

# Wake ElectriConnection

For members of Wake Electric Membership Corporation



"The power to make a difference"

MAY 2012

## Introducing PowerUp

### A PrePay Billing Option for Residential Members to Optimize Payment Flexibility

**W**hat if you were given the option to pay for only the amount of electricity you wanted, and also told that you could pay when you wanted to pay? Would that interest you? If so, you can take control of your account today through Wake Electric's new PowerUp program, a pay-as-you-go billing option.

Once your residential meter has been replaced with our new advanced metering technology, you can track energy usage daily through Wake Electric's new Monitor & Manage Program (for more information, visit [www.wemc.com/monitorandmanage.aspx](http://www.wemc.com/monitorandmanage.aspx)). This new automated metering

infrastructure (AMI) meter also allows Wake Electric's billing system to automatically perform a bill calculation each day on your account. With this new technology, we now can offer you the opportunity of a flexible energy prepayment option, thereby reducing your credit balance as you go.

With PowerUp, there's no difference in the way you use electricity, just how and when you pay for it. 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. You choose how much prepaid electricity you want to buy and when to buy it. By pre-purchasing your electricity you



can plan your budget and monitor your electricity usage more closely.

Think of it just like putting gasoline in your car. You can fill up your tank, or buy just enough to get you through the week. Likewise, when you buy groceries, you make the decision regarding when to buy and how much you want to purchase. When you get low on gas or groceries, you simply buy more. It works the same way with PowerUp. The PowerUp program allows you to put dollars in your account, and as you use electricity during the week and/or month, the balance in your account will decrease.

You provide us 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.

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### How PowerUp Works



#### Sign Up

We will make the set up process easy. Visit us to open an account and within hours you can be connected to our PowerUp billing option at your residence.

1



#### Load Up

Select an amount to deposit into your account to begin your service.

2



#### Receive Alerts

When your account balance gets low, we will notify you by email or phone call to remind you to reload your account. This is usually approximately 3 days before your account reaches zero.

3



#### Reload

Reload your account with cash, credit or debit card, cashier's check or money order. Whether you prepay \$25 or \$100, PowerUp will keep track of your power consumption and alert you by phone or email when it's time to make a payment to avoid interruption of service.

4



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

## Introducing PowerUp ...

continued

Is PowerUp for You? Here are some of the benefits:

- ★ No deposit
- ★ No late fees, trip charges, or reconnect fees
- ★ No cost to switch to PowerUp
- ★ 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

For information on how to sign up for the program or to read PowerUp's Terms and Conditions and a frequently asked questions list, please visit [www.wemc.com/powerup.aspx](http://www.wemc.com/powerup.aspx) or call our office at 919.863.6300 or 800.474.6300.

## Holiday Closing

Wake Electric's offices will be closed on Monday, May 28, in honor of Memorial Day. For emergencies, please contact us at (919) 863-6300 or 1-800-474-6300.



## ENERGY EFFICIENCY TIP



Smart home landscaping can lower your electric bills. Trees on the east and west sides of your home provide shade—and reduce your cooling costs—during hot summer months. Shade for your air conditioner can save 10 percent of your cooling costs. And by adding vegetation to the north side of your home, you can reduce winter winds that trigger higher heating costs. Find more ways to save at [TogetherWeSave.com](http://TogetherWeSave.com).

Source: Touchstone Energy® Cooperatives

## AMI Meter Report



Wake Electric has currently upgraded 16,000 meters to our new

AMI meters, which represents about 45 percent of our total membership. It is our goal to have all of the residential meters exchanged system-wide by the end of 2012.

### TRACKING YOUR ENERGY USE

If your meter has been exchanged for a new, upgraded AMI meter, you can begin monitoring your energy usage through your eBill account. Click on your Monitor



& Manage icon to track your monthly, daily and even hourly electric consumption. For more information, visit [www.wemc.com/monitorandmanage.aspx](http://www.wemc.com/monitorandmanage.aspx)

## Wake ElectriConnection

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# Teachers:

## You Can Now Apply For Two Grants, Sponsored By Wake Electric

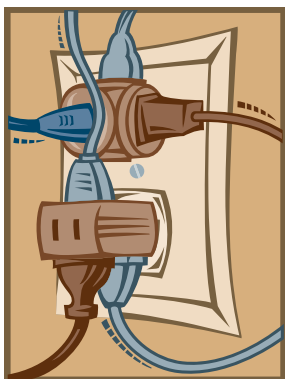
The Classroom Technology Awards grant program is in full swing and area K–12 teachers, as well as community college teachers, can now apply for a grant of up to \$3,000. The grants, to be used during the 2012–2013 school year, will be awarded in any discipline or subject for specific technology such as computers, digital cameras and software. The technology must benefit the students in the classroom. To apply or to find out if your school is eligible, please go to [www.wemc.com/classawards.aspx](http://www.wemc.com/classawards.aspx).

The Bright Ideas grant program has also kicked off. Area K–12 teachers can now apply for a Bright Ideas grant that awards up to \$3,000 for hands-on projects in any discipline. To apply or find out if your school is eligible, please visit [www.ncbrightideas.com](http://www.ncbrightideas.com).

