



Roanoke Electric **FLASHES**

Shop online and get credit on your electric bill with the new Roanoke Rewards Program



Has this ever happened to you? You drive to the store, find a parking place, get a shopping cart, make your way down each aisle, grab your items, head to the cashier

to pay for your items, and you head home wishing you could have avoided the entire experience.

Imagine being able to purchase your necessary items while never having to leave the comfort of your home and receiving a credit on your electric bill for doing so. Sound too good to be true? With Roanoke Rewards, it's not!

What is Roanoke Rewards?

Your cooperative knows that our member-owners like to see value in the service offerings that we provide. That's why we're excited to offer exclusive programs like Roanoke Rewards. With this program, member-owners like you have the opportunity to shop online with participating retailers and receive a credit on your electric

bill. Each retailer sets the amount of cash back they will give you on your purchases and that "cash back" will be returned as a credit on your electric bill.

What's the catch? There isn't one! Roanoke Rewards is just another benefit of what it means to be a member-owner. By shopping with the online Shopping Assistant, you can earn up to 40% cash back from over 6,000 participating online retailers like Macy's, Office Depot, and Walmart.

How do I start earning "cash back" today?

Once you've set up an account profile through the Member Service portal, you can log in at www.roanokeelectric.com/rewards and start shopping!

Prepare for summer storms

June is a good month to refocus on information that will help keep you safe this summer.

Safety tips

- Develop an evacuation route now. The plan should identify the safest routes away from your area, as well as the closest shelters.
- Determine a safe place in the home to gather during severe thunderstorms,

away from windows, skylights or glass doors that could be broken by hail.

- Create a family disaster supply kit and be sure to include the following: a battery operated radio, flashlights, a first aid kit, non-perishable food items, a three-day water supply, a non-electric can opener, medicines and cash.
- Teach children to call 911 in case of an emergency. Communicate with family

members to be sure they know how to respond in a storm situation.

- Remember your pets when planning for possible evacuation. Not all emergency shelters allow pets. Contact your local humane society to learn which ones do during disasters.
- Keep Roanoke Electric's outage reporting phone number in a handy place, like on the refrigerator. It's 1-800-358-9437.

It's all about the member-owner at this year's Straight Talk forums!



Where can you find over 50 member-owners gathered for a candid, face-to-face conversation with employees and board members of their electric cooperative? Only at our Straight Talk Forums!

Our first four Straight Talk Forums of 2016 have been nothing short of successful. Each forum was an opportunity for

member-owners to discuss everything from how we calculate their energy charges to Wi-Fi thermostats and text message notifications.

Want to join other member-owners in this dialogue with your cooperative? We'll be traveling to Halifax and Northampton Counties in the coming weeks to

Upcoming Straight Talk Forums

Thursday, June 30

6:00 PM
The Halifax Ag Center
Halifax

Thursday, July 14

6:00 PM
Northampton County
Culture & Wellness Center
Jackson

hear your concerns. Come to one of our final sessions nearest you to give us your feedback and get exclusive information about the value of being a member-owner.

Feel free to bring your neighbors with you as well! Reserve your seats today by calling 252.209.2267 or visiting roanokeelectric.com/straighttalk.

Capital credits represent the cooperative difference

The people who receive electricity from us are not customers; they are member-owners of our cooperative. As such, you enjoy certain rights and advantages that customers don't have with other electric providers.

One of the biggest advantages of being served by a cooperative is that we work only for you; we don't have stockholders expecting a big quarterly dividend. We are not-for-profit, which means we're working only to provide you with affordable, reliable service. To that end, your cooperative does not technically earn profits.

We do collect some money, which is figured into your rates, that is used to help us pay the cost for us to get power to you. This includes all operational costs—the cost for poles and

lines, the cost and maintenance of trucks and buildings, actual employee costs like wages and benefits, and the costs associated with maintaining records, like the printing and mailing of bills. Any monies collected in excess of those required funds are considered "margins" and are allocated to our membership through capital credits.

