



Roanoke Electric **FLASHES**

Roanoke Electric announces new credits on winter electric bills

The season of giving is starting early for Roanoke Electric Cooperative, thanks to a wholesale power cost credit that allows the co-op to pass on to its members reductions on their monthly energy bills this winter. The \$0.01 per kWh credit equals to about an 8 percent decrease in residential rates.

Beginning in November, members will see that credit as a line item on their electric bills. The co-op plans to apply the credit until March 2016. Co-op officials expect the majority of its members to see reductions roughly in the range of \$25 to \$50 during the colder winter months.

In the energy sector, wholesale power costs are based on projections. The co-op purchases its electricity from power generation companies and sets a price point based on its projections. However, with the volatility of the market there is no guarantee on the actual energy costs incurred.

“Fortunately, our costs have turned out to be lower than our projections, so we are glad to pass the savings on to our members, especially during this winter season,” said Roanoke Electric CEO Curtis Wynn. “We hope our members can use this extra money to support them through the holiday season and cover other living expenses.”

In the co-op’s service territory, the winter months tend to be a high-consumption period for most of its membership. Many live in homes that aren’t very energy efficient. And what comes with that, unfortunately, are higher electric bills, according to co-op officials. Last winter brought consumption in some households that exceeded 10,000 kWh in one month, which

equals to a \$1,100 bill.

These potential savings come at a crucial time. Many weather



sources are predicting below average temperatures in the southeast and south central U.S. this coming winter, very similar to last year’s low temperatures. Temperatures are expected to average 30 to 40 percent lower in the months of December, January and February than the typical same three months in the past 30 years.

If you have any questions concerning the wholesale power cost credit, please feel free to contact us at 252.209.2236.

Need Energy Assistance? We can help!

Recent survey feedback tells us that 50 percent of our membership has monthly electric bills between \$201 and \$500.

With this in mind, Roanoke Electric recognizes that our mission goes beyond providing you with electricity. Our members expect us to help them with those things that improve their quality of life.

Consequently, one of the most common interactions we have is with members who are seeking help. Whether our members need

help with understanding their bill, lowering their energy consumption, or paying their bill, our ultimate goal is to produce positive results for both our members and the community. Fortunately, Roanoke Electric’s Energy Assistance Program (EAP) does just that! How? This program provides a route for community organizations like area Departments of Social Services, Community Action Programs, and help agencies to simplify their work in providing monetary benefits to Roanoke’s members.

We also recognize that sometimes our members need assistance with things other than their electric bill. As your needs surface, we’re asking you to be in touch with the agencies as soon as possible to be enrolled in any relevant programs.

Need help getting started? No problem. We’re available to prepare members for the application process. For more information, please feel free to call 252.209.2236 today!

Your savings, benefits continue with Roanoke Electric's Big Four

Your electric bill represents a significant portion of your monthly budget. As your cooperative, we want to fix that. That's why Roanoke Electric has stepped up efforts to address many of the pocketbook issues raised by our members. Several programs are currently under way, aimed at helping you save energy and costs. Programs include the following:

Community Solar: Your Community Solar program was created to make solar a more affordable and accessible energy option for members interested in renewable energy. Members pay a low, one-time fee to purchase the energy output from solar panels and receive a monthly



credit on their bill based on that output. To date, 42 panels have been purchased.

Upgrade to Save: Upgrade and save this winter! Members can receive energy-efficient home improvements that include insulation, duct sealing, heat pump upgrades and water heater wraps. The cost is spread out with a fixed charge on members' bills that is significantly less than the estimated energy savings from the energy efficiency measures performed.



Currently, there are 89 members participating in the program. Your cooperative is proud to announce that 17 members have received

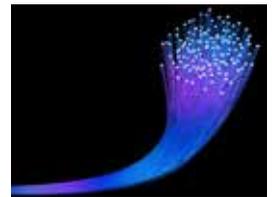
retrofits to their homes and additional contractors have partnered with us to assist with the program.

Bright Savings: This program was established to deploy more energy efficient outdoor LED lights to all of our members. Why? LEDs are more energy and cost efficient than traditional outdoor lighting.



Approximately 3,900 lights have been converted, accounting for nearly half of the outdoor lights on the co-op's system. Additionally, in early August, your co-op discontinued charging members an outdoor light pole fee, resulting in a \$2.15 monthly savings on their electric bills. Those savings are higher for members with additional outdoor light poles.

Roanoke Connect: Members will also benefit from the \$4 million fiber project we have on tap. This project will improve outage frequency as well as response time to outages while better equipping Roanoke Electric to help members like you manage energy and reduce system losses. Additionally, Roanoke Connect will help bring broadband services to members in our area. Construction for the project is anticipated to start mid-October.



For more information on these and other co-op initiatives, please contact our office at 252-209-2236 or visit www.roanokeelectric.com/thecall2018.

"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 cooperatives.

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



When Roanoke EC members and ACRE members Quincy and Diane Clark were asked why they became ACRE members, they replied: "*We want to support the company and our community.*" — Mr. and Mrs. Clark.

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

Member e-newsletter provides valuable information

On average, our members are exposed to thousands of messages from hundreds of organizations each day. That's why it's critical for your cooperative to ensure that we're interacting with you through various forms of effective communication.

