

# Wake ElectriConnection

For members of Wake Electric Membership Corporation



"The power to make a difference"

OCTOBER 2012

## WAKE ELECTRIC WARNS OF

# Utility Bill-Paying SCAM

**W**ake Electric is urging members to be aware of a utility bill-paying scam affecting customers in North Carolina and nationwide. The scam falsely claims households are eligible for utility bill credits through a new federal program. No such program exists.

According to the Better Business Bureau, scammers contact consumers door-to-door and through phone calls, fliers, social media and text messages and ask for Social Security and bank routing numbers. Often, President Obama's name is mentioned. In return, consumers are

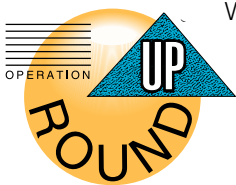
given a phony bank routing number that will supposedly pay their utility bills. In reality, there is no money and customers believe they have paid their bills when, in fact, they have not. Additionally, consumers put themselves at risk for identity theft when they give out personal information.

Members are reminded that Wake Electric does not contact members to obtain personal identifiable information and to beware of anyone requesting this information. When in doubt of the identity of someone claiming to



represent Wake Electric in person or over the phone, members should call 919-863-6300 or 1-800-474-6300 for verification of identity and need for service.

## Wake Electric Awards Grants to Local Nonprofits



Wake Electric awarded more than \$10,950 in grant monies during the 2nd quarter of 2012 to deserving nonprofit organizations located in counties served by the co-op. These grants were made available through the Operation RoundUp program.

Nonprofit agencies located in counties that Wake Electric serves, which includes Durham, Franklin,

Granville, Johnston, Nash, Wake and Vance counties, are eligible to apply. The agency does not have to be a member of Wake Electric.

Grants are open to all project and subject areas that enhance economic infrastructure and job creation, promote service or charitable organizations, and meet emergency needs of individuals within the service area of Wake Electric.

**The next deadline for Operation RoundUp grant applications is by 5 p.m. Friday, December 14, 2012.**

Download an application at [www.wemc.com/oproundup.aspx](http://www.wemc.com/oproundup.aspx).

Each quarter, the board of directors for the program's administrative body, the Wake Electric Foundation board, meets to determine who will be awarded funds.

*For a list of 2nd Quarter 2012 winners, see page 24.*

 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.-6 p.m., 863.6300 or 800.474.6300  
Underground locating service: Call 811  
Dedicated pay-by-phone number: 866.999.4593

### Update On Important Projects

#### NEW COST-EFFECTIVE, EARTH FRIENDLY LED LIGHTING

In response to new federal and state laws regarding energy efficiency, Wake Electric is currently replacing all yard and area lights (also known as security lights) with environmentally friendly Light-Emitting Diode (LED) lighting.

Benefits of LED lights include:

- ★ Less energy use and better light quality
- ★ A long life, which improves reliability and reduces operating costs
- ★ Light output comparable to fixture being replaced
- ★ Lighting on the ground with zero upward light pollution
- ★ More desirable white color



After Wake Electric completes this project, we will save more than 3.5 million kWh per year, and save 35 million kWh after the first 10 years of LEDs in service.

Wake Electric plans to change out its area lights over the next two years. Members will be notified by mail before their area light is replaced and a notice will be left when the change is made. Your power will not be interrupted as a result of this replacement. For more information about this project, please visit [www.wemc.com/ledlights.aspx](http://www.wemc.com/ledlights.aspx). Should you have any questions, please call us at (919) 863-6300 or toll free (800) 474-6300.

#### SMARTHUB APP



Wake Electric will soon be offering SmartHub, a convenient account access and two-way communication app. The new app will be available to members online, as well as through mobile devices, including iPhone,

iPad and Android smart phones and tablets. SmartHub will replace our current eBill program and provide a more intuitive and easy-to-navigate way to manage your Wake Electric account.

SmartHub will allow members to:

- ★ Manage account information directly from mobile devices or the web
- ★ Make secure payments
- ★ Notify customer service of account and service issues

- ★ View bills, see payment history, and make payments on one or more accounts
- ★ Set up recurring payments
- ★ Report outages
- ★ Check monthly, daily and hourly electric usage

The two-way communication available with SmartHub will also allow Wake Electric to notify you about special offers, programs, events and more. In addition, the app will give you directions to office locations, payment drop boxes and payment kiosks using the map feature on your device.

#### ADVANCED METER INFRASTRUCTURE (AMI) METER UPDATE

Wake Electric has currently upgraded 26,000 meters to our new AMI meters, which represents about 75 percent of our total membership. It is our goal to have all of the residential meters exchanged system-wide by the end of 2012. AMI meters store electric use, outage and voltage information, as well as communicate it back to the co-op office through a secure, wireless communication network.

#### MONITOR & MANAGE PROGRAM

Once your meter has been upgraded, you will have access to the Monitor &



Manage program, an online energy monitoring system that utilizes Wake Electric's "smart grid" communications network to collect monthly, daily and hourly energy data reports from each home. Interval data reports are available through your eBill account, free of charge. The energy usage reports will allow members to better evaluate and manage their energy consumption. For more information, visit [www.wemc.com/monitorandmanage.aspx](http://www.wemc.com/monitorandmanage.aspx).

#### ENERGY EFFICIENCY TIP



Two degrees can make a big difference on your electric bill. Setting your thermostat two degrees Fahrenheit lower in the winter and summer results in major energy savings.

