



Roanoke Electric **FLASHES**

Staying safe through hurricane season

The month of June not only kicks off the summer season, it also marks the beginning of a potentially dangerous hurricane season. North Carolina sits on the Atlantic coast, and hurricanes often bring flooding, power loss and wind damage to this region.

Follow these tips to keep you and your family safe and minimize property damage:

Before a hurricane

- ✓ Outline a communications and evacuation plan for your family before a hurricane warning is issued to minimize confusion and fear. If you have pets or any livestock, include them in your plan.
- ✓ Create an emergency kit that includes 72 hours' worth of food, water, medication and any other supplies you may need.
- ✓ Bring all lawn furniture, decorations, toys and garbage cans in from outside. Tie down items that can't be brought in like boats and trailers.
- ✓ Fuel up your car. A loss of electricity could put gas stations out of commission until power is restored.
- ✓ Close windows, doors and hurricane shutters. Plywood can be used to board up windows and doors if your house doesn't have hurricane shutters.

- ✓ Secure your home and evacuate immediately if you live in a mobile home or flood zone.

During a hurricane

- ✓ Stay indoors and away from windows, skylights and glass doors.
- ✓ If flooding is imminent, turn off electricity at the main breaker.
- ✓ Listen to a battery-operated radio or TV for information about the storm and evacuation procedures.
- ✓ Avoid using the phone except for serious emergencies.
- ✓ Do not go outside until officials have issued an all clear, even if the winds have subsided. You may be in the eye of the hurricane and about to face another round of high-winds and heavy rain.

After a hurricane

- ✓ Stay alert for extended rainfall and flooding even after the hurricane has passed.
- ✓ Keep away from loose or dangling power lines. Report them immediately to your local co-op.
- ✓ If power was out for an extended period of time, throw out any food that may have spoiled in the refrigerator.



- ✓ Take pictures of any damage that has occurred to your home for insurance purposes.
- ✓ If running a generator, place it in a dry, well-ventilated area away from air intakes into the home. The generator should be properly grounded and connected to appliances with proper power cords.
- ✓ Report power outages to Roanoke Electric Cooperative.

You can't prevent hurricanes, but you can minimize property damage and improve personal safety by careful emergency preparation and planning.

With Upgrade to \$ave, you don't have to choose between comfort and lower electric bills

It's often said that there's no place like home, and at The Roanoke Center we know that one of your most prized possessions is your home.

The Center also realizes that many expenses come with your home — including your electric bill. That's why we want to help you improve both your home's comfort and efficiency all while reducing your energy costs. How? With our Upgrade to \$ave program!

What is Upgrade to \$ave? Upgrade to \$ave is a new program that finances cost-effective, energy-efficient home improvements for Roanoke Electric Cooperative members. Through Upgrade to \$ave, Roanoke Electric will make investments in energy efficiency that allow our members to save money on their bills.

Since the program's inception, the Upgrade to \$ave program team has hit the ground running. "We are happy to report that our Upgrade to \$ave project is off to a great start," said Curtis Freeman, project manager. "Our implementation plan is 90 percent complete so far."

Over the next two to four years, REC will invest several million dollars in energy efficiency measures to the homes and businesses of our members.

Did we mention that REC will make these investments without our members having to make any upfront payments or incurring new debt obligation? Through Upgrade to \$ave, you could make energy efficiency upgrades to your home or business with no upfront costs.

What's the catch? There isn't one! Participating members agree to pay a voluntary tariff on their bill that shares the energy efficiency savings with the cooperative at a level that assures immediate savings for our participants and full cost recovery for the cooperative.

But the program doesn't stop after the energy efficiency measures are implemented. To ensure that members are also equipped with the knowledge critical to getting the most savings out of their home upgrades, the program will offer energy efficiency training for members.

"We're also heavily seeking participation from local contractors," said Sondra Dickens, executive director of The Roanoke Center and program operator. "With the ambitious goal of performing upgrades to 200 homes per year, Upgrade to \$ave presents area contractors with numerous upcoming job opportunities."

For more information or to sign up for this program, contact us at 252.539.4600 or visit www.roanokeelectric.com/UpgradetoSave.



