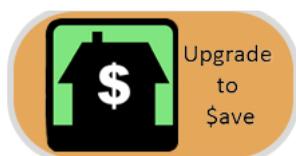


Roanoke Electric **FLASHES**

From fiber installation to home upgrades, Roanoke Electric updates you on major projects



Upgrade
to
Save



Roanoke Connect



Community Solar



Bright Savings

At the beginning of our strategy execution process, your cooperative vowed to keep you updated every step of the way. We have some exciting updates on our Big Four initiatives.

These major initiatives were created as a direct response to your biggest concern – your electric bill. For many of our member-owners, their electric bill is a significant portion of their monthly budget. That's why your cooperative has been executing the following programs aimed at helping you save energy and money:

Bright Savings: Reduce monthly bills by over \$2 with outdoor light change

Thousands of our member-owners are enjoying the advantages of more energy-efficient outdoor LED lights. Compared to more traditional outdoor lighting, the LEDs we've deployed through this program are more energy and cost efficient. As a matter of fact, with the removal of the outdoor light

pole fee, member-owners are seeing a \$2.15 monthly savings on their electric bills.

Approximately 6,300 lights have been converted, accounting for nearly 80 percent of the outdoor lights on Roanoke's system.

Community Solar: New financing option for member-owners

Your cooperative strives to be your trusted energy provider. Whether it's nuclear power or natural gas, our job is to provide you with the reliable, affordable power needed for your day.

When your cooperative realized that many of our member-owners were interested in renewable energy, we began thinking how solar power could be incorporated as an energy source option. With Community Solar, member-owners have the low cost, hassle-free option of purchasing energy output from solar panels for a one-time investment of \$456.

Don't have the entire \$456 upfront? No problem! Your cooperative will accept a down payment

of \$165 and finance remainder at \$1.66 per month.

Take advantage of this energy option by visiting roanokeelectric.com/CommunitySolar.

Roanoke Connect: Fiber network construction progresses

Member-owners are now more than 70 miles closer to benefiting from our Roanoke Connect project. Roanoke Connect is a \$4 million fiber project aimed at improving outage frequency and duration while also empowering your cooperative to better help you manage your energy. To date, several of our substations have fiber connectivity.

Additionally, we're exploring how we can leverage our fiber network that is under construction to bring high-speed internet to our region. That's why we need your help. Want high speed internet in your area? Give us your feedback at roanoke.crowdfiber.com.

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High school students: “SAY YES” to Youth Tour to D.C.

Roanoke EC is seeking applications from high school students willing to step out of their comfort zone and “SAY YES” to the opportunity of a lifetime: The Electric Cooperative Youth Tour to Washington, D.C.

The Youth Tour allows students to experience the nation’s capital like they never have before. Tourists can expect to take part in adventures like laying a flag at the Vietnam War Memorial, visiting the Washington Monument, meeting elected officials and touring Smithsonian museums, all while building connections with peers and future leaders from across the nation.

Roanoke EC will sponsor two local students to join the Youth Tour on June 10-16, 2017. The all-expense-paid, weeklong tour

is a 50-year tradition of electric cooperatives across the country. More than 1,800 students from over 40 states are expected to participate in 2017, and North Carolina’s electric cooperatives will send a delegation of nearly 45 students.

“The Youth Tour is an opportunity for remarkable students to have an eye-opening backstage pass to our nation’s capital,” said Marshall Cherry, COO. “Our delegates will meet with members of North Carolina’s congressional delegation, connect with a network of talented peers, and grow their leadership skills and ambitions. All they have to do is ‘Say Yes’ to this tremendous opportunity.”



Students entering their senior year in fall 2017 are eligible and are encouraged to apply through Roanoke EC. Delegates will be selected based on academic awards, honors, achievements, extracurricular activities, and a brief essay. Applications are at roanokeelectric.com/YouthTour. Applications are due by 5 p.m., Friday, January 6.

‘We 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 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 asked to take the pledge to become an ACRE member, each of these member-owners accepted the call!

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 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 strives to lower the cost of environmental regulations.

