



Roanoke Electric **FLASHES**

Moving forward: Member-Owners see progress from the Big Four

Merriam-Webster defines progress as a forward or onward movement. Fortunately, over the past two years, your cooperative has been doing that very thing for you.

What have we been moving toward?

Each day, our doors open with one thing in mind: you! Ultimately, your cooperative's efforts have been aimed at providing safe, reliable and affordable electricity to our membership, while enhancing the quality of life in the diverse communities you work and live. By 2018, our vision is to be a leading cooperative that provides top tier performance in safety, service and reliability. At its foundation, our desire is to ensure that you receive superior customer service that results in the highest possible value for our entire membership.

How have we been moving forward?

To make progress, your cooperative knows that we must take specific steps to ensure that we're meeting our goals and your expectations. In 2014, we introduced four major projects to ensure that we're doing just that. These major projects, known as the Big Four, directly affect the quality of service that you receive from us each day. Each of the following Big Four projects represent member-owner choice and value for you:

Community Solar: It's our business to ensure that you have reliable, affordable power, no matter what the energy source. That's why when our member-owners stated that they were interested in renewable energy, we made sure you had that option with Community Solar.

Why Community Solar? There's less hassle, no red tape and it's low cost, perfect for renters and a great alternative to residential rooftop solar.

Currently, there are 320 panels available for member-owners to purchase at \$445 per panel. Don't have the full \$445 to pay upfront? No problem! Your cooperative will accept a down payment of \$165 and finance the remainder of the amount at only \$1.66 per month. Each month, you'll receive a credit on your electric bill based on your panel's solar energy output.

Simply visit www.roanokeelectric.com/CommunitySolar to start owning solar energy today!

Roanoke Connect: Our mission calls for your cooperative to be more than just your utility company. To improve your quality of life, a \$4 million fiber project, known as Roanoke Connect, is currently under way.

Your cooperative knows the power of connection. Our children need it to do homework and our hospitals need it to operate more efficiently. Therefore, in addition to ensuring that all of our substations can communicate with one another so we can better predict and manage outages, we're also considering bringing broadband technology not only to the area, but straight to your doorstep to enable you to receive high speed internet.

But we want to hear from you! Do you think we should consider offering high-speed internet service to your home? Submit your response at www.roanokeelectric.com/RoanokeConnect.

Bright Savings: For the past two years, we've been making your outdoor experience a little brighter for a little less money by installing Light Emitting Diode (LED) outdoor lights at your home. Through this Bright Savings project, we've installed more than 5,000 LED lights and we expect to complete this project by this August.

For more information about how you're saving more than \$2 per month through this project, please visit www.roanokeelectric.com/BrightSavings.

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Upgrade to \$ave: More than 120 member-owners have upgraded their homes and are now reaping an average savings of \$58 per month through Upgrade to \$ave.

Those participants include Larry and Debbie Freeman of Windsor. When asked about their experience with the program, Mr. Freeman stated:

“My father built our house back in 1983 and the air conditioning system was very outdated and inefficient. We called Roanoke and they had a program they referred us to Sondra Dickens who was very quick in responding to us. They taught us how to conserve energy more efficiently through quite a few classes.

“We also had quite a few contractors come out to give us estimates and we were quite satisfied with the contractor we chose.

“Overall, we were satisfied with the results. On a scale of 1-10, I have to give our experience an 11 because our current situation was very costly and we were able to upgrade in a more economically efficient way.”

Want to make upgrades to your home or business to improve comfort and reduce your electric bill with no upfront cost? Join the



Larry and Debbie Freeman of Windsor

Freemans in signing up for Upgrade to \$ave at www.roanokeelectric.com/UpgradeToSave.

But that’s not all! Learn more about other programs your cooperative is offering on your behalf at www.roanokeelectric.com/TheCall2018.

‘I Support ACRE’



Carl Nix of Gates is welcomed as an ACRE supporter.

Roanoke Electric Cooperative’s ability to serve you and your community is enhanced when supportive legislators understand their votes matter to co-op member-owners. Candidates who receive support from Co-op Owners get an important message about your interest in Roanoke Electric Cooperative and rural electrification.

