



Roanoke Electric **FLASHES**

Bright Savings: Lighting way to lower cost

For over 75 years, Roanoke EC's commitment has always been to our mission. As a matter of fact, we're currently amid a *Bright Savings* project in response to the need to provide members with safe, reliable and affordable electricity.

What is *Bright Savings* exactly? In an effort to give our members more for less, we're deploying Light Emitting Diode (LED) outdoor lights to their homes — a project known as *Bright Savings*. What are we giving our members more of? These lights are more dependable, energy efficient, dura-

To ensure that this project is done as efficiently as possible, your co-op is following a plan to install more than 8,000 lights within the next two years. Currently, crews are on track with the installation schedule. To further advance this effort, anytime there is a need to repair an existing outdoor light that is the former high pressure sodium (HPS) light, crews are immediately converting those to the LED lights so that our members can start saving sooner.

Overall, Roanoke EC has received very positive feedback from members whose lights have already been converted. Members are finding that the light provides more coverage and brighter scenery at night — giving them a higher sense of security around their homes. Additional comments show other members are extremely appreciative to see a \$2 reduction in their electric bill each month.

Why are our members seeing a reduction in their bills? Like any other process, increased efficiency can lead to productive gains. Fortunately, these lights are much more energy efficient than the standard lights we've had over the years, giving us the ability to reduce the amount our members pay each month. We're also finding that these lights last a lot longer than our former outdoor lights; yielding additional savings to our members since crews don't have to

go out to perform maintenance on the LED lights as frequently as they have done with former lights.

Interestingly enough, the *Bright Savings* project doesn't just have a regional impact. Your co-op is also able to donate its former HPS lights to developing countries through the NRECA International Foundation. On Oct. 30, 2014, Roanoke EC shipped about 3,000 of its former lights that were in good condition to Guatemala.

The entire *Bright Savings* project was started through member feedback in surveys, phone calls, and our local Straight Talk forums, where members asked Roanoke EC to find ways to help them reduce their energy and electric bill. We want our members to know that their co-op is listening to them! This is one of the big four projects we're taking on over the next two years to improve the quality of service you expect and deserve.

When will you receive your LED outdoor light? Crews are continuing to work through the outdoor light conversion schedule, and we're communicating with our members as we're approaching their area. If we have not already, Roanoke EC is looking forward to coming to your area in the very near future so that you can start reaping these benefits as well.

For more information on the Bright Savings project, please visit www.roanokeelectric.com/BrightSavings.



ble, and affordable — costing about \$2 less per month.

Last year, your cooperative successfully went through the process of finding a vendor to provide us with the high energy-efficient outdoor LED technology that we're installing across our system to all of our residential outdoor accounts. In August 2014, Roanoke EC began its deployment.

Over the past nine months, Roanoke EC is proud to say that the project is off to a great start!

May is National Electrical Safety Month

May is National Electrical Safety Month, and in recognition of the occasion, Roanoke EC is raising awareness about potential home electrical hazards and the importance of electrical safety. Home electrical failures cause more than 50,000 fires, resulting in 450 lives lost, 1,500 injuries and \$1.5 billion in property damage each year, according to the National Fire Protection Association (NFPA).

Please take the time to check your home for these potentially hazardous electrical situations:

Inside the Home

- Inspect electrical cords often for broken connectors or fraying. Throw away any worn cords to eliminate the possibility of shock, short circuit or fire.

- Don't overload power outlets.

- The wattage of the bulbs you use in your home should match the wattage indicated on the light fixture. Overheated fixtures can lead to a fire.

- When trying to unplug something from an outlet, pull on the plug, not the cord.

- Keep in mind that turned off appliances are still connected to electricity until they are unplugged. To clean or repair these appliances always unplug them first.

- Use extension cords only for short-term purposes, and make sure the cord is adequately suited for the amount of electricity it will be transferring.



- Turn off and unplug all portable electrical appliances, like hairdryers, irons and shavers, when you're finished using them.

- Be familiar with the location of your breaker box and make sure the switches are clearly labeled so you can shut off electricity quickly in the event of an emergency.

Outside the Home

- If there is a downed power line nearby, leave the area immediately and notify our office or call 911. If others are around, let them know that they need to stay away.

- "Call Before You Dig." Dial 811 before starting a digging project, and workers will be sent to your home to mark utility lines in your yard. This service is free, and it has the potential to save your life.

- Never use electrical equipment near any wet areas, such as pools or ponds.

Safety is a year-round responsibility, but take the time right now to recognize National Electrical Safety Month by checking your home for potential risks. It only takes a few minutes to make sure you won't become one of those troubling statistics.



**Know what's below.
Call before you dig.**

"I support ACRE"

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 ACRE supporters get an important message about your interest in Roanoke Electric Cooperative and rural electrification.



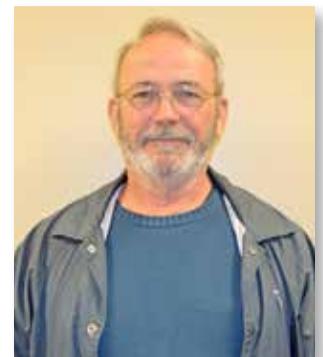
As a member of Roanoke EC, you have the unique right to make financial contributions to the campaigns of candidates who support electric coop-

eratives. You can do this by joining the Action Committee for Rural Electrification (ACRE).