Who qualifies to receive capital credits?

Capital credits are calculated by your cooperative for everyone who purchased electricity during a year in which the utility earned margins. No special action is required to start a capital credits account. Your membership with Roanoke activates your capital credits account.

Annually, your board of directors assesses the cooperative's financial ability to pay out capital credits to members like you. When Roanoke is in good financial standing, the cooperative typically mails a capital credit check in August.

Want to know if you have any capital credit checks waiting for you? Please check in with us periodically to verify that you don't have any checks on file that have already been mailed out and have not been cashed.

For additional information, feel free to contact us at 252.209.2236 or visit roanokeelectric.com/capcredits.

Member-Owners invest more than \$11,000 into community organizations



What would you do with \$11,000? Invest in the stock market? Save it for your child's college fund? For member-owners of Roanoke Electric that answer can be summed up in two words: Operation RoundUp.

Each month, member-owners take advantage of the opportunity to round up their electric bills to the next whole dollar and donate those pennies per month to Operation RoundUp. How? Here's an example: let's say that your electric bill for the month of June is \$144.75. You could round up your bill to \$145 and donate the extra 25 cents to Operation RoundUp.

Why are these pennies per month so important? Thanks to your selfless donations, non-profit organizations throughout our seven-county service territory are able to continue to provide the services that are vital to our community.

The board of directors for the program's administrative body, known as the Roanoke Electric Care Trust (RECT), meets quarterly to determine which organizations will be awarded these funds. Normally, these funds are awarded to organizations serving the health, safety, educational and recreational needs within the communities in which you work and live.

The RECT board met at the cooperative headquarters on April 20 to award the second quarter of Operation RoundUp funds. As a result, the following organizations received funding from the program for a total \$11,928.41:

- Helpful Hands and Hearts (Halifax): \$1,100 for the construction of two handicap ramps.
- Gaston Volunteer Fire Department (Gaston): \$2,000 to help purchase protective clothing for new volunteers.
- Tillery Spectrum Connections (Tillery): \$1,000 in order to assist with their Summer Enrichment Camp during the week on the World of Discovery Camp held in July.
- Murfreesboro Fire Department (Murfreesboro): \$3,919.41 for equipment.
- Como Fire Department (Como): \$1,925 for the purchase of advance turnout gear.
- Roanoke Rapids Public Library (Roanoke Rapids): \$484 for Casey's Laugh and Learn and Mad Science Programs.
- Rich Square Fire and Rescue (Rich Square): \$1,500 awarded for the purchase of equipment.

On behalf of the RECT board, your cooperative would like to thank all of the member-owners who have committed to rounding up their electric bills each month in order to make a difference in the lives of those in our communities.

To join those who are making a huge difference with only cents per month through Operation RoundUp, call 252.209.2236 or visit roanokeelectric.com/RoundUp.

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!

Want to save money when you shop locally? Use this card!

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 give you discounts on everyday expenses. There is the prescription drug saving program, the local business discount program, and the national business discount program.

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 over 160 supermarket chains and over 30,000 stores.

Get the app! Never worry about losing your card again!

Your Co-op Connections Card is now in an app. Get the Co-op Connections Program app to find discounts while on the go. You can also use the pictured card within your app as your Co-op Connections Card. That way you won't have to keep track of another card in your wallet or purse.

Simply search "Co-op Connections" in the App store or Google Play on your smart phone to download the FREE app.

Businesses – Are you enrolled?

We welcome 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 current list of participating local businesses that are taking advantage of this program can be found on our website at roanokeelectric.com/savings or connections.coop. Check out the local businesses who have recently joined the Co-op Connections Card family:



Shop 2 Variety Store

401 N. Main Street
Rich Square, NC
Contact Person: Rose Stephenson

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Bazemore Home Improvement

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Be sure to take advantage of the special deals being offered by our local businesses. If you have lost or need a new card, please call the office at 252-209-2236 or email us at savings@roanokeelectric.com.