Last year, you were able to communicate with us 30 different ways. Since then, your cooperative has expanded its communications tools to include a bi-weekly e-newsletter known as *The Call*. This e-newsletter keeps you informed about the many programs and services you have access to, as well as provides you with valuable news and information that may impact your electric bill.

You can also benefit from tips on energy efficiency and safety and learn of progress on strategic initiatives.

To receive this newsletter via email, please visit www.roanokeelectric.com/e-news.



Play it safe with cooking during holidays

Cooking is one of the most popular ways to celebrate the holidays, and as the holiday season begins, people all over will start dusting off their aprons and head back into the kitchen. Use cooking as a way to gather with family and friends, but make sure everyone is acquainted with some kitchen safety basics before getting started.

Before and After Cooking

- ▼ Be sure that there is a fire extinguisher easily accessible in your kitchen. Make sure everyone in your home knows where the fire extinguisher is and how to use it.
- ▼ Don't let grease, a fire hazard, build on range tops, ovens or toaster ovens. And water should never be used to extinguish a grease fire.
- ▼ Keep flammable items, such as paper towels, plastic bags and holiday decorations, at least three feet away from range tops.
- ▼ Carefully read and follow the operating instructions of your kitchen appliances before using them.
- ▼ Never plug kitchen appliances into extension cords. This could overload the outlets and cause a fire.
- ▼ Plug all appliances directly into outlets when you are using them, and be sure to unplug them when you're finished. Not only is unplugging appliances safer, but it also saves energy.



While Cooking

- ▼ Never use cooking appliances near the sink or any other wet areas.
- ▼ When you are cooking on your range top, turn pot handles toward the back of the range to prevent children from reaching up and pulling down a hot pot or pan.
- ▼ Always stay in the kitchen when you are cooking anything on the stove or in the oven. If you have to leave the kitchen, turn these appliances off while you are gone.
- ▼ Never try to use a turkey fryer indoors, even if it's really cold outdoors. These devices are serious fire hazards. Read the extensive safety instructions that come with turkey fryers very carefully.

Deals await you with Co-op Connections Card

Want to save money? Roanoke Electric offers the free Co-op Connection Card as a money-saving tool to all members. The Co-op Connections Card is a three-prong savings program that gives you discounts on

everyday expenses.

The card offers a prescription drug saving program, the local business discount program, and the national business discount program.

Many people have begun prepar-

ing their homes, their vehicles, their wardrobes, and themselves for the upcoming holidays and winter season. We remind you to use your Co-op Connections Card and get the special deals awaiting you.

Are you a coupon clipper? Co-op Connections has teamed with Coupons.com to bring you valuable coupons. Check out Coupons.com for access to hundreds of free printable grocery coupons good at more than 160 supermarket chains and over 30,000 stores.

Businesses: are you enrolled? We encourage you to build your business by joining the program. Businesses gain free advertising and our members receive the discounts or special services that you are offering.

The participants' list continues to grow, so check periodically to see new local and national businesses who have joined the co-op connections program at www.roanokeelectric.com or visit www.connections.coop. Here are local businesses that have recently

joined the Co-op Connections Card family:

UpTown Café – Ahoskie

Studio 32, Inc. – Ahoskie

Capehart's Mobile Detailing – Kelford

S. L. Hill Construction, Inc. – Roanoke Rapids

Inspirational Video Production, Inc. – Sunbury

James Insulation & Energy Auditing – Williamston

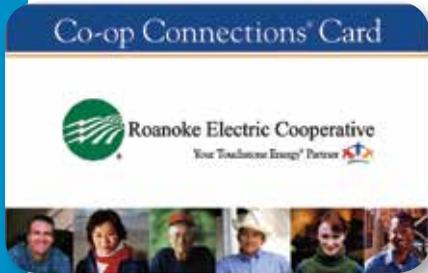
Skinner's Home Energy Conservation Services – Edenton

Whitaker Driving Improvement Clinic – Roanoke Rapids

Roanoke Valley Insurance of Murfreesboro – Murfreesboro

We also welcome any stories that you would like to share with the REC membership about your experiences using the Co-op Connections card.

Take advantage of these special deals offered by our local businesses! If your business would like to be included in this rapidly growing program or you need a new card, please give us a call at 252.209.2236 or 252.539.4601 or email savings@roanokeelectric.com.



Roanoke Electric FLASHES

Published monthly

for the member-consumers of
Roanoke Electric Cooperative

P.O. Drawer 1326,
Ahoskie, NC 27910

Office: 252.209.2236
or 1.800.433.2236

For outages call: 1.800.358.9437

For electronic bill payment:
www.roanokeelectric.com

We accept VISA, MasterCard
& E-check.

Editor: Brittany Tann

Visit our web site at:

www.roanokeelectric.com

Your Touchstone Energy® Cooperative
The power of human connections®

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

President and CEO

Curtis Wynn

Board of Directors

Allen Speller, *chairman*

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

Our offices will be closed on Wednesday, Nov. 11, in observance of the Veterans Day holiday. We will also be closed on Thursday, Nov. 26, and Friday, Nov. 27, in observance of the Thanksgiving holiday.

Have a safe and enjoyable holiday!

