



## Roanoke Electric **FLASHES**

# The Roanoke Center is geared up for 2015!

Each year, The Roanoke Center (TRC) prides itself in offering the surrounding region relevant and impactful assistance to make our region a better place to live and work — and this year is no different!

TRC is geared up for another exciting year. In 2015, TRC is continuing to perform the value-added functions needed to progress its mission as a one-stop assistance shop to individuals and small businesses. This year, TRC is focusing on three key performance areas to make this happen: Upgrade to \$ave, Buyer Supplier Network Central and Forestry and Land Retention.

### Upgrade to \$ave

At TRC, we understand the challenges that some members face with affording winter and summer energy bills — and we're here to help. Upgrade to \$ave is a new program that finances cost-effective, energy efficiency improvements for Roanoke EC members. Through this program, Roanoke EC will make investments in energy efficiency that allow our members to save money on their bills without making any upfront payments or incurring new debt obligation. In turn, participating members will agree to pay a voluntary tariff on their bill.

Interested? For more information, visit [www.roanokeelectric.com/UpgradetoSave](http://www.roanokeelectric.com/UpgradetoSave).



### Buyer-Supplier Network (BSN) Central

With the right resources, TRC knows that your business can achieve its highest level of performance — even in your purchasing! That's why we pride ourselves in leveraging technology by assisting businesses in capitalizing on available technological resources like BSN Central.

With BSN Central, we offer opportunities for companies seeking to reduce cost and increase revenue to strengthen our economy through savings generated through strategic sourcing buys.

How? For businesses looking to buy goods and services, BSN Central uses the power of reverse auctions to get the best prices. In

reverse auctions, we run online bid events for you and you choose which bid would best suit your business needs — saving you money!

For supplier businesses looking to sell goods and services, BSN Central allows you to promote your business with an online business profile. You'll also have exclusive access to training, project notifications and trade events while being visible to potential buyers — increasing your customer base.

For more information, visit [www.bsncentral.com](http://www.bsncentral.com).

### Forestry and Land Retention

Does money grow on trees? Our Forestry and Land Retention project may have a unique answer for

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# The Roanoke Center (continued from p. 25)...

you. This effort assists land — and homeowners — in improving their land’s value and stabilizing their home and land ownership.

Major goals of this initiative include increasing Farm Retention with properties through sustainable forestry management, increasing forest income and productivity through the use of research in forest management and forest markets, and increasing engagement of area citizens in the field of forestry and other natural resource fields through partnerships with colleges and universities — offering a wide range of environmental career educational opportunities for our youth and young adults.

Former judge Al Kwasipui will assist landowners with clearing titles and will facilitate workshops on succession planning. The project will also reach out to other attorneys in the region for assistance and support. Find out more at [www.roanokeelectric.com/forestry](http://www.roanokeelectric.com/forestry).

## Roanoke Connect

What does reliability and high-speed Internet have in common? A \$4 million fiber project Roanoke EC has on tap, known as Roanoke Connect!

Our focus in bringing this broadband technology to the area is to ultimately take care of our internal, operational needs — improving outage frequency as well as response time to outages. Our employees will also be better equipped to help members better manage the amount of energy they use.

Another advantage: it will help bring broadband services to members in our area. For more information, visit [www.roanokeelectric.com/RoanokeConnect](http://www.roanokeelectric.com/RoanokeConnect).

TRC has hit the ground running in 2015. Stay up-to-date with all of TRC’s major efforts by visiting [www.roanokecenter.org](http://www.roanokecenter.org) or call (252) 539-4600.

## Members + Cooperative staff + Critical discussions about YOUR concerns = Straight Talk forums!

Throughout the year, we give you useful information through your bills, social media and through this magazine. Now, we want to hear from you!

Our Straight Talk Forums are back again and they foster open and honest dialogue about topics most important to you, our members.

We invite you to join the conversation as we discuss our corporate strategy, energy costs (rates), ways we can work together with legislators to prevent costly regulations, and co-op programs available to assist in reducing individual energy consumption – potentially reducing your electric bill and allowing you to keep money in your pocket!

We’re coming to an area near you in 2015 via one of eight sessions, and would love your input.

The chart to the right details the two upcoming 2015 Straight Talk – Cooperative Owners Forums.

Call (252) 209-2267 or visit [www.roanokeelectric.com/straighttalk](http://www.roanokeelectric.com/straighttalk) for details and to reserve your seat. You don’t want to miss it!

Date	Time	Location
Thursday, March 19	6 p.m.	REC Headquarters, Aulander, NC
Tuesday, March 24	6 p.m.	The Roanoke Center, Rich Square, NC



# Members' spare change adds up to more than \$10,000 in community investments

Throughout the year, our members get the chance to be a part of something that makes a huge impact in our communities and costs them only pennies per month! This quarter, those pennies contributed to more than \$10,000 in funds invested back into critical organizations in our communities. How? It's known as Operation RoundUp.

By rounding up your electric bills to the next whole dollar each month and contributing that spare change to Operation RoundUp, the Roanoke EC Care Trust (RECT) board is able to award the funds you have contributed to area organizations on a quarterly basis.

