

ROANOKE ELECTRIC Flashes



Roanoke Electric Cooperative

Your Touchstone Energy® Cooperative

The power of human connections®



Co-op makes major advancements in communications

In recent years, Roanoke Electric Cooperative has taken great strides to embrace technologies that improve our communications efforts. As a result, not only has it improved communication in our power system, but also expanded communication channels that directly benefit our member-owners.

In 2014, the co-op invested \$4 million to construct a fiber optic network that connects all 12 of the substations on our system, allowing them to communicate with one another to better predict and manage outages.

In addition to improving our system's operational efficiency, the broadband technology gives member-owners the opportunity to enjoy monthly savings with the co-op's Wi-Fi-enabled products and services.

By improving our distribution system and expanding our service options, we take pride in being able to offer member value.

With access to high-speed internet access through the fiber optic network, member-owners can take advantage of smart energy monitoring devices, like the ecobee3 thermostat and water heater controls, allowing them to save on energy costs.

With this technology, the co-op can communicate with these devices to lower energy

usage during periods of peak demand. This makes our distribution system more efficient and helps to reduce the overall cost of electricity.



Our advances in communications have also provided member-owners with improved channels of communications. Member-owners can go online to manage their account 24/7, download the mobile app to check their daily usage, or send a text message to pay their bill or report an outage.

By improving our distribution system and expanding our service options, we take pride in being able to offer member value. As we look toward the future, we are confident that Roanoke Electric Cooperative will continue to provide the world-class service our member-owners want and deserve.

For more information on how you can get any of these devices, visit roanokeelectric.com/smartenergy

Visit us online:
roanokeelectric.com



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Learn more at roanokeelectric.com

High school students: 'SAY YES' to Youth Tour

Roanoke Electric Cooperative is seeking applications from high school students willing to "SAY YES" to the opportunity of a lifetime: The Electric Cooperative Youth Tour to the nation's capital.

The co-op will sponsor two local students to join the Youth Tour June 9-15, 2018. The all-expenses-paid, weeklong tour is hosted by electric cooperatives nationwide. About 1,800 students from more than 40 states are expected to participate in 2018, and North Carolina's electric cooperatives will send a delegation of nearly 45 students.

"We encourage high school students who are leaders in their communities to apply for NC Youth Tour," said Marshall Cherry, the co-op's chief operating officer. "The Tour is a great way for them to grow as a young leader and see what opportunities are out there no matter what they want to do after high

school. All they have to do is 'Say Yes' to this tremendous opportunity."

For many teens, the youth tour is full of "firsts." It may be the first time they left the state, visited the nation's capital or have been away from their family for an extended period.

The Youth Tour allows students to experience Washington, D.C., and learn more about how they can make a difference. Participants visit the Washington Monument, pay their respects at Arlington National Cemetery, meet elected officials and tour Smithsonian museums, all while building connections with peers and future leaders from across the nation.

"If I had to choose one thing about the Youth Tour that was my favorite, I couldn't," said Conner Lynch, one of the co-op's 2017 Youth Tourists. "I made lifelong memories and friends that I couldn't do anywhere else. It was a trip of a lifetime."



Conner Lynch,
a 2017 youth tourist

Students entering their senior year in Fall 2018 are eligible to attend, and are encouraged to apply through the co-op. Delegates will be selected based on their academics, extracurricular activities and essay submission.

Submit your application for Youth Tour by visiting roanokeelectric.com/youthtour. Applications are due by 5 p.m. on December 22.

Energy assistance program seeks donations to help those in need

To provide relief for households facing financial hardships, the co-op created the Roanoke Energy Assistance Program, which uses collected donations to help member-owners pay their electric bill and maintain service.

"The co-op recognizes that our member-owners sometimes fall on hard times," said Susan Tann, manager of the co-op's member services department.

Last year, more than 750 member-

owners received energy assistance from local help agencies.

"We want to ensure that member-owners will continue to have access to these funds as their needs arise," Tann added.

