



Roanoke Electric **FLASHES**

Superior Service + Cost Savings = Member Satisfaction

By Curtis Wynn, *President and CEO*

Roanoke Electric Cooperative continues to seek ways to provide you, our members, with superior service at the most reasonable cost possible. To do so, the co-op has outlined measurable targets to reduce its controllable costs without negatively impacting our ability to serve the membership.

We've been working diligently to advance several initiatives focused on improving service and boosting member satisfaction. These include the Energy Assistance Program, Meter Data Management and the Members Making a Difference initiative.

Energy Assistance Program (EAP)

At Roanoke Electric, we recognize that your electric bill is often a big portion of your monthly living expenses. Recent surveys reveal that one out of every two members has bills between \$201 and \$500 each month. For members needing help paying their electric bills, Roanoke Electric is currently offering the Energy Assistance Program.

Through this program, the co-op strives to help our members get assistance in the most efficient way possible. In an ongoing effort, the co-op is working with local Departments of Social Services, Community Action Programs and help agencies to streamline the

process for members seeking financial assistance.

Many times, when members contact our call center, they usually need assistance with other things as well. We are glad to share information about available community resources and even help prepare members for the application process.

Meter Data Management (MDM)

Did you know that your cooperative is equipped with meter data management technology that allows it to receive accurate information about your meter? The ability to monitor the 14,500 meters on our system is a major priority for Roanoke Electric. Why? Monitoring the meters on our system helps to identify possible line loss.

Line loss refers to power lost in the transmission and distribution of electricity. Unfortunately, such occurrences come at a price.

To better explain, let's say you pay \$2 for a sandwich from your favorite restaurant. Whether you eat the entire sandwich or just take a bite out of it and throw the rest away, you still have to pay full price for the sandwich.

Similarly, if our system is working inefficiently, causing a waste of energy, we are still obligated to pay the costs associated with that energy loss.

As we leverage our meter data management system, our staff is not only able to

identify potential line loss but we can provide members with valuable information concerning their energy usage. This gives our members the power to better manage their energy consumption — possibly reducing their electric bills.

Members Making a Difference

Each day, our members remind us that we are not carrying out our co-op's mission alone. It's not uncommon for community members to lend a helping hand to our crews in the field. And for that we are most grateful.

We want you to know that our members' selfless acts to help our crews do not go unnoticed. Each quarter, personnel from our line crews nominate members to receive our "Members Making a Difference" recognition. Members earning this honor are featured in our *Roanoke Electric Flashes* inside *Carolina Country* magazine.

Be sure to check out this quarterly special feature!

For more information about these initiatives, please visit www.roanokeelectric.com/TheCall2018.



Curtis Wynn

Mark your calendar for August 22:

REC's Annual Meeting & Member Appreciation Day

Roanoke Electric will host its 77th Annual Meeting and Member Appreciation Day on Saturday, August 22, at Hertford County High School in Ahoskie.

When: Saturday, August 22, 2015, beginning at 9 a.m.

Where : Hertford County High School

Lunch: It will be served after the 11 a.m. business meeting.

Registration: Use your Official Notice as an "EZ Pass" at this year's registration!

Barcodes have been placed on your Official Notice to help accelerate this year's annual meeting registration process. To register at the event, you will need to bring the following:

- ▲ Your Official Notice
- ▲ Your ID (a driver's license or other government-issued identification)



For more information about this year's annual meeting event, visit www.roanokeelectric.com/annualmeeting.

Annual meeting bylaws information

Roanoke Electric Cooperative will host its 77th Annual Meeting and Member Appreciation Day on Saturday, August 22, at Hertford County High School in Ahoskie. The three-year terms for districts 3, 4, and 7 will be up for election.

Directors currently serving these districts are Carolyn Bradley, Robert (Nat) Riddick and Darnell Lee, respectively. The cooperative's Bylaws require that a director must:

- Be a Member and receive the cooperative's electric service at his or her primary residential abode for at least the twelve (12) months period immediately preceding the date of his or her nomination;
- Fulfill all Membership Obligations for any and all accounts of the Member and, for the 12 months preceding the date of his or her nomination; and
- Not be employed by or financially interested in an enterprise in competition with the cooperative or its subsidiaries; a business selling electric energy or supplies to the cooperative or its subsidiaries; or a business substantially engaged in selling electrical appliances, fixtures or supplies primarily to members of the cooperative or its subsidiaries.

The Bylaws establish two methods for nominating board members:

- By Nominating Committee or
- By signature petition of 15 or more members at least 35 days before the annual meeting.

Nominating Committee

The 2015 Nominating Committee was appointed by the board on May 28, 2015, pursuant to requirements

of Article IV, Section 6 of the co-op bylaws. The Nominating Committee will meet and post their meeting minutes before July 18, 2015.

