

Wake ElectriConnection

For members of Wake Electric Membership Corporation



"The power to make a difference"

JULY 2011

Wake Electric Wins City of Raleigh Environmental Award

Wake Electric and Consert, Inc., a provider of energy management technology for residences and small businesses, recently received a City of Raleigh environmental award for market transformation for Wake Electric's Consert pilot program.

In 2009, Wake Electric and Consert completed an eight-month, smart grid technology pilot program that achieved all intended goals, including improved demand forecasting and management of peak loads, while ensuring Wake Electric's members had the ability to control their comfort level and become more energy efficient. The successful pilot program has recently moved to commercialization under its new name, the Monitor & Manage Program, and is available to Wake Electric members to sign up for as an additional service for \$9.95 a month under the Premier Option.

"Wake Electric is excited to offer this cutting-edge technology to our entire membership," said Don Bowman, Manager of Engineering for Wake Electric. "It offers members an unprecedented level of choice and control over how they use energy and can help save on monthly electric bills."

The City of Raleigh created The Raleigh Environmental Awards in an effort to recognize outstanding work in sustainable development and environmental stewardship. The program awards individuals and organizations that have demonstrated a commitment to the environment.

Consert technology connects utilities with consumers through intelligent energy management—a network of hardware and software that uses wireless two-way communications, engages the participation of Wake Electric's members and improves the efficiency, reliability and safety of electricity delivery and use. With the Consert solution, Wake Electric is able to provide a more efficient and environmentally responsible electrical grid.

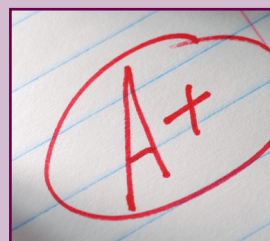
"Our pilot program with Wake Electric achieved outstanding results and we are pleased to be recognized with them by the City of Raleigh in showing our



Raleigh Mayor Charles Meeker (far left) and City of Raleigh Environmental Advisory Board Chairman John Burns (far right) present Wake Electric's Manager of Member & Energy Services Fred Keller (second from left) and Consert Inc. CFO Kay Burgess (second from right) with the City of Raleigh Market Transformation Environmental Award for Consert's successful smart grid pilot program with Wake Electric.

commitment to the environment by supporting the future of energy integration," said Consert CFO Kay Burgess, who accepted the award on behalf of Consert.

To learn more about Wake Electric's new Monitor & Manage Program, visit www.wemc.com/monitorandmanage.



Give Us an A Program

SEND US YOUR REPORT CARDS BY JULY 20!

Students, don't forget to send us your report cards in time for the July 20

drawing for the Give Us an A Program! The co-op will award 40 U.S. Savings Bonds for \$50 each to area students who received at least one "A" (or its equivalent) on their report cards. For information, please visit www.wemc.com/giveusana.aspx.

 Wake Electric
Membership Corporation

A Touchstone Energy® Cooperative 

Call to report outages: 919.863.6499 or 800.743.3155

Regular office hours: M-F, 8 a.m.-5 p.m.

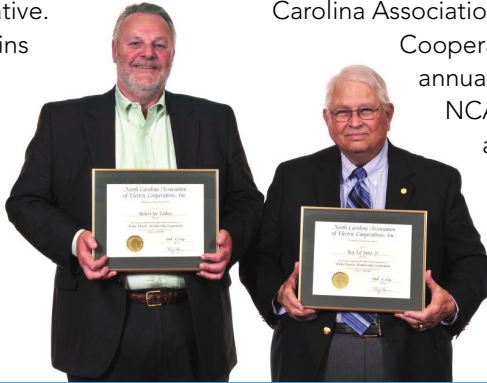
Telephone hours: M-F, 7 a.m.-9 p.m., 863.6300 or 800.474.6300

Underground locating service: Call 811

Wake Electric Officials Honored

Two officials from Wake Electric have been recognized for their years of service to the electric cooperative.

