

# Wake ElectriConnection

For members of Wake Electric Membership Corporation



"The power to make a difference"

NOVEMBER 2014



Mark Bishop



Chris Butulis



Allison Cohen



Jacqueline  
& Jacob  
Constantino



Nickolas  
Ebadirad



Dhruv Nair



Kimberly  
Prodorutti



Crystal Williams

## Wake Electric Announces Give Us an "A" Winners

### THE SEPTEMBER 2014 "GIVE US AN A" WINNERS

Mark Bishop, S. Granville HS of  
Integrated Technology & Leadership

Aislinn-Anne Brown, River Dell Elementary

Cullen Brown, Corinth Holders High

Christopher Butulis,  
North Forest Pines Drive Elementary

Jillian Carter, Middle Creek High

Allison Cohen, Green Hope High

Camren Coleman,  
Fuquay-Varina Elementary

Jacqueline Constantino, Mills Park Middle

Jacob Constantino, Highcroft Elementary

Wade Creech, Zebulon Middle

Nickolas Ebadirad, Wakefield Middle

Graysen Farrell, Franklin Academy

Sierra Focazio, Alston Ridge Elementary

Connor Fussa, Heritage Middle

Kiahna Hamilton, Wake Forest High

Brandon Hammond, Cedar Creek Middle

Jazmyn Hammond, Franklinton High

Aimee Heroux, Franklin Academy

Andrew Homan,  
North Forest Pines Drive Elementary

Tucker Huffine, Wake Forest High

Evan Jones, Davis Drive Middle

Jacquelyn Kennedy, Wake Forest High

Kaitlyn Kennedy, Wake Forest Middle

Dhruv Nair, Fuller Elementary

Luis Oliveria, Rolesville Middle

Sophia Palamenti, Rolesville Middle

Emilie Phan, Heritage High

Rosalynn Phan, Heritage High

Kimberly Prodorutti, Ballentine Elementary

Megan Rogers, Franklin Academy

Caitlin Rogers, Franklin Academy

Christen Rogers, Franklin Academy

Harrison Schodt, Franklin Academy

Jessica Scott, North Johnston High

Caroline Smith, East Cary Middle

Shannon Stephens, Wake Forest High

Kennedy Sun, Wake Forest Middle

William Walsh,  
North Forest Pines Drive Elementary

Morgan Wilder,  
East Wake School of Engineering

Crystal Williams,  
Vance Granville Community College

Wake Electric has awarded 40 \$25 Visa gift cards to area students who received at least one "A" (or its equivalent) on their report cards. These awards are part of a drawing held three times a year.

The deadline for the next drawing is **January 20, 2015, by 5 p.m.**

*NOTE: Because each school district may have a different time for issuing report cards, if a student's entry misses one deadline, the entry will automatically be included in the next drawing.*

To enter, students must include:

- ★ A copy of the report card with any "A"s highlighted
- ★ Parents' or guardians' names (if applicable)

- ★ Home address
- ★ Email address that is checked regularly
- ★ School attending
- ★ Telephone number

Students in any grade in Durham, Franklin, Granville, Johnston, Nash, Vance and Wake counties may apply.

Funding for the **Give Us an A** program is made possible by Wake Electric members through the Operation RoundUp Program. Members who sign up for Operation RoundUp elect to have their monthly electric bill rounded up to the next whole dollar. These pennies add up to major dollars for community programs. For more information, visit [www.wemc.com/giveusana.aspx](http://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.-6 p.m., 863.6300 or 800.474.6300

Underground locating service: Call 811

Dedicated pay-by-phone number: 866.999.4593

When members use SmartHub, they can sign up for prepaid billing and also pay bills online, view monthly electricity usage and history, report an outage and much more.



## Wake Electric Celebrates 1,000th Sign-Up of PrePay Billing

Members find value in controlling energy use and costs through PowerUp with PrePay program

In honor of the 1,000th Wake Electric member to sign up for PowerUp with PrePay billing, Wake Electric talked with other members who have already been on the program, also known as "PowerUp", for several months to find out why they chose it and what has made it so successful since its launch in 2012.

One member, Jaime Jimenez of Wake Forest, told us that he loves PowerUp because it gives him total control over how he pays his bills.

"Prepaid billing lets me budget for my electric bill on a week-to-week basis. Instead of my electric bill

coming in when all of my other bills arrive or are due, my Wake Electric costs are 'pay as you go'.

"I don't worry about accidentally using up what I have paid for because the co-op sends me emails and phone calls reminding me my balance is running low," Jimenez continued. "I know that if I ignore those alerts, I will be cut off. Through the Internet, no matter where I am, even if it is 2 o'clock in the morning, I know if my balance is low, I have a window to take care of it, even on the weekends. During the week, I also have the option to go into the Wake Electric office and make payments.

