


Member News

For Members of Carteret-Craven Electric Cooperative

Your Touchstone Energy® Cooperative 

OCTOBER 2002

NOW IS THE TIME TO PREPARE FOR “OLD MAN WINTER”

As winter approaches, the time is here to prepare for the coming cold. There are several things you can do to help keep your energy costs down.

The first is your heating system. You should have your heating system checked out each year by a qualified technician to insure it is operating to maximum efficiency. The type of inspection will depend on what sort of system you have in your home.

In our climate, one of the most efficient methods of heating is a heat pump. The heat pump is designed to provide year-round comfort in the home, and do it efficiently. When installed and operated properly, today's heat pump can provide more efficient heat than other types of heating systems. In addition, by installing an adjustable outdoor thermostat on your heat pump you have the potential to reduce your heating bill even more.

A heat pump gathers energy from outside air, concentrates that energy into heat, and then pumps the heat into your home. During periods of extremely cold weather, auxiliary strip heaters in your system supplement the heat pump and help heat your home. You get up to four times the efficiency from the heat pump as you do from the heat strips.

With most heat pumps, the indoor room thermostat can be “fooled” into making the heat strips operate. How can that happen? If you move the temperature setting up 3-4 degrees at once, the heat pump “thinks” it needs to produce more heat to catch up. This is where the outdoor thermostat comes to your rescue, not allowing the resistance heat strips to come on unless the outside temperature calls for them to operate. It is suggested the outdoor thermostat be set so the strips won't come on unless the temperature drops below 35 degrees.

The above method is a good way to save on energy costs especially if your home is frequently left unattended (as in a seasonal home) and the thermostat is set, for example, at 55 degrees. With the outside thermostat, you won't have to worry about the heat strips coming on unnecessarily when no one is there.

Contact your heating contractor about installing an outdoor thermostat on your heat pump if you decide its right for you. Here are some other checks you can do yourself to make sure your heat pump is performing properly:

TOUCH TEST - *Feel the large Freon line that runs from the outdoor unit to the house. (It is usually covered with insulation.) While the system is running in the heat mode, this line should be very hot to the touch (130 to 145 degrees). **Exercise extreme caution when performing a touch test to prevent burning!** On a 40-degree (or more) day, if this line is cool or cold, call your serviceperson.*

AUXILIARY HEAT - *The supplemental heaters normally operate at outdoor temperatures below 30 degrees F or when the compressor fails. A small light on the thermostat signals when the heat strips are operating.*

OUTDOOR UNIT - *Keep leaves, weeds, and debris cleaned away from the outdoor unit. Don't let snow build up on or around it.*

DIRTY FILTERS - *Clean or change air-return filters every 30 days.*

After you make sure your heating system is operating at peak efficiency, there are several other inexpensive areas that can benefit you in the form of energy savings.

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JOIN US FOR CUSTOMER APPRECIATION DAY

Craig A. Conrad

Executive Vice President & General Manager

Since October is National Cooperative Month, what better time than now to say thanks to you, our member-owners. Although you've heard it before, it bears repeating here. We appreciate the opportunity to serve each and every one of you. And, as a token of that appreciation, the employees of Carteret-Craven Electric Cooperative would like to invite you to stop by and let us personally thank you. On Tuesday, October 8th our Havelock office and our main office on Highway 24 will host a Customer Appreciation Day. The event will take place from 10:00 a.m. until 3:00 p.m. and refreshments will be provided for your enjoyment. In addition, a drawing for door prizes will be held. If you can't make it to the co-op, you can also register on-line by going to our website at www.carteretcravenelectric.coop and filling out the card on the opening page. We hope you'll drop in for a snack and give us a chance to personally say thank you.

Being this is National Cooperative Month, I would like to give you more information about your cooperative. Our goal is and always has been to provide you with reliable and affordable electricity for your homes and businesses. In our efforts to meet these goals, we value your input. For the past year we have been tracking customer satisfaction through surveys. Many of you have been called and we appreciate your responses and your candor.

Another way we seek your input is through your Annual Meeting. The Annual Meeting provides the

chance to meet your directors as well as the employees that work for you. If you can't attend, you are kept informed by the monthly newsletter we send each month in the Carolina Country magazine.

In recent years we've added a website to keep you up-to-date on the Cooperative and its day-to-day happenings. Many of you contact us regularly using e-mail. Our most recent survey received many responses through this method of communication. The objective is to provide you with as many opportunities as possible to get in touch with us.

Surveys, annual meetings and events like the Customer Appreciation Day help keep us focused on your needs and the priorities of the area. Being served by a cooperative gives you a say in the future and this "grassroots" approach is what helps make cooperatives strong.

The fact that we are owned by you and are local, gives you the opportunity to keep in touch with us. This puts us in a good position to listen and respond to your needs. All of the things we do such as helping consumers save energy, economic development, and volunteerism point to one thing: your electric co-op and its staff are more than an electric utility. We are a part of your community. That's what makes us strong.

Once again, on behalf of all of the employees of Carteret-Craven Electric Cooperative, I say thank you for letting us serve you and we hope to see you on the 8th of October.