The RECT board met on January 21 to award the first quarter of Operation RoundUp funds. Eight organizations received funding for a total of \$10,500. Those organizations are:

**Sylvan Heights Bird Park & Learning Center (Scotland Neck):** \$1,200 to subsidize the cost of park admission.

**Teach for America (Durham):** \$1,000 to provide support to help pay to recruit, select, train, place and support our 108 corps member teachers in Bertie, Halifax, and Northampton County Public Schools, Weldon Public Schools, KIPP Gaston, and KIPP Halifax.

**Murfreesboro Volunteer Fire Dept. (Murfreesboro):** \$2,750 to purchase 10 pairs of Thorogood 14" HV Structural Firefighting Boots.

**Bertie Relay for Life (Windsor):** \$600 to sponsor the Cancer Survivor Reception and the Cancer Survivor Banquet at the Relay For Life event in Bertie County on May 16, 2015.

**Studio 32 Inc. (Gates):** \$700 toward providing free art classes for children.



**Sylvan Heights Bird Park & Learning Center received a grant.**

**Historic Hope Foundation (Windsor):** \$1,250 to help pay for painting the historic King-Bazemore House mansion.

**Bertie STEM (Windsor):** \$1,000 to purchase Bertie STEM High School 4-H Robotics club supplies, equipment, meals and lodging and fee for the First Robotics Competition.

**Gates County Rescue Squad (Gates):** \$2,000 to purchase equipment used to teach First Responders (Fire Department) in Gates County CPR.

Your cooperative and the RECT board thank you for stepping up and rounding up your electric bills to the next whole dollar each month. Your contributions of just pennies a month have proven that putting spare change together can go a long way in improving the lives of those in need within your community.

If you want to participate in Operation RoundUp, call (252) 209-2236 or visit [www.roanokeelectric.com/roundup](http://www.roanokeelectric.com/roundup). Applications are due by 5 p.m. on March 31.

## New rates take effect March 1

The Roanoke Electric Cooperative board of directors approved a rate adjustment at its November 2014 meeting, which increased the basic facilities charge passed on to members and reduced the actual rate for each kWh a member consumes.

Effective Sunday, March 1, the basic facilities charge will increase from \$20 per month to \$25. The kWh charge for residential service will decrease by more than 3 percent.

This new rate will have no impact on the cooperative's average residential consumer of 1,200 kWh per month, which should still generate a \$175 bill. Members who consume electricity above that threshold should see some benefit from the lower kWh rate.

Members pay the basic facilities charge regardless of how much electricity they consume each month. This charge offsets some of the fixed costs associated with

providing members electricity, such as the poles, wires, transformers and other necessary equipment and keeps the cooperative on pace with ongoing maintenance and replacements to more than 2,200 miles of distribution lines. Roanoke EC spends almost \$3.5 million annually replacing aging lines and other equipment to deliver safe and reliable electricity to its members.

"As with almost everything, the cost to maintain an electrical system is gradually increasing. Upgrading the system improves our reliability rate, which is over 99 percent. We now have fewer outages and blinks because of our maintenance efforts," said Curtis Wynn, president and CEO. "Our members value dependable service and we are committed to meet their expectations."

You can view our rate schedule at [www.roanokeelectric.com/rate](http://www.roanokeelectric.com/rate).

# Capital credits help make the cooperative difference for members!

Capital credits are one of the most important differences between your cooperative and any other form of business.

More than 75 years ago, electricity was out of reach for residents in our community. A group of people joined together to create our electric cooperative and power our lives. As our member, that makes you part of a unique partnership established by our founders almost a century ago.

For several years, your cooperative's members, current and former, have received capital credit refunds. Just last year, Roanoke EC's board of directors approved capital credits of \$300,000 to be returned to its members.

## So how can you get your capital credit refund?

As a member, it's important to know that you're an owner of Roanoke EC. Because your cooperative is a not-for-profit business, Roanoke EC doesn't technically earn profits.

Each month, you pay your electric bill and we use that money to finance operations and construction, equipment and system improvements throughout our service area. Any revenue that isn't needed to maintain the cost of providing you with the safe, reliable and affordable service is returned back to Roanoke EC members in the form of capital credits.

## How do we determine the amount of your capital credit refund?

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.

Capital credits are calculated for everyone who purchased electricity during a year in which the utility earned margins. Roanoke EC determines the amount of each member's refund by how much electricity is purchased over the year.

## Not sure if you have any checks on file that may have already been mailed out to you?

We encourage you to check in with us periodically to verify that you don't have any checks on file. Feel free to visit [www.roanokeelectric.com/capcredits](http://www.roanokeelectric.com/capcredits) for more information about capital credits or to view our most recent Unclaimed Funds list online.

*You can also see our printed Unclaimed Funds list on the center insert (pages A-H) in this issue to see if your name or the name of someone you know is on it!*

## Roanoke Electric FLASHES

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for the member-consumers of  
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Curtis Wynn

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Kenneth Jemigan

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## Statement of nondiscrimination

Roanoke Electric Cooperative is an equal opportunity provider and employer. The person responsible for coordinating this organization's nondiscrimination compliance effort is Curtis Wynn, president and CEO of Roanoke Electric Cooperative.

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at [www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or by email at [program.intake@usda.gov](mailto:program.intake@usda.gov).