Robert Joe Eddins (secretary of the Board of Directors, District 8) and Roy Ed Jones, Jr. (president of the Board of Directors, District 6) were



each honored for 35 years of service. The commendable service awards were recently presented at the North Carolina Association of Electric Cooperatives' (NCAEC) annual meeting.

NCAEC is the trade association for the 26 electric cooperatives in North Carolina, including Wake Electric.



Holiday Closing

Wake Electric's offices will be closed on Monday, July 4, in observance of Independence Day. In case of emergency on July 4, please contact us at 1-800-474-6300 or 919-863-6300.



Congratulations to Deborah Gill for 31 years of Service

Deborah Gill, Data Entry Clerk for Wake Electric, retired in June after 31 years of service. Deborah is looking forward to having more family time and traveling. We appreciate all her hard work and dedication over the years and wish her the best of luck in the future.



Think lightning can't get into your house and ...

- ⚡ Damage your computer?**
- ⚡ Ruin your dimmer switches?**
- ⚡ Harm your flat-screen TV?**

Think again.

**Protect Your Appliances—
Get Surge Protection Today!**

Today's homes have more appliances and electronics than ever before. Lightning is a dangerous source of raw electricity that can destroy those appliances and electrical equipment in a flash.

Triangle Services Group (TSG) offers Surge Protection that can save your investments by helping to prevent destructive lightning surges from entering your home.

Our surge protection for your whole house includes:

- ⚡ Leased equipment (1 point of entry PEMCO Meter Base Whole House Surge Arrestor)**
- ⚡ Cost of only \$5.95 per month added to your electric bill**
- ⚡ \$50 installation fee**

Are you ready to sign up and start protecting your home now? Call 919.863.6306 or email info@wemc.com.



BOARD OF DIRECTORS

Roy Ed Jones, Jr. President	Bill Bailey
Reuben Matthews Vice President	Mike Dickerson
Joe Eddins Secretary	Joe Hilburn, Jr.
Howard Conyers Treasurer	Suzy Morgan
	Allen Nelson

PERSONNEL

Jim Mangum
General Manager & CEO

Phil Price
Chief Operating Officer &
Ass't. General Manager

Don Bowman
Manager, Engineering

Fred Keller
Manager, Member & Energy Services

Scott Poole
Manager, Customer Service

Suzanne Shoaf Ward
Public Relations/Communications
Specialist and Editor

Wake Electric on Capitol Hill

BOARD OF DIRECTORS REPRESENTS INTERESTS OF CO-OP MEMBERS

More than 130 representatives from North Carolina's electric cooperatives, including four from Wake Electric, visited Capitol Hill on May 4 to discuss issues that impact electric cooperatives and their members with North Carolina's members of Congress. Board of Directors Allen Nelson, Suzy Morgan and Joe Hilburn, as well as Fred Keller, Manager of Member & Energy Services, attended the Washington Rally on behalf of Wake Electric.

Discussions centered on helping cooperatives across the country continue to deliver safe, reliable and affordable power. Co-op representatives asked members of Congress to support the Rural Utilities Service program, which allows cooperatives to borrow money to pay for poles, new construction, substations and even power plants.

Cooperative board members and employees also discussed designating coal ash as non-hazardous so that it could continue to be recycled and used for other beneficial purposes as well as efforts to ensure that cooperatives have access to the same advantages that investor-owned utilities enjoy when building renewable energy generation.



Board of Directors Allen Nelson, Suzy Morgan and Joe Hilburn, as well as Fred Keller, Manager of Member & Energy Services, attended the rally.

Wake Electric to Modify Telephone Hours

Beginning August 1, 2011, Wake Electric's core telephone business hours will be 7 a.m. to 6 p.m. on weekdays. We will continue to offer 24/7 capability for any emergency needs via our after-hours call support.