When Roanoke EC member Leonard Fagin was asked why he became an ACRE member, Mr. Fagin replied:

"I simply thought it was a worthwhile cause."

If you want to join Mr. Fagin in letting your voice be heard, call us at 252.209.2236 to find out how you can become a ACRE Co-op Owner today.



Roanoke Electric's Energy Assistance Program: Finding new ways to serve its members

Roanoke Electric Cooperative (REC) is offering another benefit for its members. The Energy Assistance Program (EAP) will provide a route for area Departments of Social Services, Community Action Programs, and help agencies to simplify their work in providing monetary benefits to REC members.

"Recently, REC called a meeting with area agencies," said Susan Tann, manager of member services at REC. "We met with the Department of Social Services (DSS), Choanoke Area Development Association (CADA), and the Hertford County Public Health Authority. We wanted to find out how their programs work, so we can share this information with our members. It's not just about the electric bill. When people call for help, they usually need help with other things too." For example, sometimes members need information on how to prevent a home foreclosure. In these cases, they are referred to the North Carolina Foreclosure Prevention Program or FPP.

As members' needs surface, we need them to be in touch with the agencies as soon as possible to be enrolled in any relevant programs. The REC team is available to prepare members for the application process.

"Each area help agency has its qualifications. When REC members make contact, they should take all relevant information. People should always seek help, for example, if they are unemployed, to find out if they qualify. Crisis help may be available too," said Tann.



Roanoke Electric recently met with local help agencies. Co-op staff learned more about how the agency programs work so they can share the information with co-op members. REC also is assisting the agencies in their efforts to help the co-op's members receive monetary benefits.

"Another significant area of focus for this partnership is to streamline our work with area agencies after members have contacted them for assistance."

Early efforts have led to the co-op creating a web portal that will be very user-friendly for help agencies in requesting information about our members.

"The portal will make it simple for agencies to document the information needed to enroll a person in their programs; i.e., Low-Income Home Energy Assistance Program (LIHEAP), Weatherization Assistance Program, Cold Weather Programs, Section 8 Housing Vouchers, etc.," Tann explained.

These joint meetings with area agencies will be ongoing to advance the work to better serve the mutual members/clients of REC and the help agencies.

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 that we can't do this alone. In our everyday operations, there are members who often lend a helping hand that makes 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 Jerry R. Byrum of Windsor.

On March 11, Mr. Byrum called to report a pole burning and sparking. He gave precise directions on where the pole was and how our serviceman could locate it. Upon arriving, our serviceman saw what Mr. Byrum had described, and acknowledged that the

issue would have led to an outage of around 50 members if Mr. Byrum had not reported it.

"We're very thankful to have engaged members like Mr. Byrum," said Billy Yates, vice president of operations. "Identifying and reporting issues like this helps us to maintain the higher reliability ratings we've reached over the past few years."

System reliability is one of the major areas of focus for Roanoke EC's work in improving member satisfaction.

Special thanks, Mr. Byrum, for making a difference!



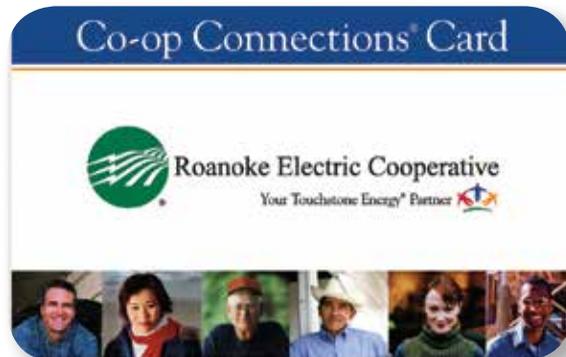
Are you looking for savings? Use your Co-op Connections card

Members: Be sure to keep your Roanoke EC Co-op Connections card handy. Do you need a new card or need to replace an old one? You can stop by or call the REC office or print one out.

Also use the search engine to find discounts offered locally or anywhere you travel. It's easy to spot which businesses are participating. Look for the Co-op Connections stickers in their windows or visit www.connections.coop or www.roanokeelectric.com to check out the list of participants. And we welcome any stories that you would like to share with other Roanoke Electric members about your co-op connections saving experiences.

Businesses: This program is a member rewards program that provides free advertising to more than 14,000 Roanoke Electric members and to thousands of cooperative members across the nation at no charge. All businesses are welcome to participate.

Check out the list of new participating businesses! We thank you for coming on board. The list continues to grow, so check it periodically for new deals, products and services. To enroll your business in the program, please call our office at 252.539.4601 or email savings@roanokeelectric.com. Our team is ready to answer your questions, listen to your stories, or get you enrolled.



New participating businesses

Boone's Café - Tillery
Computer Enter-Face - Ahoskie
Davis Body Shop, Inc. - Halifax
Inspirational Video Production - Weldon
Jerry's Mobile Car Wash - Murfreesboro
Jordan Auto Repair & 24 Hours Towing - Rich Square
M.A.C. Brothers Services - Ahoskie
Mason's Heating, Cooling and Electrical - Weldon
Mr. Sparkle - Aulander
Studio 32, Inc. - Sunbury
Upper Cutz Barbershop - Rich Square
UpTown Café - Ahoskie
Vaughan's Heating & Air Conditioning - Murfreesboro

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Roanoke EC office closed

Roanoke Electric offices will be closed on
Monday, May 25, for the Memorial Day holiday.
Call 1.800.358.9437 to report an outage.