As a member-owner of Roanoke Electric Cooperative, you have the unique right to make financial contributions to the campaigns of candidates who support electric cooperatives. You can do this by joining Co-op Owners for Political Action, which is part of the Action Committee for Rural Electrification (ACRE).

When Roanoke EC member-owner and ACRE member, Carl Nix, was asked why he became an ACRE member, Mr. Nix replied:

“I first joined ACRE as a result of the encouragement I received from a town hall [Straight Talk Forum] meeting last year. I was interested in Roanoke’s interaction with the community and their support for community events like the Gates County Wounded Warrior event.” Carl Nix, Gates.

If you want to join Mr. Nix in letting your voice be heard, call us at 252.209.2236 to find out how you can become an ACRE member today.



What is ACRE doing for you?

- ACRE helps co-ops like Roanoke Electric Cooperative offer simpler low energy-efficiency financing through programs like Upgrade to \$ave.
- ACRE also encourages adequate funding to ensure that all families remain warm during the winter through programs like the Low Income Home Energy Assistance Program (LIHEAP).
- ACRE supports cooperatives’ efforts to expand high-speed internet access to rural areas through projects like Roanoke Connect.
- ACRE also strives to lower the cost of environmental regulations.
- ACRE assists in coordination with federal agencies and Congress to protect your sensitive information.



Roanoke EC's Energy Assistance Program: More than 700 member-owners receive over \$135,000 from help agencies to help with electric bills



Part of your cooperative's mission is to ensure that we're providing you with not only a service that you're satisfied with, but one you can also afford. That's why member-owners have the benefit of the Energy Assistance Program (EAP).

What is EAP? This program was created over a year ago to provide a route for area Departments of Social Services, Community Action Programs, and help agencies to simplify their work in providing monetary benefits to our member-owners.

Since then, your cooperative has been very active in working with our area help agencies to support our eligible low-income and senior member-owners with funds available from these organizations.

As a result, this past winter, 764

member-owners received \$137,194 to help pay their electric bills.

How can you receive assistance through EAP? As your needs surface, we need you to be in touch with the agencies as soon as possible to be enrolled in any relevant programs. Your Roanoke Electric team is available to prepare members for the application process.

The team recently had its first successful "People Helping People" lunch-and-learn event in March 2016. Representatives from the following area agencies attended to discuss initiatives that will assist our member-owners and our community:

- Ahoskie Public Library
- Albemarle Regional Library
- Benford Insurance Agency
- CADA-Ahoskie

- CADA-Northampton
- Damascus Outreach
- Gates Co. DSS
- Halifax Co. DSS
- HC Office of Aging
- HC Public Health Authority
- Hertford Co. DSS
- Northampton Co. DSS
- Roanoke Chowan Community College
- Roanoke Chowan Community Health Center
- Vanguard Reimbursement Services
- Vidant Health

These joint meetings with area agencies will be ongoing to advance the work to better serve the mutual member-owners/clients of Roanoke Electric and the help agencies.

QUESTIONS?

Have questions for us?

Submit your questions to our blog and we'll answer you directly! Simply visit www.roanokeelectric.com/response to submit your questions today!

It's that time of year again!

Why are we spraying our rights-of-way?



Continuing to provide you with the “world class” service you expect and deserve means safeguarding the reliability of our transmission system.

What threatens our ability to do this for you? Historically, trees have been major contributing factors in power outages, especially during major storms. Therefore, your cooperative has developed an aggressive vegetation management plan essential to controlling the growth of trees and other vegetation around the over 2,400 miles of line that make up our distribution facilities and rights-of-way.

You may have seen our line personnel spraying and trimming in your area. Here's why:

- Spraying is a cost-effective method to control growth around power lines.
- When done with a ground to sky trimming method, it helps reduce outages and brings reliable service.
- This is accomplished over a three-year period versus a five- to eight-year period.
- Spraying primarily targets trees and woody underbrush in the right-of-way.
- Chemicals used are not harmful to humans or animals.

Our ultimate goal is to rid our rights-of-way of trees growing up under the lines and allow the natural grasses to come back and flourish.

If you have any questions about your cooperative's right-of-way clearance and maintenance program, visit www.roanokeelectric.com/ROW.

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



Holiday closing

Roanoke EC offices will be closed on Monday, May 30, in observance of the Memorial Day holiday. Have a safe and enjoyable Memorial Day weekend!