"This daily and weekly billing gives me stability in managing my own costs. For example, in one month it might be easier for me to pay \$75 a week instead of \$300 all at one time. I appreciate that Wake Electric acknowledges that everyone manages their bills differently and give members options to figure out what works best for them.

"Whether the weather is hot or cold, that electric bill has to be paid. Once you have the technology in place—either through a computer, mobile phone or iPad, it becomes simple to manage your bills easily with PowerUp."

## Is PowerUp for You?

Benefits include:

- ★ No deposit
- ★ No late fees, trip charges, or reconnect fees
- ★ No cost to switch to PowerUp rate
- ★ Use existing deposits for down payments at conversion
- ★ Delinquent balances can be moved into a prepay arrangement
- ★ View electric usage, payment history, and credit balances
- ★ Reminders sent to you when balance is low



By pre-purchasing your electricity, you can plan your budget and monitor your electricity usage more closely.

Scott Poole, manager of customer service at Wake Electric, says that having 1,000 members already signed up demonstrates co-op members find value in having billing options. "Wake Electric has more than 38,000 accounts. We want our members to have choices when it comes to paying their monthly bill. PowerUp allows members like Mr. Jimenez complete control over costs and energy usage. For us, the number 1,000 is a milestone. Judging by the number of applicants and positive response to the program, we believe we have given our members something useful

and that makes a positive difference in their lives."

### YOUR CHOICE

With PowerUp, you can prepay anticipated charges a full month in advance, or pay just enough to get you through the next week. It's your choice. By pre-purchasing your electricity, you can plan your budget and monitor your electricity usage more closely.

Sign up for a prepay account and provide Wake Electric with an email and/or valid phone number, and the PowerUp program will automatically notify you when your account gets low on funds. Then, you simply reload your account and see how far you can stretch your dollars before making your next payment.

To learn more, visit

[www.wemc.com/powerup](http://www.wemc.com/powerup)  
or call us at 919.863.6300 or  
800.474.6300.



## Holiday Closing

Wake Electric offices will be closed Thursday, Nov. 27 and Friday, Nov. 28.

For emergencies, please call 800.474.6300 or 919.863.6300.

# Wake Electric Modernizes Street Lights with LED Fixtures



Wake Electric recently replaced all of its 175-watt mercury vapor and 100-watt high pressure sodium residential security lights with light-emitting diode (LED) lights.

Work is now underway to replace all street lights.

The project is part of Wake Electric's overall goal to replace all mercury vapor lights and sodium lights on its system. The Energy Policy Act of 2005 ruled that no mercury vapor lamp ballasts could be manufactured or imported after January 1, 2008.

"Wake Electric, like other utilities, has used mercury vapor lights for decades," says Don Bowman, manager of engineering. "There are practical reasons for replacing them—by 2016, they will no longer be available."

But more importantly, notes Bowman, replacing both mercury vapor and sodium lights with LEDs is about cost and environmental concerns. "LEDs are much more efficient than other types of lighting and have a longer life. They also require less maintenance. That leads to a savings of about \$600,000 over the next 12 years. It's win-win all the way around."

Bowman also says that the color of the LED lights is better quality. "The LEDs have a brighter white color as opposed to the bluish color of mercury lights or the yellow-orange color of sodium lights."

Since completing the replacement of approximately 7,000 security lights, the co-op is currently inventorying street lights in the 400 subdivisions within its service area of Durham, Franklin, Granville, Johnston, Nash, Vance and Wake counties. "We will initially replace the lights on traditional wood poles," says Bowman. "And then we will work closely with the rest of the subdivisions to match decorative street poles. For subdivisions being planned, we'll encourage developers to consider more efficient LED street lights at the onset of construction."



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## Wake Electric Warns of Scam Affecting Consumers & Small Business Owners

Wake Electric and other North Carolina electric cooperatives are warning consumers of scams in which thieves posing as Duke Energy employees and sometimes as Wake Electric employees are trying to steal your money and personal information.

One recent scam is this: the scammers call customers and say they are "with Duke Energy in Wilmington," and that they're handling remote disconnections for cooperatives and other utilities. They warn that electricity will be disconnected unless they receive payment immediately. The scammers instruct the victims to purchase a Green Dot MoneyPak from a local store (sometimes Wal-Mart or CVS) and provide the confirmation number on the receipt to the caller to prevent disconnection.

Whether the caller is posing as a Duke Energy or a Wake Electric employee, Wake Electric wants to emphasize that we would never call members to obtain account or personal information. Additionally, Duke Energy never "handles remote connections" for cooperatives. If you ever doubt the identity of someone claiming to represent your Wake Electric over the phone, please hang up and call your cooperative's office at 919.863.6300 or 800.474.6300.

## Wake ElectriConnection

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