

# Wake ElectriConnection

For members of Wake Electric Membership Corporation



"The power to make a difference"

MARCH 2013

## Join us for Wake Electric's Annual Meeting on March 22

**D**uring this meeting, members will have the opportunity to hear reports on the current plans and progress of Wake Electric. The annual meeting is also a great opportunity for members to ask senior management questions about their co-op.

Members in attendance will be entered into a drawing for \$5,000 in cash prizes. The Grand Prize will be \$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.



**When:** Friday, March 22, 2013

**Time:** Registration—5:30 p.m.  
Business Meeting—7 p.m.

**Location:** Louisburg College  
Auditorium, 501 Main Street,  
Louisburg, NC

Just cut out and bring the Official Registration Card located on the cover wrap of this month's Carolina Country magazine to the meeting to be entered in the prize drawings.

For more information on Wake Electric's annual meeting, please visit [www.wemc.com/annualmeeting.aspx](http://www.wemc.com/annualmeeting.aspx). We hope to see you there!



### ENERGY EFFICIENCY TIP

Appliances account for about 13 percent of your home's energy use. If they have energy-saving settings, use them! If they're nearing voting age, consider replacing them with a new, energy-efficient model. Try smart power strips for smaller appliances and electronics that draw power even when turned off. For more tips, visit [EnergySavers.gov](http://EnergySavers.gov).

Source: U.S. Department of Energy

## Have You Checked Out SmartHub, Our New Online Bill Payment System?

**S**martHub brings easy account management to your fingertips! Wake Electric recently rolled out SmartHub, the new two-way communication app that allows members to access their Wake

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.

Electric account information through personal computers and mobile devices.

This user-friendly online bill payment system is intuitive and easy-to-navigate, and provides so much more than just bill payment. With SmartHub, members can use their computers, iPhones, iPads and Android smart phones and tablets to:

- \* Pay an electric 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

*Continued on page 22*



**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



### Have You Checked Out SmartHub? *continued from page 21*

- ★ Report an outage
- ★ Sign up to receive notifications via email or text messaging concerning activity on an account
- ★ Contact our office to initiate various customer service requests

To access SmartHub, 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. If you have yet to sign up for an online bill payment account, simply follow the prompts under the same link.

Now is the time to start tracking your energy usage data. And while you are at it, view other detailed information about your account anywhere or anytime. Please contact our office at 1-800-474-6300 or 919-863-6300 with any questions.

## Have an Old, Working Fridge or Freezer You Want to Get Rid Of?

### We Have a Solution!

Wake Electric is still offering the Fridge and Freezer Farewell program to its members. Through its partnership with Appliance Recycling Centers of America (ARCA), Inc., Wake Electric members can call 1.877.341.2310 to schedule their old, working secondary refrigerators or freezers to be 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 that is properly recycled through the program will prevent it from entering a landfill.



You must be a residential electric customer with a valid account number to participate. Refrigerators and freezers turned in for recycling must be secondary units in working condition (cooling), 10-30 cubic feet, owned by you and picked up from the residential address listed on the billing account. The \$50 rebate will be mailed to you in the form of a check within 4-6 weeks after collection. Limit of two appliances per household per year. Some restrictions apply.

As of late January, at least 215 members had taken advantage of this convenient and environmentally friendly program. To schedule your fridge or freezer pick-up, please call 877.341.2310. For more information on this program, please visit [www.wemc.com/fridgeandfreezer.aspx](http://www.wemc.com/fridgeandfreezer.aspx).

## It Pays to be a TouchNC.net Subscriber

### Earn Free Internet through the Exede and WildBlue Referral Program

Triangle Services Group now offers Exede, the next generation of broadband Internet service via satellite. Exede, from the company ViaSat, allows Wake Electric members to watch streaming videos, television shows and movies with fewer delays from buffering, share photos remarkably faster, video chat with less jitter, send and receive files quickly, download and stream music, experience exceptionally fast web

browsing and email, and have 24/7 customer service support.

And listen up, current touchnc.net WildBlue/ Exede customers! You can receive a free month of Internet service for each new touchnc.net subscriber you refer that is activated. There is no limit on the number of credits you can earn, and the person you refer earns one free month of service as well. For more information on this incredible incentive referral program, please call 919-863-6350 or 1-800-877-908-6824. The offer ends March 31.

Exede's high-speed Internet service brings together the highest

capacity satellite in the world, state-of-the-art equipment and breakthrough web acceleration technology. The new satellite, ViaSat-1, represents the most significant capacity leap in the history of satellite technology, and best of all, it is available now to our members.

Exede is competitive with speeds offered by fiber and cable operators. Pricing starts at \$49.99 a month for the 10 GB plan. For more information on Exede, please visit [www.touchnc.net](http://www.touchnc.net).



# Deadlines Approaching for Scholarship Opportunities at Wake Electric

## Applicants sought for 2013 Youth Tour

**W**ake 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 June 14-21, 2013. 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.

### 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 Friday, March 29, 2013. For more information or to download an application, please visit [www.wemc.com/basketball.aspx](http://www.wemc.com/basketball.aspx).

### 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 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.

## TECHNOLOGY CORNER

### ADVANCED METER INFRASTRUCTURE (AMI) METER UPDATE

This month, Wake Electric expects to conclude the initial portion of its meter exchange project, having changed over 35,000 residential and non-demand metered accounts. During the next few months, the cooperative will develop a plan to replace demand metered accounts with AMI technology. 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. To learn more, visit [www.wemc.com/monitorandmanage.aspx](http://www.wemc.com/monitorandmanage.aspx).

# Wake Electric Awards Two Operation RoundUp Grants to Local Nonprofit Organizations

**W**ake Electric awarded \$2,000 in grant monies during the 4th 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 include Durham, Franklin, Granville, Johnston, Nash, Vance and Wake 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 Friday, March 8, 2013 by 5 p.m. A simple and convenient downloadable application can be found 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.

The 4th quarter 2012 Operation RoundUp grant winners are:

- ★ Special Olympics of North Carolina, \$1,000 in funding for the purchase of medals and ribbons
- ★ North Carolina Hunters for the Hungry, \$1,000 in funding to assist in providing food to needy families

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. For example, if the bill is \$104.91, the bill will be rounded up 9 cents to \$105.



## Bought an Electric Car? Let Us Know About It!

Please contact Wake Electric if you have purchased or plan to purchase an electric vehicle that will be charged at a home or business that is served by Wake Electric. We want to continue to accommodate the extra load electric cars place on our system and ensure that no safety issues exist.

Please contact us at 919-863-6312, 919-863-6316 or via email at [communications@wemc.com](mailto:communications@wemc.com). We appreciate your help with this matter.

## Holiday Closing

Wake Electric's offices will be closed on Friday, March 29, in honor of Good Friday. For emergencies, please contact us at 1-800-474-6300 or 919-863-6300.



## Wake ElectriConnection

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P.O. Box 1229, 414 East Wait Avenue,  
Wake Forest, NC 27588, [www.wemc.com](http://www.wemc.com)

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