The Nominating Committee members are:

Robert Clark (District 1)	Kathy Knight (District 2)
Kenneth Pernell (District 3)	Enos Holloman (District 4)
Reba Green-Holley (District 5)	Sonya Trotman (District 6)
James Heckstall (District 7)	Lonnie Bush (District 8)
Venus Michelle (District 9)	

Credentials & Elections Committee

The Credentials & Elections Committee has the responsibility to address all questions related to member registration, to count ballots cast in the election of directors or any other ballot vote taken at the meeting, and to issue rulings on any voting irregularities. The committee's decision on all such matters is final. The 2015 committee was appointed by the board on May 28, 2015, pursuant to requirements of Article III, Section 5 of the co-op bylaws.

The 2015 Credentials & Elections Committee members are:

Donnell Thomas (District 1)	Jacques Alexis (District 2)
Oscar Epps (District 3)	Robert Beard (District 4)
Robert Savage (District 5)	Elmo Benton (District 6)
Marvin Watson (District 7)	James Pugh (District 8)
Carolyn Drew (District 9)	

For further information, please contact Roanoke Electric Cooperative at 252-209-2236.

Enhancing our communities: REC goes beyond the flip of a light switch

Enhancing the quality of life in the diverse communities we serve is part of Roanoke Electric Cooperative's corporate mission.

We recognize the critical importance of giving back to the community. With your financial support over the last 15 years, we have reinvested \$9.3 million in our communities through the following programs:

- ▲ Operation RoundUp
- ▲ Bright Ideas Grant
- ▲ Electric Cooperative Youth Tour
- ▲ Co-op Connections
- ▲ Touchstone Energy Sports Camp Scholarships
- ▲ NC 4-H Youth Development
- ▲ The Roanoke Center
- ▲ USDA Rural Development

The co-op's staff and board of directors would like to thank you for your generous contributions to these programs. Without our members, none of this would be possible.

For more information about what your cooperative is doing for the community and what you can do to help, www.roanokeelectric.com.



Sylvan Heights Bird Park received Operation RoundUp grant



Caleb Taylor received the 2014 sports camp scholarship

\$2,000 Bright Ideas grants are available: Will your learning project be next?

Perhaps one of the most important and rewarding investments Roanoke Electric Cooperative makes is the investment in our youth. That's why each year we're proud to grant \$8,000 to local teachers to enhance the educational experience for hundreds of students throughout our service area.

Teachers in K-12 classrooms with innovative ideas for hands-on learning projects are encouraged to apply for a grant up to \$2,000 through our Bright Ideas Program.

For more than 20 years, the state's electric cooperatives have used the Bright Ideas program to support innovative and effective classroom initiatives not covered by traditional school funding.

Currently, grant applications are being accepted through September 18. Apply by August 14 to be entered into a drawing for a Visa gift card.

Teachers at qualifying schools can apply individually or as a team, and grants are available for all subjects. To apply, or for more information about the Bright Ideas grant program, visit www.roanokeelectric.com/brightideas or www.NCBrightIdeas.com.



Teachers receive Bright Ideas grants from Roanoke EC

Play it safe in the summer heat

North Carolina summers are hot, blazing hot. And in July we typically see our thermometers creep even higher. These temperatures can be dangerous; in fact, according to the National Weather Service, heat is one of the leading weather-related dangers in the United States, causing hundreds of fatalities each year. Follow these simple tips to keep heat-related dangers out of your life this summer and beyond.

- ▲ Drink plenty of water, non-alcoholic and decaffeinated fluids, even if you don't feel thirsty.
- ▲ Wear lightweight clothes and minimize direct exposure to the sun.
- ▲ Visit public, air-conditioned places like malls or libraries during peak hours of the day to stay cool and take a load off of your HVAC system at home.
- ▲ Use portable electric fans to exhaust hot air from rooms or draw in cooler air.
- ▲ As tempting as it may be, don't sit in front of portable electric fans when a room's temperature is hotter than 90°F. The dry blowing air will dehydrate you faster and exacerbate the problem.
- ▲ Save strenuous activities until the coolest part of the day, usually during early morning or late evening hours.
- ▲ Take a cool bath or shower.
- ▲ If you must go outside during times of extreme



heat, minimize your exposure to the heat by staying in shady, grassy areas.

- ▲ Check on family members, friends and neighbors, especially if they are elderly.
- ▲ Please be aware of the symptoms of heat exhaustion, which include: heavy sweating, weakness, clammy or pale skin, nausea, confusion and a fast, weak pulse. If you experience any of these symptoms move to a cooler location, loosen your clothing, lie down and take sips of water. Don't let heat exhaustion become something more serious, like heat stroke. If you think you see someone who could be experiencing a heat stroke, call 911 immediately.

Be safe, be cool and be encouraged that autumn breezes are around the corner!

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& E-check.

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Statement of Nondiscrimination: Roanoke Electric Cooperative
is an equal opportunity provider and employer.

President and CEO

Curtis Wynn

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Robert "Nat" Riddick, *vice chairman*

Delores Amason, *secretary-treasurer*

Millard Lee, *asst. secretary-treasurer*

Carolyn Bradley

Chester Deloatch

Columbus Jeffers

Kenneth Jemigan

Damell Lee

Roanoke EC office closed

Roanoke Electric offices will be closed
on Monday, July 6, in observance of
the Independence Day holiday. Call
1.800.358.9437 to report an outage.

