

Carolina country

WELCOME TO

Roanoke Electric Cooperative



Receive Carolina Country & Roanoke Flashes Each Month

As a new Roanoke Electric Cooperative member-owner, you will receive the Carolina Country magazine each month. Carolina Country is filled with energy-saving tips, timely articles and delicious recipes. News and information about Roanoke Electric Cooperative—including information about our Annual Meeting each August, new services and products, and information to help you manage energy costs—are on the Flashes pages in the center of every magazine.

Welcome to Roanoke Electric Cooperative, your Touchstone Energy Partner. Touchstone Energy is a brand name that communicates the core values that our member-owners have come to rely on since cooperatives first came to rural America: accountability, integrity, innovation and longstanding commitment to their communities.

As a new member, your service connection automatically entitles you to membership and ownership of your electric cooperative. Roanoke Electric Cooperative is a unique organization that offers two distinct advantages to its member-owners that do not exist in other businesses. The first advantage is that the member-owners own the organization that serves them. This means you have the right to vote at annual meetings, and through your elected Board of Directors you have a voice in the affairs of the organization. The second advantage is that any profits left over after the corporation pays its expenses are shared proportionately among member-owners by way of Capital Credit payments.

The Board of Directors, management and employees at Roanoke Electric Cooperative want to exceed your service expectations. Our ultimate goal is to be your provider of choice—now and in the future.

Please visit our website at www.roanokeelectric.com for the rules and regulations, a rate schedule, phone numbers to call in case of power failure and more. We will continue to communicate with you through our Roanoke Electric Flashes newsletter published monthly on our website and in Carolina Country magazine.

Once again, welcome aboard!

Curtis Wynn

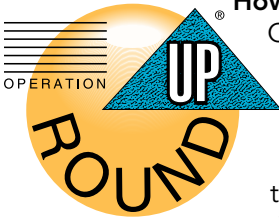
Curtis Wynn
President & CEO



Roanoke Electric Cooperative

PROGRAMS AND SERVICES

Operation Round-Up



How does the program work?

Operation Round-Up allows Roanoke Electric member-owners to “round up” their electric bill to the next highest dollar and donate that amount to organizations that serve primarily health, safety, educational or recreational needs within our service area. For example, if your bill is \$11.85, you can round it up to \$12 and donate the extra 15 cents to Operation Round-Up. Participating member-owners contribute an average of 50 cents per month or \$6 per year. The maximum that a member would contribute in a year’s time is \$11.88. Each quarter, the board of directors for the program’s administrative body, the Roanoke Care Trust, meets to determine who will be awarded funds.

To sign up, call 252-209-2236.

Kilowatcher—Prepaid Metering

What is prepaid metering?

Prepaid metering offers the opportunity to pay-as-you-go for electricity. The minimum prepaid metering purchase is \$25. Your usage is calculated daily, sent to you via text message and email alerts, and you would not need a traditional paper bill each month.



Is there a deposit for prepaid service?

Prepaid customers are eligible to have their initial electric service deposit waived or refunded and applied toward current energy costs.

How do I know when my balance is low?

Use your alerts or call the office to plan power purchases and avoid disconnections. It is especially useful after hours (weekdays after 5 p.m., weekends and holidays).

How do I make payments?

Payments can be made in person or by telephone. Use VISA or MasterCard to purchase electricity over

the phone or by Internet if the office and your local payment centers are closed. All power purchases are assessed a \$1.00 surcharge.

How do I sign up?

Contact Member Services at (252) 209-2236. Your account must be current, including any unbilled usage.

What if I move?

To avoid accruing the basic facility charges, prepaid customers who plan to move must notify the office and request disconnection of service.

Energy Efficiency and Upgrade to \$ave

Ever wish you could make energy efficiency upgrades to your home or business to improve comfort and reduce your electric bill with no upfront cost? This may be the solution for you! Upgrade to \$ave is a new program that finances cost-effective energy efficiency improvements for Roanoke Electric Cooperative member-owners while helping to promote local qualified contractors to gain work.



For more information or updates on this program, please contact us at 252.539.4600 or visit www.roanokeelectric.com/UpgradeToSave.

Co-op Owners for Political Action

For over 30 years, the Action Committee for Rural Electrification (ACRE) has been supporting candidates for the U.S. Senate and House of Representatives who value electric cooperatives.



A special new program—ACRE Co-op Owners for Political Action—gives you the ability to strengthen this support and join over 25,000 members of ACRE. By incorporating member-owners into ACRE, we can strengthen our grassroots network to advance policies that secure the future of electric cooperatives and the communities we serve.

