



Roanoke Electric **FLASHES**

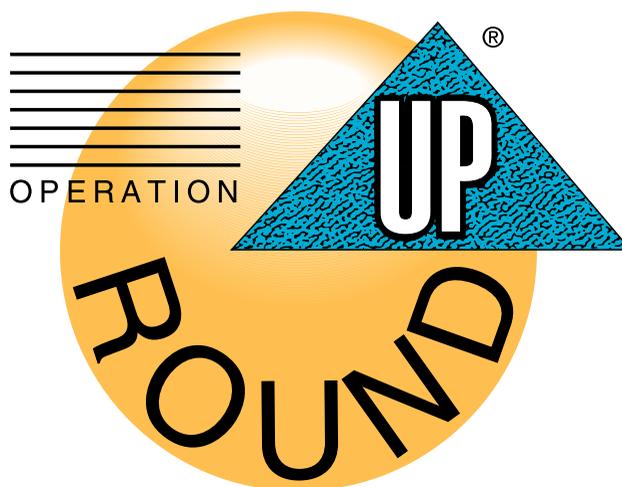
Member-Owners contribute more than \$3,000 to community

Concern for community is more than just a principle for your co-op – it's intertwined in our mission. Each quarter, member-owners like you join your cooperative in fulfilling the part of our mission that goes beyond providing you with electricity. As your electric cooperative, your quality of life matters to us. That's why Roanoke takes pride in how our member-owners allow us to demonstrate our continuous concern for community through Operation RoundUp.

Throughout the year, member-owners make the selfless decision to round up their electric bills to the next whole dollar and contribute that spare change to Operation RoundUp. In turn, these funds are then invested back into the community. Normally, funds are awarded to organizations serving the health, safety, educational and recreational needs in the surrounding counties.

Who determines who receives those funds? There is a board of community leaders, known as the Roanoke EC Care Trust (RECT) Board, which serves as the program's administrative body. This board meets on a quarterly basis to determine which organizations will be awarded these funds.

At its recent quarterly meeting, Roanoke Electric Cooperative Care Trust Board awarded more than \$3,000 to local nonprofits as part of the cooperative's charitable community service program, Operation RoundUp.



Chowan Edenton Environmental Group: Received \$500 to go toward advertising expenses for their environmentally focused community program series about the Chowan River and Albemarle Sound.

Gaston Volunteer Fire Department: Funded \$2,000 to purchase protective clothing/turnout gear.

Relay for Life Bertie County: Granted \$600 to offset ceremony expenses for the May 12 not-for-profit event in Bertie County.

This program has a long-standing tradition of meeting a variety of critical needs in the diverse communities served by the cooperative. "We would like to thank all of the member-owners who have committed to rounding up their electric bills each month," said Roanoke Electric CEO Curtis Wynn. "It just goes to show how a little can go a long way toward making a big difference in the lives of those in our community."

For more information about how to participate in Operation RoundUp, please 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 roanokeelectric.com/response to submit your questions today!

Member-owners receive 60-80% off new thermostat

Have you heard the buzz about the new “smart” thermostat that allows you to control and monitor your home’s energy consumption in real time from your smartphone? It’s called the Ecobee3 thermostat. Your cooperative is crediting its member-owners \$4 per month on their bill for buying it and participating in the program. Why?

Roanoke’s reasoning behind offering these thermostats is two-fold:

Your cooperative is always committed to helping you find ways to save energy and money, and we think this thermostat will help you do both.

The Ecobee3 thermostat will receive signals from your cooperative when the demand for electricity is greatest and therefore most expensive. Our signals will raise or lower your thermostat’s temperature by a few degrees, say up in the summer a bit. Changes will never be to a level that is uncomfortable and will be accompanied by a message to your thermostat and an email. By lowering energy use throughout our system during times of peak demand, we are able to lower our power costs.

How much does the Ecobee3 thermostat cost?