CUSTOMER APPRECIATION DAY

Tuesday, October 8, 2002

10:00 a.m. til 3:00 p.m.

Havelock Office - McCotter Blvd.

Main Office - Highway 24

REGISTER FOR PRIZES!!!!!!



Executive Vice President, Craig Conrad, accepts the first place award from Michelle Gregson, 2002 Carteret County Relay For Life chairperson, on behalf of the Carteret-Craven employees. Kathy Wilson and Lynn Dickson served as co-chairs for the Cooperative team that raised \$14,069 of the county total, \$110,837. Mr. Conrad congratulated the employees for their support of this worthy cause. This was the first year the county campaign exceeded the one hundred thousand dollar amount.

DID YOU KNOW?

(Cooperative Month Fact)

Ben Franklin Started It All.

- * Benjamin Franklin began one of the first cooperatives in the United States in 1752, when he helped form a mutual insurance company.
- * Some of the best known names in American business are cooperatives. They include:
Welch's Jams & Juices, The Associated Press, Dunkin Donuts, ACE Hardware, Sunkist Growers, Blue Diamond Growers, REI Outfitters, C-SPAN, Sun Maid Raisins and Land O'Lakes just to name a few.
- * *More than 100 million people are members of 48,000 cooperatives in the United States.*
- * *There are 900 electric cooperatives in the U.S. that serve 32 million people and maintain more than 50 percent of the nation's electric lines.*
- * *North Carolina is served by 27 electric distribution cooperatives.*
- * *Credit unions have more than 76 million customers with assets in excess of \$100 billion.*
- * *More than 50 million Americans are covered by insurance companies who are owned or affiliated with cooperatives.*
- * *There are 1 million cooperative housing units in the U.S. serving all ranges of income levels and housing needs.*
- * *Food cooperatives pioneered the areas of unit pricing, consumer protection, and nutritional labeling.*

WINTER TIME-OF-USE HOURS

(October 16th - April 15th)

6:00 a.m. until 9:00 a.m. Monday through Friday

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An easy way to begin is to caulk all windows and weatherstrip all exterior doors. The cost is minimal but the return can make a difference.

Insulate around heat ducts, and seal the joints to keep heat from leaking out. You could be heating the crawl space without even knowing it. If your water heater is more than five years old, wrap it with an insulating blanket to make sure you aren't losing heat from its storage tank. Be careful to follow the installation instructions carefully if you have a gas or oil unit, to make sure you don't block vents or leave material near a flame.

Another area of importance is your home's insulation. Begin with your attic. In all but the mildest of climates, you should have 10 to 18 inches of insulation. How do you tell if your insulation is sufficient? In your attic, measure the depth of insulation between the ceiling joists. If you choose to do the job yourself, we suggest you select a product that lays between the ceiling joists.

Check your walls. If your house was built before 1960, your walls are probably poorly insulated. You can check by turning off the power at the service panel or fuse box and removing an electrical outlet cover plate on an exterior wall. If you can't see any insulation behind the electrical

box, you probably don't have any. One option is to hire a contractor to blow in cellulose insulation. Adding insulation in the walls can be difficult and costly, so unless there is no insulation in the walls at all, this may not be necessary.

Next, check the floor. Remove the crawl space cover and inspect the floor installation. Make sure the insulation hasn't fallen or there are areas where there is no insulation. Be sure to look well beyond the crawl space opening.

Each inch of fiberglass batt insulation has an R value (the amount of heat resistance) of 3.7, so you can measure how many inches of insulation you have and multiply by that amount. In

ceilings, use R-30 or more, if space allows. In exterior walls, use R-15 and in floors, use R-19.

Before you go to the home improvement store to purchase the insulation, measure the distance between the ceiling or floor joists so you will know the appropriate width to purchase.

Carteret-Craven offers energy conservation loans that could help with these projects. Call one of our Customer Service Representatives to find out more about these low interest loans.

Remember, our goal is to offer you reliable and affordable electricity. We work hard to accomplish this and with a little bit of effort on your part your electric bills should be much lower.

Heat travels in and out of your house in three ways:

- 1. Infiltration:** *air entering through the cracks in the shell of your home. If you've caulked and weatherstripped, you've taken care of this.*
- 2. Conduction:** *heat passing directly through a material. Glass, like metal, is an excellent conductor of heat, whereas fiberglass or foam insulation is a poor conductor. Wood is a mediocre conductor.*
- 3. Radiation:** *radiant heat transfers from a warm object, like the sun, to a cold object, like the inside of your home. Sunlight passes right through windows, heating objects inside. Conversely, people will radiate heat to a cold, uninsulated wall. A cold wall will essentially pull heat from you if you're sitting nearby. As a consequence, we feel colder next to an uninsulated wall than next to a well-insulated one, even if the inside air temperature is exactly the same. To compensate for this radiant heat loss, we'll probably turn up the thermostat, wasting money and energy.*

You can reach us 24/7.

Just call

1-800-682-2217 or 252-247-3107

or 1-877-677-4362 for 24-hour Account Balance.

Also, visit us on the web at: www.carteretcravenelectric.coop