The program is funded through generous donations from the community, which includes member-owners, businesses, co-op employees, and matching contributions from

the co-op. Every dollar donated is tax deductible and is distributed to households needing assistance.

To donate by credit card, visit roanokeelectric.com/energyassistance.

Donations can also be made by check. All checks should be addressed to the co-op's nonprofit organization:

REDI – Energy Assistance
PO Drawer 1326
Ahoskie, NC 27910

We want to ensure that member-owners will continue to have access to these funds as their needs arise.



Annual Meeting: 'Making Connections Together'

“Five hundred dollars is five hundred dollars,” Curtis Wynn told the crowd of more than 300 member-owners, who gathered Aug. 26 for Roanoke Electric Co-op’s 79th Annual Meeting and Member Appreciation Day at Hertford County High School. The co-op’s chief executive officer emphasized this dollar amount to underscore the value

broadband access holds for member-owners to potentially save on household energy costs.

“Managing these costs continues to be a huge concern for our member-owners,” Wynn said in his keynote address. “Connectivity stands in the way of member-owners being able to manage their expenses. That’s why

we’re making every effort possible for member-owners to lower their electric bills through our broadband project.”

By taking advantage of the co-op’s signature products and services, enabled by access to high-speed internet, member-owners stand to save nearly \$500 annually, on average \$40 each month, according to Wynn. (These savings were presented at the meeting in a similar graph to the one shown here on the left.)

Also during the gathering, the co-op announced the pricing for the co-op’s internet service offering: \$44.95 per month.

In other developments, the following board members were approved to serve an additional six-year term:

- ➔ Delores Amason (District 2)
- ➔ Millard Lee (District 6)
- ➔ Allen Speller (District 8)

Programs	One-Time Savings	Monthly Energy Savings	Monthly Bill Credits
E-Bill & Bank Draft	\$0.00	\$0.00	\$1.50
Smart Energy Savings – Water Heaters	\$300.00	\$4.92	\$1.00
Smart Energy Savings – Thermostats	\$350.00	\$9.25	\$4.00
Upgrade to Save	\$350.00	\$20.00	\$0.00
Roanoke Connect 6-month discount	\$180.00		
Total One-Time & Monthly Savings	\$1,180.00		\$40.67
Total Annual Savings			\$488.04

For more information about next year’s Annual Meeting, please visit roanokeelectric.com/annualmeeting.

The winners circle

The chance to win door prizes is always a popular highlight at the co-op's Annual Meeting and Member Appreciation Day events. This year's recent gathering was no exception, as several member-owners won prizes, ranging from gift cards, kitchen items and a grand prize of \$275 cash.

"I'm one of those people that seldom wins anything, so to win something like this was great," said Marie Joyner of Aulander, one of three winners of a desktop computer.

Member-owner Rosa Leary of Windsor echoed Joyner's sentiments. "I always come to the Annual Meeting, but I was very surprised and excited about winning the computer," Leary said. "I enjoy the great information that I get from the meeting and winning this prize was a bonus."

For member-owner Sandra Wynn of Gates, the prize will go to good use. "I have a computer that's old and slow and the desktop computer will replace it," she said. "I've had to use my phone for



everything that I've used my computer for, and this will help me with the work I do for my church."

Five member-owners also won subscriptions for 25 of the solar panels in its Community Solar Garden. Each winner should expect annual savings of \$50 through the year 2034—the final year that the panels are projected to produce enough energy to operate.

For two of the winners, Carolyn Vaughan of Woodland and Bobby Boone of Pendleton, winning the solar panel subscriptions drove home how the co-op is trying to help member-owners save on energy costs.

"I was thrilled to win, because I know this is going to help me save on my electric bill," Boone said. "Anything that helps me save is wonderful."

For some member-owners, like Maola Wesson of Windsor, winning comes with an added benefit. "I really don't know much about solar energy, so this will be a learning experience for me."

I'm one of those people that seldom wins anything, so to win something like this was great! — Marie Joyner

QUESTIONS?

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

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