ACRE assists in coordination with federal agencies and Congress to progress cybersecurity research and development.

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



*From fiber installation...
Continued from page 21*

Upgrade to \$ave: Upgrade your home and save this winter!

Did you know that you can receive energy-efficient home improvements that can help you save money on your electric bill? With Upgrade to \$ave, more than

170 member-owners have received retrofits to date. Participating member-owners can receive home improvement measures, including insulation, duct sealing, heat pump upgrades and water heater wraps, which add to their overall home comfort. The cost is spread out with a fixed charge on member-owners' bills that is significantly less than the estimat-

ed energy savings from measures performed.

For more information, visit roanokeelectric.com/UpgradetoSave.

These are only a few of the initiatives your cooperative offers. See what other initiatives we're implementing to your benefit by visiting roanokeelectric.com/TheCall2018.

Get assistance with winter bills through our Energy Assistance Program

Your cooperative knows that some of our member-owners' highest bills occur during the winter months. Why? Typically, during the winter season, we tend to stay inside more, heaters are running, lights are on, the kids are playing video games and so on. This ultimately means that we're using more electricity during the winter months.

Annually, the average usage for a residential member-owner is 1200 kWh per month. During the winter months alone, the average usage is 1700 kWh – often resulting in a much higher bill.

If you are concerned about your electric bill this winter, your cooperative wants you to know that we're here for you! That's why member-owners have the benefit of the Energy Assistance Program (EAP). This program was created almost two years ago as a direct response to member-owners' concern about being able to afford the services your cooperative provides.

What does the EAP do for me?

The EAP provides 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. This way, agencies are able to get the information they need from



member-owners to provide assistance in a timely manner. Last winter, more than 750 member-owners received over \$137,000 to help pay their electric bills.

This winter, your cooperative is continuing to work with our area help agencies to support our eligible low-income and senior member-owners with funds from these organizations.

How can you receive EAP assistance?

As your needs surface this winter, we need you to be in touch with the agencies as soon as possible to be enrolled in any relevant programs. Your Roanoke team is available to prepare members for the application process.

For more information about the EAP and any other programs that may help you this winter, call our Care Center at 252.209.2236.

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!

We're thankful that our Member-Owners are 'Making a Difference'



On its list of things that your cooperative is thankful for, our member-owners rank No. 1! Roanoke EC prides itself in offering resources to improve the quality of life for all of our member-owners. But we know that we can't do this alone. In

our everyday operations, there are member-owners who often lend a helping hand that makes fulfilling our mission a lot easier. Therefore, we'd like to show our appreciation to those member-owners during this Thanksgiving Holiday season.

This month's "Member-Owners Making a Difference" feature would like to recognize Albert and Linda Vann of Conway (pictured).

One of Roanoke's crews had recently completed a job in the Pinetops area. An electrician then performed some additional work at the member-owner's home and discovered a personal tool of a Roanoke EC employee. Mr. Vann contacted the office to let us know that the tool had been found. The next day, Mrs. Vann took it upon herself to drive to our Aulander office and returned the tool.

"We're very thankful to have engaged member-owners like Mr. and Mrs. Vann," said Billy Yates, vice president of operations.

Special thanks, Mr. and Mrs. Vann, for making a difference!

Roanoke Electric FLASHES

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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

President and CEO: Curtis Wynn

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

Holiday office closings

Roanoke EC offices will be closed on Friday, November 11, in observance of the Veterans Day holiday. Our offices will also be closed on Thursday, November 24, and Friday, November 25, in observance of the Thanksgiving holiday. Your cooperative thanks those who have served in our armed forces and wishes each of you a safe and joyous Thanksgiving holiday!

Friendly reminder of End-of-Year Procedures

On Friday, December 30, Roanoke Electric Cooperative will be closed for End-of-Year Procedures. This event includes stopping all payments in the office, through our phone system and all payment sites. Our systems will not be ready to accept payments until Monday, Jan. 2, 2017. Pre-pay member-owners are encouraged to make their payments early.

We apologize for any inconvenience this may cause, so please speak with one of our representatives to discuss your options.