Roanoke Electric is offering eligible member-owners a discounted price for these devices:

- \$50 if they are Electric Heating and A/C Users
- \$100 if they are A/C Users Only

That’s 60 to 80 percent off the retail of \$250. In addition, by participating in the program member-owners can also earn a \$4 monthly credit on their electric bill.



Who is eligible to participate?

If you are a cooperative member-owner with Wi-Fi connectivity in your home, you are an eligible participant.

Can a church participate in this program?

Yes, churches are welcome to purchase a thermostat as well.

How many do I need for my home?

You may replace one thermostat or as many as you choose depending upon the number of multiple thermostats (and outside units) in your home.

How can I get the thermostat installed?

A Roanoke Electric energy advisor will install your thermostat for free.

How can I purchase my thermostat?

Simply call our Care Center at 252.209.2236 for further information!

Two offers to lower your electric bill

Tired of your electric bill getting lost in the monthly clutter? Consider doing away with the paper electric bill and signing up for electronic billing. It’s fast, easy, and gives you what you need without the hassle.

E-billing allows you to view and pay your electric bill online through the cooperative’s Member Portal or mobile app. It also gives you quick access to delinquent bills so you can receive assistance from area help agencies.

To enroll, call the cooperative’s Care Center at 252.209.2236. After enrolling, you will receive a monthly email reminding you that your bill is available online, and the amount due for that period.

Did we mention that member-owners who enroll in e-billing receive a \$5 credit? When you enroll, the cooperative will give you a one-time \$5 credit on your next electric bill.

But wait! There’s more...

Member-owners can also choose to pay their electric bill automatically each month with bank draft, and receive an additional, one-time \$5 bill credit. Here’s what you’ll need to do:

- Provide us with your checking account information.
- Choose your own bank draft date (you can choose from the 3rd, 10th, 18th, and 25th of each month).

By signing up for e-billing and automatic bank draft, you cut your energy cost with a \$10 credit on your next electric bill.

Apply for a Sports Camp Scholarship by March 31

Time is ticking for local middle-school students to apply for an all-expenses-paid scholarship to attend summer basketball camp at two of the state's largest universities.

As part of the Touchstone Energy Sports Camp Scholarship program, Roanoke EC will be sending one young man to the Roy Williams Basketball Camp June 17-21 at the University of North Carolina in Chapel Hill and one young lady to the Wolfpack Women's Basketball Camp June 11-14 at NC State University in Raleigh. At the overnight camps, students will work directly with players and coaches to develop basketball skills and practice leadership and teamwork.

To be eligible for the scholarship, students must be in the sixth, seventh or eighth grade during the 2017-2018 school year. Applicants must also have permission from a parent or guardian to attend the sleep-away camp and must provide their own transportation to and from the camp if selected to attend.

Applicants will be judged on academics, extra-curricular activities and an essay. To access the application, visit roanokeelectric.com/bball, or contact



Brittany Tann at 252.209.2278 for more information. Applications must be received or postmarked by Friday, March 31. Winners are expected to be announced by May 1.

The Touchstone Energy Sports Camp Scholarships provide a one-of-a-kind educational and athletic opportunity to our state's youth and reflect Touchstone Energy's core values of accountability, integrity, innovation and commitment to community. North Carolina's 25 local Touchstone Energy cooperatives will award more than 50 sports camp scholarships to students statewide this year.

How to clean refrigerator coils (and why it matters)

Your refrigerator is one of the largest, most-used appliances in your home. It requires only minimal maintenance – just simple cleaning of the condenser coils, which disperse heat. If the coils are covered with dust, gunk or pet hair, they cannot diffuse the heat properly and will not run efficiently. A bigger problem can result if the compressor burns out from having to run constantly because of the grimy coating. This can be an expensive problem.

The bottom line? A minor investment in time once a year can save you cold cash down the line.

