

Roanoke Electric **FLASHES**

Reducing costs and earning member-owner satisfaction

Just like you, your cooperative is constantly looking for ways to lower our expenses. Why? As member-owners of Roanoke, you not only influence the cooperative's direction but you also reap the organization's financial benefits.

That's why your cooperative strives to do everything possible to ensure that you receive the most financial benefits possible. How? Through measurable targets to reduce its controllable costs while still being able to provide you with the superior service you want and deserve.

Meter Data Management (MDM)

Your meter is one of the most important pieces of equipment your cooperative has to maintain. Why? Surprisingly, the reason has nothing to do with how much the meter costs. Rather, its importance is largely due to the type of information it communicates to us.

A major priority for your cooperative is monitoring the 14,500 meters on our system. With our meter data management technology, your cooperative is able to receive the accurate information about each of those meters. Consequently, we're able to better monitor your energy usage, which also helps us reduce controllable costs.

What does your meter have to do with reducing costs? The meter data management technology helps your cooperative identify possible line loss.

What is line loss and why is it important? Line loss refers to power lost in the transmission and distribution of technology due to inherent inefficiencies or defects. Unfortunately, this power lost comes at a price for your cooperative.

For example, let's say that you pay \$10 to go see a movie you've been waiting to see for months. Whether you watch the entire movie or dose off halfway through the opening credits, you still have to pay full price for the movie.

Similarly, even if our system is working inefficiently, causing a waste of energy, we are still obligated to pay the costs associated with that energy loss. However, by reducing line loss, we reduce those costs. Why does that matter? This allows us to better ensure that we are in the financial position to return as much money as possible back to member-owners through programs like capital credits.

Additionally, leveraging this technology also enables our staff with valuable information concerning your energy usage. That way, you can better manage your consumption and ultimately reduce your electric bills.

Ecobee Thermostat incentive

In 2014, your cooperative began exploring Wi-Fi-enabled thermostats. Why?



Curtis Wynn

These devices offer member-owners an easy and convenient way of managing your home's comfort and electric bill from your mobile device.

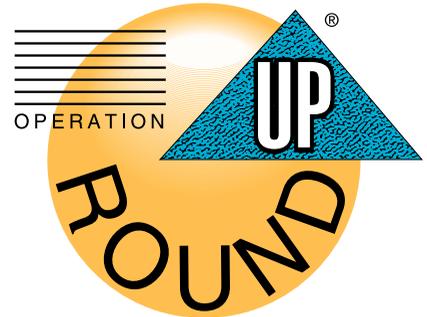
With this program, your cooperative will adjust your thermostat to reduce usage during peak periods when rates are highest. Consequently, the thermostats have the potential to provide both energy efficiency and wholesale power cost savings – giving your cooperative the opportunity to lower its electric bill. In return, we can pass those savings on to you, our member-owners.

Did we mention that member-owners who participate in this program get FREE installation of the thermostat from a REC energy advisor and a \$4 monthly credit to your electric bill?

Simply visit roanokeelectric.com/thermostat for more information about how to purchase the Ecobee Wi-Fi Thermostat today.

With each of these initiatives, our goal is always one thing: your satisfaction! Want more information about all of the initiatives we're working on for you? Visit www.roanokeelectric.com/TheCall2018.

What does Roanoke Electric do for my community beyond providing electricity?

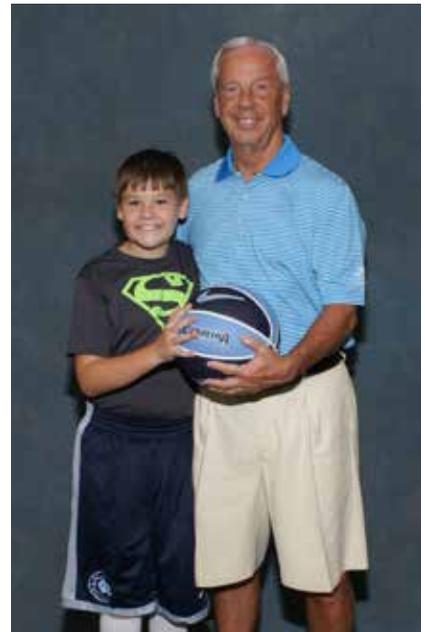


What is the purpose of your cooperative? Like any other utility organization, our basic mission is to provide you with the safe, reliable and affordable electricity that you expect and deserve. However, as your cooperative, our ultimate purpose is more than providing electricity. Each day, your cooperative goes above and beyond to enhance the quality of life in the diverse communities we serve.