Investing in a programmable thermostat can save even more—these devices automatically lower and raise your home's temperature. Set it and forget it! Find more ways to save at [TogetherWeSave.com](http://TogetherWeSave.com).

Source: Touchstone Energy® Cooperatives

# Members Can Net \$50 through Fridge and Freezer Farewell Program



**W**ake Electric is still offering the Fridge and Freezer Farewell program to its members. Through our partnership with Appliance Recycling Centers of America (ARCA), Inc., Wake Electric members can call 1.877.341.2310 to schedule to have their old, working secondary refrigerators or freezers picked up, free of charge, and have them properly recycled.

Because the co-op cares about the environment and wants to help members save on their electric bills, Wake Electric will even pay its members \$50 for properly recycling their old refrigerators or freezers through the program. Each fridge or freezer appliance properly recycled through the program will prevent it from entering a landfill. Currently, 160 members have taken advantage of this convenient and environmentally friendly program. For more information, please visit [www.wemc.com/fridgeandfreezer.aspx](http://www.wemc.com/fridgeandfreezer.aspx).

## Member Advisory Committee Meetings Are This Month

**W**ake Electric's fall Member Advisory Committee (MAC) meetings will be held this month. We invite all members to attend ONE of the meetings on any of the following dates: October 15, 16 and 18. To attend, you must let us know by Wednesday, October 10 before 5 p.m. These meetings are an excellent way to discuss electric utility issues and the plans and progress of Wake Electric with its senior management team. These casual meetings are open to all Wake Electric members. As an incentive, we will have several drawings for a \$25 credit on your next electric bill. A catered dinner is included for all attendees. The meetings start at 6:30 p.m. and are at 228 Park Avenue in Youngsville.

If you have any questions or wish to RSVP, please contact Darnell Alford, Business Operations Specialist, at (919) 863-6312 or 1-800-474-6300 or via e-mail at [Darnell.Alford@WEMC.com](mailto:Darnell.Alford@WEMC.com). Be sure to leave a contact number in your RSVP message.

For more information on MAC meetings, please visit [www.wemc.com/membermeetings.aspx](http://www.wemc.com/membermeetings.aspx).



## Home Safety: Check Rooms For Possible Hazards

**I**t's a fact—according to the National Safety Council, more accidents occur off the job than on the job for people of working age. Also, children and the elderly are the most likely groups to experience accidents at home. Most home accidents are preventable and result from a lack of home maintenance. Use the following checklist to spot possible safety hazards in your home.

- ★ **Kitchen:** Make sure all of your appliances carry an Underwriters Laboratories, Inc. (UL) seal, which means the item was tested and found safe to use. Check electrical cords for fraying or cracking, step stools for splitting or cracking, and throw rugs for tripping hazards like bumps and turned-up corners.
- ★ **Living room:** As in the kitchen, check rugs and runners, electrical cords, lamps and other lighting. Have a professional inspect the fireplace and chimney for fire hazards, and make sure all passageways are clear.
- ★ **Bathroom:** Make sure small appliances, like hairdryers and curling irons, are marked with a UL seal and are plugged into a ground fault circuit interrupter (GFCI) outlet. These outlets monitor electricity flowing in a circuit and trip the circuit if an imbalance is detected, protecting people from electric shock. Check the bathtub, shower, rugs and mats for slipping hazards and make sure cabinets that contain medicines or cleaning supplies are inaccessible to children.

**THE 2ND QUARTER 2012 OPERATION ROUNDUP GRANT WINNERS ARE:**

Name of Nonprofit Organization	Amount Awarded	County Nonprofit is Located	Info about Grant
Alice Aycock Poe Center	\$500	Wake	Healthy choice maze signs
Autism Society of North Carolina	\$1,000	Wake	Summer camp for disadvantaged campers
Center for Child and Family Health	\$700	Durham	Purchase of diapers
Changing a Generation	\$1,000	Durham	Supplies for needy children
Durham Rescue Mission	\$1,000	Durham	Backpacks and school supplies for needy children
Granville County 4-H	\$2,000	Granville County	Four County livestock show
Granville County Search & Recovery	\$1,000	Granville	Purchase of Motorola pagers
Ladies of Valor	\$1,000	Wake	Quilt materials
Remnant Community Development	\$1,000	Franklin	Backpacks and school supplies for needy children
Safe Space, Inc.	\$1,000	Franklin	Food supplies for shelter
Vance County 4-H Robotics	\$750	Vance	Laptop purchase

*The funds for the Operation RoundUp grants come from Wake Electric members who agree to round up their electric bill to the nearest whole dollar.*



## It's National Co-op Month

Each October, cooperatives across the country celebrate their ongoing accomplishments and contributions as democratically controlled, member-owned businesses. More than 130 million Americans find solutions to many of their everyday needs through different cooperatives that provide common goods and services. National Cooperative Month pays tribute to the qualities that make the business model unique, such as commitment to supporting the communities they serve and improving quality of life, special benefits and services, and the return of margins (the co-op term for profits) back to members in the form of capital credits.

North Carolina's electric cooperatives, including Wake Electric, are located in the communities they serve and have a special interest in seeing these communities succeed. In addition to cooperative utilities, North Carolina residents are served cooperatively by credit unions, food co-ops, agricultural co-ops, and more! To learn more about co-ops and find one near you, visit [go.coop](http://go.coop).



# Wake

## ElectriConnection

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