

# ROANOKE ELECTRIC Flashes



Roanoke Electric Cooperative

Your Touchstone Energy® Cooperative

The power of human connections®



## Co-op announces pricing for internet service

**W**ith the rollout of Roanoke Electric Cooperative's high-speed internet service, one burning question lingered: How much will it cost to subscribe?

That "million-dollar" question was recently answered with a much smaller dollar amount. Member-owners will be able to subscribe to its internet service for \$44.95 per month. As part of a broader system improvement project, the co-op plans to expand the project to its entire membership within the next two to four years.

"Living up to our mission to provide safe, reliable and affordable electricity, while enhancing the quality of life in the diverse communities we serve is what we're all about," said Curtis Wynn, president and CEO of the co-op. "This is our main motivation behind offering high-speed internet service through the Roanoke Connect project."

Member-owners will be able to subscribe to its internet service for \$44.95 per month. The co-op plans to expand the project to its entire membership within the next two to four years.



The internet service can provide member-owners world-class data transfer speed. This level of technology will afford member-owners faster download, upload and video-streaming capabilities.

"In addition to gaining access to numerous services that can lower their electric bill, it is our hope that many things will cease to be burdens for our member-owners," said Wynn. "Things like streaming a movie with your family or searching for information online will be less of a hassle."

While the service is being rolled out to the entire membership, member-owners are urged to pre-register for the co-op's Triple Savings offer. With

Triple Savings, Roanoke Electric Co-op member-owners receive:

- ➔ A free ecobee3 thermostat
- ➔ A free Wi-Fi enabled water heater control device
- ➔ An additional 10 to 15 percent savings for the first six months of internet service, with no upfront installation or equipment charges.

Find out how you can sign up for the Triple Savings offer by calling 252-209-2236. Stay updated on the Roanoke Connect project by visiting [roanoke.crowdfiber.com](http://roanoke.crowdfiber.com).

Shop online and earn credits on your electric bill with **Roanoke Rewards!**



Learn more at [roanokeelectric.com](http://roanokeelectric.com)

Visit us online:  
[roanokeelectric.com](http://roanokeelectric.com)



## A MESSAGE FOR YOU

Curtin Wynn  
PRESIDENT & CEO



# Roanoke Electric Cooperative: *Thankful to Serve You*

**A**s we enter a month of reflection and thanksgiving, one thing at the forefront of our minds at Roanoke Electric Cooperative is how grateful we are to serve you, our member-owners. Safe, reliable and affordable electricity is a daily necessity, and we are thankful to both power and empower our member-owners and our communities.

Our commitment to serving you extends far beyond providing electricity. We also invest in local communities by providing scholarships, grants and educational opportunities. From securing loans that fund much-needed community projects and generate new economic development, to providing Bright Ideas grants that bring innovative

classroom projects to life, we strive to strengthen all aspects of our communities and give them new opportunities to grow and thrive.

As a not-for-profit business, our core mission is service. And because our co-op is locally owned and operated, we live and work alongside our member-owners. We share your sense of pride in our communities and are grateful for the many ways we can contribute to their success.

We are also thankful for *your* commitment to our co-op—from taking the time to attend our annual meeting and electing our board of directors, to enriching our communities by choosing to participate in initiatives like Operation RoundUp and the Roanoke Energy Assistance Program, you help us

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improve local quality of life.

Thank you for being part of Roanoke Electric Co-op and for your role in helping us live out the cooperative difference. We value your support and are thankful today, and every day, to continue serving you.

**Happy Thanksgiving! We wish all of you a safe and joyful holiday.**

## A new, improved co-op website

**R**oanoke Electric Cooperative is thrilled to announce a newly redesigned website! The new site features more simplified content, and makes finding our programs and services easier. Its fresh, streamlined design makes navigation easier and offers a clean layout for all mobile devices. The site is scheduled to go online on Wednesday, November 1.

Explore our new website and learn more about the exclusive programs and services for member-owners at [roanokeelectric.com](http://roanokeelectric.com).



# Calling on more member-owners to Upgrade to \$ave



Roanoke Electric Cooperative recently relaunched its Upgrade to \$ave program, hoping more member-owners will take advantage of the money-saving opportunity to boost their homes' energy efficiency.

So far, the co-op has invested almost \$2 million into energy-efficient home upgrades for its member-owners. The co-op still has nearly \$5 million in federal financing left to invest in the program.

"Instead of waiting for member-owners to call in complaining of high electric bills, the co-op is becoming more proactive in looking over member-owners' accounts and reaching out to them," said Marshall Cherry, chief operating officer for the co-op. "We want our member-owners to know that this program is more than a response to high-usage inquiries."