We recognize the critical importance of giving back to the community. That's why, with your financial support over the last 16 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

Your cooperative staff and board of directors would like to thank you for your generous support for these programs. Without member-owners like you, none of this would be possible.



Visit roanokeelectric.com/community to learn more about what your co-op is doing for the community and what you can do to help.

You're invited!

Member-Owners are celebrated at co-op's biggest event in August

Annual Meeting and Member Appreciation Day Saturday, Aug. 27, 2016

Your cooperative will host its 78th Annual Meeting and Member Appreciation Day event on Saturday, August 27, at Hertford County High School in Ahoskie. Lunch will be served after the 11 a.m. business meeting.

Need more information about this year's event? Visit roanokeelectric.com/AnnualMeeting.

Registration: Here's what you'll need

- To expedite the registration process, you can use your Official Notice as an "EZ Pass" at this year's registration! Your Official Notice will be mailed to member-owners prior to the event.

Be sure to bring:

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

ATTENTION: Annual Meeting bylaws information

Roanoke Electric will host its 78th Annual Meeting and Member-Owner Appreciation Day on Saturday, August 27, at Hertford County High School in Ahoskie. This year, the three-year terms for Districts 1, 5, and 9 will be up for election. Directors currently serving these districts are Columbus Jeffers, Kenneth Jernigan, and Chester Deloatch, respectively. The cooperative's Bylaws require that a director must:

- Be a member-owner 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-owner and, for the 12 months preceding the date of his or her nomination;
- 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 2016 Nominating Committee was appointed by the board on May 31, 2016, 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 22, 2016.

The Nominating Committee members are:

- Robert Clark (District 1)
- Kathy Knight (District 2)
- Kenneth Pernel (District 3)
- Enos Holloman (District 4)
- Reba Green-Holley (District 5),
- Frank S. Rountree (District 6)
- James Heckstall (District 7)
- Lonnie Bush (District 8)
- Venus Michelle Spruill (District 9)

Credentials & Elections Committee

The Credentials & Elections Committee has the responsibility to address all questions related to member-owner 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 2016 committee was appointed by the board on May 31, 2016, pursuant to requirements of Article III, Section 5 of the co-op bylaws.

The 2016 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 at 252.209.2236.



Chester Deloatch, District 9



Columbus Jeffers, District 1



Ken Jernigan, District 5

QUESTIONS?

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

How is my bill calculated?

Although you receive your bill each month, your cooperative knows that sometimes the numbers may seem confusing. That's why we want to make sure that you know exactly what they mean.

The average member-owner uses 1200 kWh per month. Let's see how the average electric bill is calculated for the month of July:

Energy (kWh)	Amount of energy used	1200
kWh Rate	Price charged per kWh used	\$0.1169
NC Renewable		\$0.27
Basic Facilities		\$25.00
Energy Charge	(kWh x kWh Rate) + Basic Facilities (1200 kWh x \$0.1169) + \$25.00	\$165.28
Taxes	Energy Charge x 0.07 (\$165.28 x 0.07)	\$11.57
Total	(Energy Charge + Taxes) + NC Renewable (\$165.28 + \$11.57) + \$0.27	\$177.12

If you have any questions about your electric bill, visit www.roanokeelectric.com or call 252.209.2236.

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For electronic bill payment:

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Statement of Nondiscrimination:

N.C. co-ops seek applicants for Bright Ideas grants

What do these numbers have in common?

- 10,200,000
- 9,800
- 2,000,000

The answer: Bright Ideas!

Since the program's inception in 1994, Bright Ideas has awarded more than \$10.2 million in grant money to North Carolina's teachers to sponsor more than 9,800 projects reaching more than 2 million students.

There's nothing quite as powerful and rewarding as investing in our youth. Your cooperative knows this because each year we have the pleasure of granting \$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.

Grant applications are being accepted through September 23.

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 roanokeelectric.com/brightideas or NCBrightIdeas.com.



Office closing

Roanoke Electric offices will be closed on Monday, July 4, in observance of the Independence Day holiday. Feel free to call 1.800.358.9437 to report an outage. Our offices will resume normal operations on Tuesday, July 5.