Materials you will need:

- Damp cloth
- A vacuum cleaner with a hose

1. Locate the refrigerator's coil, a grid-like structure, or fan that will likely have a covering or grate protecting it. The coil is usually concealed behind the front toe kick or in the back. Some newer models have internal coils, so if you don't find them in the front or back, this may be the case with your fridge.
2. If the coil is in the back, slide the refrigerator away from the wall, removing the plug from the electrical outlet when possible. You may also need to disconnect

the line to the water dispenser or icemaker to allow enough room to work.

3. Gently vacuum and clean the coil. Using the brush or crevice attachment, carefully vacuum the dust and dirt wherever you see it. If you have pulled the fridge out, vacuum and wipe down the sides and back of the fridge and the floor.
4. Once the floor is dry, plug in the refrigerator and rearrange the power cord and supply lines so they don't get a kink or stuck under the weight of the refrigerator. Slide the refrigerator back into place. Be sure to replace the toe kick panel if this was removed.

Trying to manage your electric bill?

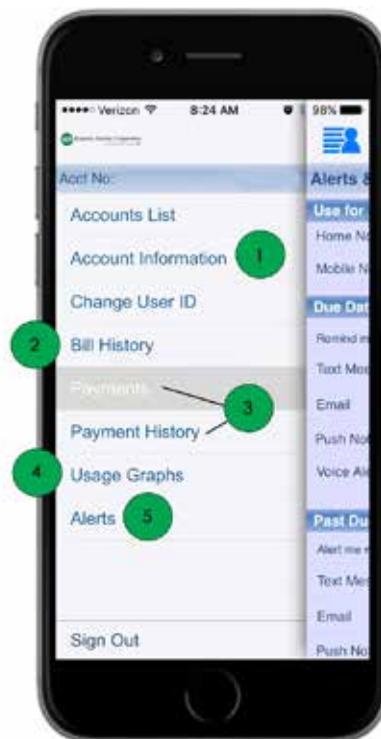
There's an app for that

“There’s an app for that!” is a common phrase nowadays. There’s practically an app for everything – including monitoring your REC account and energy use! That’s why member-owners have access to their REC service on the go with your REC mobile app.

Your cooperative recognizes that you’re always moving. To work, appointments, kids’ games. Why not use the smartphone that’s always in your hand to manage your REC account?

Knowledge is power, and your REC mobile app is a convenient way for you to learn more about your home energy use to make informed energy decisions to fit your budget.

- 1. Account Information:** Check your due date and account balance for your REC account here. See that your due date is approaching? You can even pay your bill.
- 2. Bill History:** Get details about your recent bill history.
- 3. Payments & Payment History:** Pay your bill or find out when and how much you’ve paid for previous bills.
- 4. Usage Graphs:** Want to know how much energy you’re using per day? Get daily energy usage graphs for the entire month or customize which dates you’d like to monitor your usage.
- 5. Alerts:** Set up due date reminders, payment confirmation alerts and outage alerts for your accounts to be received via email or mobile device.



The app is available for download in Google Play and the Apple App Store. If you do not have a user profile already, create your profile at roanokeelectric.com/mybill. Once your REC profile is created, simply text “Roanoke” to 797979 to download the app and log in to your account.

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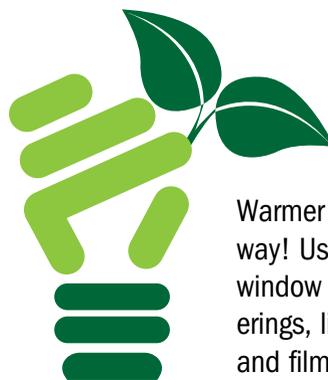
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Energy Efficiency Tip of the Month



Warmer weather is on the way! Use energy efficient window treatments or coverings, like blinds, shades and films, to reduce heat gain in your home. These devices not only improve the look of your home but also reduce energy costs.

Source: U.S. Dept. of Energy