Members can always take advantage of our automated phone services at any time of day by following prompts for bill payment or outage reporting. Also, visit our website at www.wemc.com to initiate self-serve orders by clicking on the Online Services link.

All Wake Electric offices are open for business from 8 a.m. to 5 p.m. Monday through Friday. Routine and regular service work is performed during the office weekday hours. No routine or regular service work is available on Saturdays, Sundays or holidays. Service work for unusual conditions or circumstances may be arranged at other times upon request. Emergency service work is performed 24 hours a day, seven days a week.

Wake Electric's office numbers are: 919-863-6300 or 1-800-474-6300. Outage reporting numbers are 919-863-6499 or 1-800-743-3155.



ENERGY EFFICIENCY TIP

Use Solar Outdoor Lighting

Consider using solar lights for outdoor lighting. Solar cells convert sunlight into electricity that can be stored in a battery and tapped at night to make light. Check manufacturers' instructions to make sure your solar lights are situated to receive sufficient sunlight to recharge each day.

Source: U.S. Department of Energy

Lightning Storm Safety

North Carolina summers can produce intense thunder and lightning storms. Although spectacular to watch, these storms can be dangerous. According to the National Oceanic and Atmospheric Administration, lightning strikes in America kill about 58 people and injure hundreds of others each year. Protect yourself from potential danger by following a few tips:

- ★ Monitor local weather conditions so that you are aware of a potential storm.
- ★ Recognize the signs of an oncoming thunder and lightning storm—towering clouds with a “cauliflower” shape, dark skies and distant rumbles of thunder or flashes of lightning.
- ★ Seek shelter. The best place to be during a lightning storm is a large, enclosed building. Once you are inside, stay a few feet away from windows, sinks, electrical boxes, outlets and appliances. Current from a lightning strike can travel through any of these objects.
- ★ Make sure all electrical appliances are unplugged, including those that may be outside.
- ★ Never shower or take a bath during a lightning storm. Utility lines and metal pipes can conduct electricity.
- ★ Avoid using telephones with cords. If lightning hits the telephone lines, it could flow to the phone. Cell or cordless phones that are not connected to the building’s wiring are safe to use.
- ★ If you get caught in a lightning storm while you are in a car, stay in the car with the windows rolled up.
- ★ If you get caught outside, try to find a spot away from trees, metal fences, pipes and tall or long objects. Crouch down to the ground and try to make yourself shorter than other objects in the area.
- ★ If you are on a golf course during a lightning storm, seek shelter if possible. Stay away from your clubs, and if your shoes have metal spikes, take them off.
- ★ If you are in a boat during a lightning storm, get to land immediately. If you cannot get to land, crouch down in the very center of the boat.
- ★ Never swim during a lightning storm. The energy produced from lightning can be transmitted through the water to the people in it.
- ★ Never touch a fallen power line.

Avoid becoming a statistic. Practice proper safety measures to stay out of harm’s way during summer lightning storms.

Changes in Delinquent Notification

Starting September 1, 2011, Wake Electric will no longer mail separate delinquent notifications to members who are past due on their electric utility bill payment. Members should always refer to any notice on the bill regarding payment deadlines and consider that communication a final reminder for payment prior to disconnection of service. Wake Electric makes several efforts each month to let members know when a bill is due and past due, but in

order to streamline our efforts and cut costs, we will no longer mail a separate delinquent notice.

Bills are due and payable upon receipt and considered delinquent if payment is not received in our office by the close of business on the 25th day from the billing date. Members whose bills become delinquent are charged a late payment charge of one and one-half percent (1.5%) per month or a minimum of \$5.00.

If the bill is still delinquent when

the next month’s bill is prepared, the bill will show the previous month’s account balance, indicating the amount and date for which service is subject to disconnection. Wake Electric’s office can be contacted prior to the disconnection date to discuss payment arrangements. Members may also request in writing that a copy of their bill(s) be sent to a third party if desired. For more information on bill payment, please visit www.wemc.com/about.aspx.