With Upgrade to \$ave, member-owners can finance cost-effective, energy-efficient home improvements at no upfront cost to them. Nearly 300 member-owners have already benefited from this high-impact service.

While the co-op proactively seeks program participants, all member-owners are eligible to receive a free energy assessment whether they decided to participate or not. To that end, the co-op will pay for a certified contractor to assess the member-owners' homes regardless of their credit score, homeownership or income status.

## Upgrade to \$ave FAQ

### Q. Is Roanoke Electric "loaning" me money?

A. No. Roanoke Electric is investing in your home's energy efficiency by paying the upfront costs. You will have no loan and no debt. No credit checks are needed, either. The co-op will recover its costs by placing a monthly charge on your bill that is significantly less than the expected savings. Charges will start about 45 days after the work is complete.

### Q. Can renters who are member-owners get an assessment?

A. Yes, they can get an assessment.

### Q. If I get an assessment done, am I obligated to also have work done?

A. No, you are only obligated to review the co-op's offer to upgrade your home.

### Q. Does my existing HVAC unit need to be working for me to get a new HVAC unit?

A. No.

### Q. Can I get new windows and/or a new refrigerator?

A. No. New windows don't justify the cost (in energy savings) and because a refrigerator is portable, they can't be authorized. Energy Star® fridges and freezers are a great investment and you will find out through the program how much your current units are costing you.

### Q. Does someone check the work to make sure it was done correctly?

A. Yes. Roanoke Electric Co-op team members check 100 percent of the jobs on-site before the co-op pays the contractors.

Member-owners can request a free energy assessment by calling our office at 252-209-2236 to complete the program's intake form. For more information about Upgrade to \$ave, visit [roanokeelectric.com/UpgradeToSave](http://roanokeelectric.com/UpgradeToSave).

## QUESTIONS?

### Have questions for us?

Submit your questions to our blog and we'll answer you directly! Simply visit [roanokeelectric.com/response](http://roanokeelectric.com/response) to submit your questions today!

# 2018 Youth Tour deadline approaching

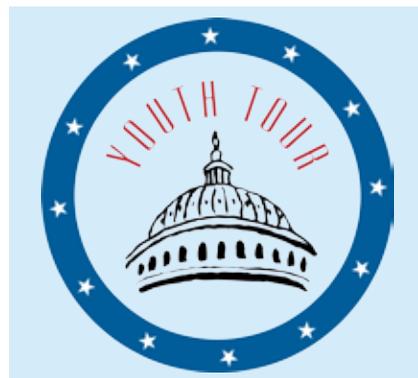
**R**oanoke Electric Co-op is accepting applications from standout high school students willing to step out of their comfort zone and “SAY YES” to the opportunity of a lifetime: The Rural Electric Youth Tour to Washington, D.C.

The Youth Tour allows students to experience the nation’s capital like they never have before. Tourists will take part in adventures like paying their respects at Arlington National Cemetery, visiting the Washington Monument, meeting federal elected officials and touring Smithsonian museums, all while building connections with peers and future leaders from across the nation.

The co-op will sponsor two local students to join the June 9-15, 2018 Youth Tour. The all-expense-paid,

weeklong Tour is a tradition of electric cooperatives across the country that is more than 50 years strong. 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. Students must apply and be selected to participate by their respective co-op to participate. Roanoke Electric’s deadline is Dec. 22, 2017.

“Students who go on the Youth Tour are interested in finding new opportunities. 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,” said Patrice Jordan, supervisor of public relations and engagement for the co-op. “The Tour is an opportunity for



exceptional students to have an eye-opening backstage pass to our nation’s capital. All they have to do is ‘Say Yes’ to the opportunity.”

Students entering their senior year in Fall 2018 are eligible to attend and are encouraged to apply. Applications for Youth Tour are available by visiting [roanokeelectric.com/youthtour](http://roanokeelectric.com/youthtour).



## Office closing: Thanksgiving

Roanoke Electric Co-op offices will be closed on Thursday and Friday, Nov. 23 and 24, in observance of the Thanksgiving holiday. Our offices will resume normal operations on Monday, Nov. 27.

Feel free to use any of the following services during that time:

### To report outages:

- Call 1-800-358-9437
- Text “OUTAGE” to 352667.

### To make a payment:

- Use our automated system at 252-209-2236.
- Download our mobile app by texting “Roanoke” to 797979.
- Text “PAY” to 352667.
- Pay online at [roanokeelectric.com](http://roanokeelectric.com)

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**For outages call:** 1-800-358-9437

**For online bill payment:** [roanokeelectric.com](http://roanokeelectric.com)

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

Visit us at [roanokeelectric.com](http://roanokeelectric.com)

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