

# Wake ElectriConnection

For members of Wake Electric Membership Corporation



"The power to make a difference"

FEBRUARY 2013

## Mark Your Calendars!

Join Us for the 2013 Annual Meeting on March 22



Customer service representatives register members at the 2012 annual meeting.

**W**ake Electric invites all of its members to please join us on Friday, March 22, at Louisburg College Auditorium for our Annual Meeting. During this business meeting, members will have the opportunity to hear current plans of Wake Electric as well as ask senior management questions about the co-op.

Members in attendance will be entered into a drawing for \$5,000 in cash prizes. The Grand Prize is \$1,000. There are also two second-place prizes of \$500 each, four third-place prizes of \$250 each and 20 fourth-place prizes of \$100 each. There will also be special activities for school-aged children during the meeting.

Members in attendance will also receive a free gift from Wake Electric (one per household) and other freebies from our participating vendors.

Be on the lookout for the special cover wrap around your March edition of Carolina Country magazine. On that cover, you will find an official registration card with your member number on it. Bring this card to the meeting to enter the prize drawings.

Registration for the Annual Meeting begins at 5:30 p.m. The business meeting begins at 7 p.m. and the cash prize drawing will be at the close of the business meeting, which typically ends around 8 p.m.

The Louisburg College Auditorium is located at 501 Main Street, Louisburg, NC.

For more information on Wake Electric's Annual Meeting, please visit [www.wemc.com/annualmeeting.aspx](http://www.wemc.com/annualmeeting.aspx) or contact us at 1.800.474.6300 or (919) 863-6300. You can also e-mail us with questions at [information@wemc.com](mailto:information@wemc.com). We hope to see you there!

## Did You Know You Can Pay Your Electric Bill at Your Local Walmart?

*It's easy to pay your bills where you shop!*

**D**id you know you can pay your Wake Electric bill in person at any Walmart store in the country? Just take your Wake Electric bill stub to a Walmart MoneyCenter or the Customer Service desk. You can pay with cash, Walmart MoneyCard or PIN-based debit card. (Sorry, no money orders, checks or credit cards).

Walmart charges a small processing fee for taking your payment, based on the payment processing option you select. Payment at Walmart is much like putting your payment in the mail. **We urge members to make in-person payments at Walmart a minimum of five business days before the payment is due. In this way, you can be assured the payment will arrive on time.**

You will be given a receipt. Be sure to take a few moments to verify the information on the receipt, including the last four digits of your account number, the utility paid (e.g., Wake Electric), and the amount paid.



### ENERGY EFFICIENCY TIP

Your heat pump can use 10 percent to 25 percent more energy if it's not properly maintained, which includes regularly checking and replacing the air filter when it's dirty to keep parts from working too hard or even becoming damaged. Keep brush and plants tidy around the outdoor unit, and dust the return registers inside. For more details on heat pump maintenance, visit [EnergySavers.gov](http://EnergySavers.gov).

Source: U.S. Department of Energy

 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

# SmartHub, a New and Enhanced Online Bill Payment System

In January, Wake Electric replaced the eBill online payment system with a new, user-friendly platform, SmartHub.

SmartHub is a convenient two-way communication app that allows members to access their Wake Electric account information through personal computers and mobile devices, including iPhone, iPad and Android smart phones and tablets.

This new online bill payment system is intuitive and easy-to-navigate, and provides so much more than just bill payment. With SmartHub, members can:

- ★ Pay their bill immediately with secure online payments
- ★ View monthly electricity usage and history, including daily and hourly kWh for all meters with AMI technology
- ★ Manage account information directly and track payment history from mobile devices or the web
- ★ Report an outage
- ★ Sign-up to receive notifications via email or text messaging concerning activity on their account
- ★ Contact our office to initiate various customer service requests



To access SmartHub to pay your bills or to utilize any of the other features, simply go to [www.wemc.com](http://www.wemc.com) and click on "Pay/View Bill" located on the left-hand side of the homepage under "Online Services." If you used the original eBill online bill payment system, you can use the same email address and password to log into SmartHub. If you have yet to sign up for any kind of online bill payment account, simply click on the "New User" link under the "Pay/View Bill" link and follow the prompts to sign up for an online account.

Wake Electric is proud to provide you with powerful, secure and convenient account access, as well as detailed information about your energy usage via SmartHub. Sign up today for an online account and begin to experience the new and exciting features of SmartHub.

Please contact our office at 1-800-474-6300 or (919) 863-6300 with any questions.

## Setting up online access

Did you know that many of your neighbors already have an online account with us? If you don't have one, why wait? Now is the time to create your two-way communication with us and benefit from paying your bills online through SmartHub! You can pay your electric bill online conveniently and securely from your personal computer or mobile devices, such as a smartphone or tablet, and enjoy all the other features of the application too. Just go to Pay/View Bill Now located on the left-hand side of our homepage, [www.wemc.com](http://www.wemc.com), under "Online Services."



## Free App download

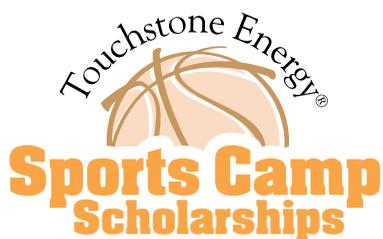
To download the SmartHub app for your mobile device or tablet for FREE, click on the App Store icon on your iPhone/iPad or the Google Play icon on your Android phone/tablet and search for the SmartHub application. Contact us at 1-800-474-6300 or (919) 863-6300 with any questions.

