \$150 Incentive/Rebate for the installation in a new home construction;
- You must complete a water heater rebate application;

- you must provide proof of purchase (receipt);
- you must provide a copy of warranty and description of water heater;
- the water heater must be at least a 40-gallon capacity;
- the water heater must have at least a 10-year warranty;
- The water heater must also have an Energy Factor of 0.94 Or Greater; and,
- it must be an electric water heater.

To download an application and learn more about our Water Heater Rebate program, visit www.roanokeelectric.com/rewards.



Electrical safety and your pet

Household pets are not immune to electrical injury. They are curious creatures, and just as you protect your children from electrical hazards, you should protect your pets.

Pets don't understand the difference between chewing on something like a shoe and chewing on a cord or even an electrical appliance. These tips will help eliminate the chances of an electrical accident involving your pet:

Keep electrical cords away from your pets. If you have difficulty keeping your pets from chewing on cords, you may have to paint the cords with a bitter-tasting polish or wrap them in a plastic sleeve.

Keep lamps away from play areas for pets and children. Some bulbs, especially halogen bulbs, can get extremely hot, and if accidentally knocked over can become a fire hazard.

If your pet lives outdoors, be sure to bring them inside or provide a safe place for them to stay in during storms. Dogs on chains are more susceptible to a lightning strike.

Pets have a tendency to nap near electronics that produce heat, like warm computer equipment. Break this habit immediately. Pets should be kept away from all electrical connections.

Keep all electrical devices a safe distance from water sources. Your pet may accidentally knock electrical devices over, creating a dangerous situation.

Be a proactive pet owner. Create a hazard-free home for your furry friend.



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Visit our web site at:

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Holiday closing

The Roanoke EC offices will be closed on Thursday, November 27, and Friday, November 28, in observance of the Thanksgiving holiday.

The Roanoke EC family wishes you and your family a safe and happy Thanksgiving.

