



Roanoke Electric **FLASHES**

Ensuring service reliability and safety for member-owners



By Curtis Wynn, *President and CEO*

One of the worst experiences for a customer is paying for a product or service that turns out to be unreliable. Whether it's buying a vacuum that doesn't work or paying to have your car detailed only to still find trash in your backseat, each of us expect a certain quality of reliability from the products and services we purchase. As your cooperative, we recognize that your electric service is no different.

Your family requires reliable electricity to do homework, cook

dinner, and wash clothes. We take pride in being able to say that we are able to provide this service to your family more than 99 percent of the time without interruption. How? Over the years, the continuous improvements we've made have allowed us to meet your expectations.

What improvements? For the past two years, your cooperative has committed to monitoring strategic initiatives around reliability and safety.

Experience less outages

Since last year's update, we've reduced the number of outages that you experience in a given year to 2.3 per member-owner. Additionally, the duration of those outages has been reduced to 250 minutes per year per member-owner. Therefore, member-owners are experiencing outages that are less frequent and don't last as long. Our ultimate goal is to continue to reduce these numbers even more in the next few years.

How serious is your co-op about providing you with the cutting-edge service you expect and deserve? We've invested \$4 million in a major fiber project, known as Roanoke Connect, which will allow us to use broadband technology to better monitor devices and equipment on our system.

With this technology, we will be better equipped to predict and manage outages while benefiting outage frequency and response time. Moreover, this project will help ensure that we are more proactive about communicating with each individual member-owner about energy usage.

As you know, your co-op's mission goes beyond providing you with electricity, our mission



Curtis Wynn

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ultimately aims to improve your quality of life. Therefore, a secondary benefit of this project is that it will help bring broadband and high-speed Internet services to member-owners in our area.

Construction for this project began in January of this year.

Construction work plan

Last year, we introduced the Construction Work Plan as a tool your cooperative uses to keep our efforts focused on providing you with safe, reliable and affordable

electricity. This plan details each of our major system improvements – including wire installations and rebuilding old lines.

A major part of improving your service reliability is ensuring that power lines are located in places that are easily accessible. As a result, the Construction Work Plan currently has two line-rebuild projects that will be done this year. We will begin construction on one project in Halifax County along NC Highway 561. The other rebuild project will start in Bertie County later this year. This project will include a total of six miles of rebuild along NC Highway 305.

Top tier safety performance

Your cooperative recognizes that it's not enough to provide you with reliable and affordable service. We know that we must provide this service as safely as possible. That's why we've created initiatives focused around our top tier safety performance. Consequently, your cooperative is proud to announce that our employees have worked more than 300,000 hours without any on-the-job accidents.

To keep up with exclusive updates about initiatives your cooperative is implementing to ensure that you continue to receive first-class service, please visit roanokeelectric.com/TheCall2018.

Talk to us!

Straight Talk forums are all about the member-owners



Roanoke Electric wants to hear your concerns and suggestions at these face-to-face forums.

Our ultimate desire is to provide you with complete education about your service to help you better make decisions that improve your overall quality of life.

We want to hear your concerns and suggestions, and Straight Talk forums allow us to do just that!

Come and have a face-to-face dialogue with your cooperative officials to openly discuss topics important to you. We'll discuss everything from energy costs to the co-op's energy efficiency programs, the value of being a member-owner, and so much more.

Forums are held throughout our service area from Halifax to Gates County. Choose an event nearest you and come out to join the discussion and enjoy a meal. We'll have door prizes, too!

Simply pre-register for any forum you choose by visiting www.roanokeelectric.com/straighttalk or call 252.209.2267.

Thursday, April 7	6 p.m.	Bertie County High School
Thursday, May 5	6 p.m.	Gates County High School Arts Building

Teachers! Get up to \$2,000 for your innovative ideas



Have an innovative idea that you feel will positively change the lives of children in our area?

You could qualify for up to \$2,000 to fund your idea through this year's Bright Ideas grant program.

April kicks off the Bright Ideas season in North Carolina. The Bright Ideas grant program is offered by North Carolina's electric cooperatives and helps area teachers fund creative classroom projects that may otherwise be left out of their curriculum. Who qualifies for these grants? Area teachers in grades K-12 are eligible to begin submitting grant applications for the 2016-2017 school year beginning Friday, April 1.

Each year, Roanoke Electric gives a total of \$8,000 to areas schools through this program. Grant applications will be accepted through September 23.

Teachers at qualifying schools can apply individually or as a team and grants will be funded for all subjects.

It can pay to apply early!

Teachers who submit their applications by the early bird deadline of August 15 will be entered into a drawing to win a gift card.

To apply, or for more information, please visit roanokeelectric.com/BrightIdeas or NCBrightIdeas.com.

Sustainable Forestry and African American Land Retention Project

Financial assistance for forestry practices is available



Roanoke Electric Cooperative's non-profit organization, The Roanoke Center, is announcing financial assistance to forest landowners. The SFAALRP funding from the U.S. Endowment for Forestry and Communities and the U.S. Forest Service has made available cost share to forest landowners to implement forestry practices and development of forest management plans. These cost share funds are available to landowners currently participating in the SFAALRP and new participating landowners.

These funds are limited, allocated on a first-come first-serve basis. Please contact Alton Perry, Project Consultant, Forest Management, 252-539-4602 for additional information.

Application Due Date: Friday, April 15.

Eligibility:

- Landowner must own woodland property in Bertie, Chowan, Gates, Halifax, Hertford, Northampton, and Perquimans counties.
- Landowner must own one 8-acre woodland property.
- Landowner must complete a Landowner Needs Assessment Form.
- Landowner must sign a Memorandum of Agreement.
- Landowner must obtain a forest management plan.
- Practices Eligible for Cost Share:
 - Tree planting (conifers or hardwoods)
 - Development of forest management plan
- All practices must be completed by Saturday, April 30, 2016.

National Lineman Appreciation Day

Thank a lineman on April 11



On Monday, April 11, Roanoke Electric Cooperative will honor the dedicated men and women who often work in challenging conditions to keep the lights on. We proudly recognize all electric linemen for the services they perform around the clock in dangerous conditions to keep power flowing and protect the public's safety.

"Our lineworkers are the first responders of our electric distribution system, and they work around the clock on high-voltage lines," said Curtis Wynn, president and CEO of Roanoke EC. "Conditions can be dangerous, but they power through to ensure reliable service for our members."

Sixteen men maintain more than 2,000 miles of line in Roanoke Electric Cooperative's service territory.

Your cooperative invites member-owners to take a moment and thank a lineman for the work they do. Use #thankalineman to show your support for the men and women who light our lives.



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Published monthly for the member-consumers of Roanoke Electric Cooperative

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Celebrate Earth Day the 'Roanoke Way' and get five bucks

As an environmentally conscious cooperative, Roanoke wishes to celebrate this year's Earth Day by encouraging member-owners to change the way they receive their electric bill. An easy and environmentally friendly way to receive your monthly bill is through paperless billing, known as e-bill.

Why e-bill? Aside from the environmental benefits, signing up for e-bill makes receiving your bill that much easier and faster. You'll be able to access your bill electronically from anywhere on any device. Whether it's at home, work or on the go, your bill is wherever you need it to be!

If that's not enough, we'll also give you \$5 toward your electric bill when you enroll in e-bill. Enroll today to receive a one-time \$5 bill credit at www.roanokeelectric.com/ebill.

Be sure to join us at our headquarter office in Aulander on Friday, April 22, to celebrate Earth Day! Hot dogs will be served from 10 am-2 pm.