For more information on either grant program, please contact Darnell Alford, Business Operations Specialist, at (919) 863-6312 or (800) 474-6300 or e-mail her at [Darnell.Alford@WEMC.com](mailto:Darnell.Alford@WEMC.com).



## Hunt for Electrical Safety Hazards in Your Home



May is National Electrical Safety Month and to recognize and celebrate this month, Wake Electric is encouraging every family to hunt for electrical hazards in the home. We encourage you to identify potential electrical safety hazards and make necessary changes and repairs to ensure your family is safe.

### CORDS

- ★ Avoid running extension cords across doorways or under carpets as a spark could start an electrical fire.
- ★ Electrical cords should be discarded if they are cracked or frayed and only used according to their ratings for indoor or outdoor use and power needs.
- ★ Three-prong plugs should NEVER be altered to fit into a two-prong extension cord or other receptacle.

- ★ Never nail or staple cords.
- ★ Always unplug cords by pulling on the plug instead of the cord.

### OUTLETS

- ★ In homes with small children, put safety covers on unused wall outlets.
- ★ Avoid overloading outlets. Plug only one high-wattage appliance into each outlet at a time as not to stress the system.
- ★ If outlets or switches feel warm, shut off the circuit and have them checked by an electrician.
- ★ Listen for sparks or sizzling sounds in outlets or walls, and have them checked by an electrician.

If you experience frequent tripped circuit breakers or blown fuses, contact a licensed electrician.

Please take the time to survey your home for potential electrical hazards and contact Wake Electric with questions or concerns.



# Wake Electric Held its 2012 Annual Meeting on March 23, and it was a Great Success!



*Jim Mangum, Wake Electric's General Manager and CEO, poses with the \$1,000 grand-prize drawing winner, Kathryn Gurley from Wake Forest.*

**M**ore than 556 members, along with their guests, attended the meeting held in the Louisburg College Auditorium.

Attendees had the opportunity to hear reports on grid modernization and technology from Don Bowman, manager of engineering, and on the Monitor & Manage program and PowerUp, Wake Electric's new prepay billing option, from Scott Poole, manager of

customer service. Members also had the chance to ask senior management questions about Wake Electric.

Three members were re-elected during the business meeting to serve three-year terms on the Wake Electric Board of Directors:

**For District 2: Bill Bailey, Wake Forest**

**For District 5: Suzy Morgan, Wake Forest**

**For District 7: Howard Conyers, Franklinton**

School-age children attending the meeting with their parents and caregivers also had a great time participating in special activities that had an "All Things Natural" theme, provided by Crafts on Wheels. The kids thoroughly enjoyed painting suncatchers and flower pots, as well as designing birdhouses, doing sand art projects and many other fun crafts.

Members in attendance were entered into a drawing for cash prizes totaling \$5,000. The lucky winners are listed to the right. Thank you to all the members who attended the annual meeting and to all the co-op employees that made it a great event for all!



*(L-R) Don Bowman, Scott Poole and Jim Mangum field members' questions during the annual meeting's question and answer session.*

## Annual Meeting Prize Winners

Name	City	Prize
Kathryn Gurley	Wake Forest	\$1,000
Ponchita Cotton	Franklinton	\$500
Ralph M. Sadler	Creedmoor	\$500
Mamie A. Moore	Youngsville	\$250
Bobby L. Hill	Louisburg	\$250
Tony & Carlise Landis	Creedmoor	\$250
Brenda K. Harrison	Wake Forest	\$250
William B. Perry	Franklinton	\$100
Bernard Tabourn	Kittrell	\$100
Joseph & Jackie Revill	Wake Forest	\$100
Martha M. Mason	Bullock	\$100
Roger L. Pyle	Wake Forest	\$100
Roger Overton	Creedmoor	\$100
Betty L. Boughman	Youngsville	\$100
Margaret Stallings	Youngsville	\$100
Mary M. Venable	Kittrell	\$100
Stanley & Barbara Meyers	Zebulon	\$100
Thomas Knitter	Wake Forest	\$100
Dwight Gresham	Kittrell	\$100
James R. Milligan	Wake Forest	\$100
Minnie Bell J. Watkins	Wake Forest	\$100
Melba Edwards-Chalk	Wake Forest	\$100
Selma Howard	Oxford	\$100
Charlie & Glennie Phelps	Creedmoor	\$100
Thaddeus & Portia Lemay	Kittrell	\$100
George A. Clay	Durham	\$100
George L. Bullock	Oxford	\$100

*NOTE: Wake Electric has a policy that if we draw the registration card 1) of a church, business or civic organization, or 2) of an employee of Wake Electric who is also a member or 3) of a board of director of Wake Electric who is also a member, then we will grant that member a cash prize, but will draw again until a non-employee, residential account is drawn. When this occurs, more cash prizes are awarded than the number of cash prizes originally advertised. The winners falling into that category this year are: Lisa Alexander (\$100), Wake Forest (employee); HM Dickerson (\$100), Oxford (board of directors); Town of Franklinton (\$100), Franklinton (organization); and Belton Creek Church (\$500); Oxford (organization.)*

*A team of customer service representatives register members as they arrive to the 2012 annual meeting.*