Straight Talk: Learn about electric rates and what Roanoke Electric Cooperative does to support lower usage

Do you have burning questions about your electric bill. An ongoing series of Straight Talk Forums is the place to be in your quest for answers. Each forum features open discussions on a wide range of hot topics, including rates and electricity costs, energy assistance efforts and solar energy. Meals and door prizes are

also highlights of these events.

The forums are conducted in communities throughout REC's service territory, from Halifax to Gates counties. We encourage all members to attend an event nearest them. Want to attend one these sessions? Pre-register at www.roanokeelectric.com/straighttalk or call 252.209.2267. We look forward to seeing you there. Here's a list of the remaining 2015 forums:

Thursday, June 11, 6 pm:
Halifax County Ag Center, Halifax

Thursday, July 30, 6 pm:
Cultural & Wellness Center, Jackson

Saturday, August 22, 10 am:
Herford County High School, Ahoskie



Care Trust board awards more than \$8,000 to support community initiatives



Roanoke Electric Cooperative continuously goes above and beyond the call of duty to demonstrate its concern for the community it serves.

One way REC makes this happen is through its Operation RoundUp program. What is Operation RoundUp? Operation RoundUp is a grant program awarding money each quarter to non-profit organizations within REC's service territory. What's unique

about this program is that it allows our members to "round up" their electric bill to the next highest dollar and donate that amount to the program. Here's a good example: if your bill for the month of June was \$150.85, you could round it up to \$151.00 and donate the extra 15 cents to Operation RoundUp.

Each quarter, the board of directors for the program's administrative body, known as the Roanoke Care Trust, meets to determine who will be awarded funds. These funds are normally given to organizations that are serving the health, safety, educational or recreational needs of citizens within our service area.

On April 15, the RECT board met at the cooperative's headquarters to award the second quarter of Operation RoundUp funds. This quarter, the following organizations received funding from the program for a total of \$8,436.62:



Roanoke Rapids Public Library

Roanoke Rapids Public Library, Roanoke Rapids: \$700 for their Summer Reading Program 2015.

Sylvan Heights Bird Park, Scotland Neck: \$1,015 to fund seven outreach programs for PreK-3rd Grade students.

Como Volunteer Fire Department, Como: \$1,400 to purchase 2 AEDs with replacement batteries.

Rich Square Fire and Rescue, Rich Square: \$1,516.62 to purchase of three new portable radios with chargers to help provide better fire protection to local citizens.

Helpful hands and Hearts, Littleton: \$1,200 to construct two access ramps.

Murfreesboro Volunteer Fire Department, Murfreesboro: \$1,605 to purchase 25 structural firefighting hoods, 1 K tool set, 1 elevator key set, and 1 foam educator.

Tillery Spectrum Connections, Tillery: \$1,000 to buy laptop computers.

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 in our communities. Your contributions are priceless resources that enhance the quality of life in the 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/round-up. Your spare change can equal big change in your community.



Como Volunteer Fire Department



Rich Square Fire & Rescue

Have you received your refund from us?

What you need to know about your Roanoke Electric capital credit refund

At Roanoke Electric Cooperative, we take pride in doing business differently. Part of that difference lies in the form of capital credits refunds — money that we return to our members each year.

Here are a few FAQs about capital credits:

So how can you get your capital credit refund?

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

When you pay your electric bill, 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 to the membership in the form of capital credits.

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

Annually, the board of directors assesses the cooperative's financial ability to pay out capital credits. When in a good financial standing, the cooperative typically



mails checks during the month of August. Capital credits are calculated for everyone who purchased electricity during a year in which the utility earned margins. The cooperative determines the amount of each member's refund by how much electricity is purchased over the course of that particular year.

Not sure if you have any past 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. Visit www.roanokeelectric.com/capcredits for more information about capital credits or to view our most recent Unclaimed Funds list.

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Co-op Connections card: Don't leave home without it

Be sure to keep your REC Co-op Connections card handy. Do you need a new card or need to replace an old one? You can acquire a new card by stopping by or calling the REC office, or register for one online at

www.connections.coop.

You can search online to find where discounts are offered locally or nationally. 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. We welcome any stories that you would like to share with the REC membership about your experiences using the Co-op Connections card.