Roanoke Electric Cooperative

COMMITTED TO OUR COMMUNITY



Youth Programs and Community Involvement

Roanoke Electric Cooperative's strong focus on education can be seen through our Bright Ideas and Youth Tour programs.

The Bright Ideas Grant Program each year funds innovative programs created by K-12 teachers. Roanoke Electric Cooperative has awarded more than 70 Bright Ideas Grants since 1994 totaling more than \$60,000. The program has helped improve classroom instruction and encourage innovative teaching techniques.



The Roanoke Center

The Roanoke Center is an innovative community and business resource to help homegrown businesses achieve economic stability and prosperity. It serves Bertie, Gates, Halifax, Hertford and Northampton counties.

Our mission is to catalyze, strengthen and support sustainable economic and community development by:

- Promoting the use of technology
- Building wealth through increased knowledge, jobs and income opportunities
- Building the capacities of grassroots communities, organizations and individuals

Through technology, we believe small businesses can:

- Save money
- Work more efficiently
- Access new customers

Each spring, Roanoke Electric Cooperative selects a high school student to attend the Rural Electric Youth Tour to Washington, D.C. The week-long summer trip includes visits to museums and monuments, meetings with elected representatives and opportunities to get to know teens from across the country.



Roanoke Electric Cooperative supports community events throughout its service area from public safety, youth programs, and healthcare and research. Many of our employees are involved in activities such as chamber of commerce, government boards, home builders association, volunteer fire departments, youth sports, churches—the list goes on. Employees are available to speak at Career Day events and community organizations such as church groups and civic clubs.

Important Cooperative Information

Essential Phone Numbers

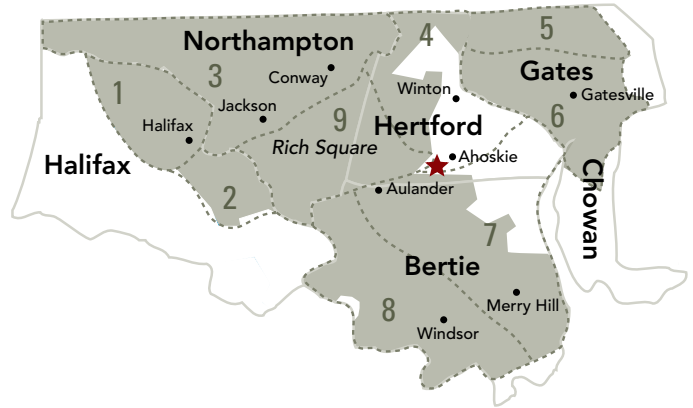
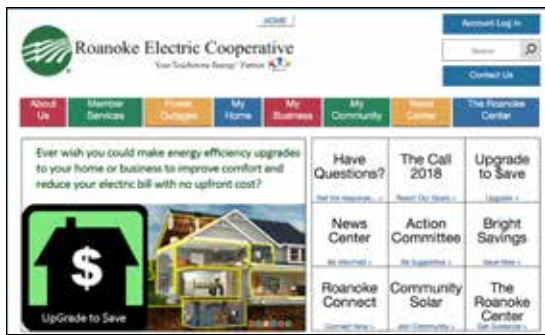
Main Office Number 1-252-209-2236
 Toll-Free Number 1-800-433-2236
 Report a Power Outage 1-800-358-9437
 Fax 1-252-209-5040
 To locate underground power lines:
 811 or 1-800-632-4949

On the Web

www.roanokeelectric.com
www.facebook.com/roanokeelectric

On Our Website

- Account information
- Annual report
- Past and current newsletters
- News and outage information
- Bylaws and Service Rules and Regulations



The Board of Directors



DISTRICT 1
Columbus Jeffers



DISTRICT 2
Delores Amason
(secretary-treasurer)



DISTRICT 3
Carolyn Bradley



DISTRICT 4
Robert "Nat" Riddick
(vice chairman)



DISTRICT 5
Ken Jernigan



DISTRICT 6
Millard Lee
(asst. sec.-treas.)



DISTRICT 7
Darnell Lee



DISTRICT 8
Allen Speller
(chairman)



DISTRICT 9
Chester Deloatch

PO Drawer 1326
 Ahoskie, NC 27910

518 NC Hwy 561 West
 Aulander, NC 27805
 (252) 539-2236 or 1-800-433-2236
www.roanokeelectric.com