# Scholarship Opportunities Available at Wake Electric

Wake Electric has a longstanding commitment to supporting students in the communities we serve by offering several different scholarship opportunities.

## TOUCHSTONE ENERGY SPORTS CAMPS 2013

Wake Electric is accepting applications from middle-school students for scholarships to summer basketball camps on two of the



state's largest college campuses. Young men can apply to attend the Roy Williams Basketball Camp June 15–19 at the University of North Carolina–Chapel Hill, and young ladies can apply to attend the Kellie Harper Basketball Academy Aug. 1–4 at North Carolina State University in Raleigh. The deadline to apply is March 29, 2013. For more information or to download an application, please visit [www.wemc.com/basketball.aspx](http://www.wemc.com/basketball.aspx).

## 2012 RURAL ELECTRIC YOUTH TOUR

Wake Electric seeks applicants for the 2013 Rural Electric Youth Tour, which includes a \$1,000 scholarship for college, plus a free, all-expenses-paid trip to Washington, D.C. The trip will be held June 14–21. Applicants must be current high school juniors living in Durham, Franklin, Granville, Johnston, Nash, Vance and Wake counties. Students do not have to live in households served by Wake



Electric to win. For more information on eligibility or to download an application, please visit [www.wemc.com/youthtours.aspx](http://www.wemc.com/youthtours.aspx). The deadline to submit applications to the Youth Tour program is Friday, March 15, 2013.

## WAKE ELECTRIC SCHOLARSHIP PROGRAM

Wake Electric is currently seeking students to apply for its prestigious scholarship program. Students can apply for the coveted Fred M. Alford Scholarship (\$2,000), as well as 16 Touchstone Energy Scholarships (\$1,250 each). All applications will be under consideration for one of the two scholarship categories. Students only need to submit one application to be considered for both scholarship categories. To find out the requirements for both scholarships and to download an application, please visit [www.wemc.com/scholarships.aspx](http://www.wemc.com/scholarships.aspx). The deadline to submit applications to the Wake Electric Scholarship Program is Friday, March 29, 2013.

## QUESTIONS ON ANY OF THESE SCHOLARSHIP OPPORTUNITIES?

Please contact Wake Electric at [communications@wemc.com](mailto:communications@wemc.com) or (919) 863-6312.

## Wake Electric Serviceman Competes in Statewide Pole Top Rescue Competition

Cory Lawrence, a serviceman with Wake Electric, had the honor of competing in the 13th Pole Top Rescue Competition for North Carolina's electric



cooperatives. Lawrence has been with Wake Electric for 12 years.

Lawrence competed against 23 other electric cooperative line workers from North Carolina on Tuesday, November 27, at the state competition held on the lawn of North Carolina's electric cooperatives' headquarters building in Raleigh.

Pole Top Rescue competitors participate in a scenario where they must complete a series of events, including: placing an emergency radio call, donning climbing gear, scaling 20 feet up a utility pole, rigging a rope, lowering a 105-pound mannequin and beginning CPR.

This year's competition had two categories based on the type of protection competitors used to prevent them from falling. One group (including Lawrence) used a newer form of restraints that wrap around the pole to protect from falls during the ascent and descent, and the other group secured themselves in the more traditional way with a lifeline and life hook.

Cory competed in the personal fall restraints category against 16 other linemen, and came in tenth place by finishing the drill in 2 minutes and 29:77 seconds.

More than 600 North Carolina electric cooperative line workers began last year competing for the 2012 title. Winners of local cooperative and regional competitions advanced to the November 27 state championship.

## TECHNOLOGY CORNER

### ADVANCED METER INFRASTRUCTURE (AMI) METER UPDATE

Wake Electric has currently upgraded 32,500 meters to our new AMI meters, which represents about 90 percent of our total membership. It is our goal to have all of the residential meters exchanged system-wide in the first quarter of 2013. 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. We appreciate you still calling (919) 863-6499 or 1-800-743-3155 to report an outage, even after your meter has been switched to an AMI meter.

### 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 SmartHub online account, free of charge. You can find them under the "My Usage" tab. 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).

### There's An App for That!



Did you know there is now a "Together We Save" app from Touchstone Energy? Through Wake Electric's affiliation with Touchstone Energy, our national brand alliance, members can now download a free "Together We Save" app that gives users the ability to receive a "tip of the day" reminder of ways to save energy and money around the home.

The "Together We Save" app is compatible with iPhones and Androids, as well as other tablet devices. Just search for

[TogetherWeSave.com](http://TogetherWeSave.com) in iTunes or Google Play to download this free app.

## February Member Advisory Committee Meetings

Wake Electric's next round of Member Advisory Committee (MAC) meetings will be held on Monday, February 11, Tuesday, Feb. 12, and Wednesday, Feb. 13. Members can choose to attend one of the meetings.

Jim Mangum, General Manager and CEO of Wake Electric, will discuss how the co-op leverages member equity to access the debt capital markets and taxes Wake Electric must pay, as well as renewable energy. These meetings are an excellent way to discuss electric utility issues and the current 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 February MAC meetings will be held at Wake Electric's Youngsville office at 228 Park Avenue at 6:30 p.m.

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) by Wednesday, February 6, to RSVP or if you have any questions. Space is limited and attendance is on a first come, first serve basis. For more information, visit [www.wemc.com/membermeetings.aspx](http://www.wemc.com/membermeetings.aspx).



*Jim Mangum, general manager and CEO of Wake Electric, addresses members at a past MAC meeting.*

## Wake ElectriConnection

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