


# Member News

For Members of Carteret-Craven Electric Cooperative

Your Touchstone Energy® Cooperative 

## Updates in Carteret-Craven's Fee Structure

Ever wondered about the various fees and charges you see printed on your electric bill? Well, these fees are designed to cover the cost of Cooperative personnel in handling your account. Each time a Cooperative employee is required to work with your account, expenses are generated for materials and labor. You may require disconnect or reconnect of service, meter test, payment extension, same day service or simply a credit check to avoid a deposit. All of these processes cost the cooperative and its member-owners.

<u>Connect Fee</u>	\$ 15
(new customer or location connect)	
<u>Premium Service</u>	\$ 25
(service activated same day)	
<u>Residential Deposits:</u>	
Minimum Deposit *	\$250
<u>Guarantor Fee</u>	\$ 10
(if someone co-signs for your account)	
<u>Credit Check Fee</u>	\$ 10
<i>*Residential members can avoid paying a deposit by providing one of the following; an approved letter of credit from a previous utility, a guarantor contract or a credit check. Deposits will be refunded with interest after 13 consecutive months of positive payment history.</i>	
<u>Meter Test</u>	\$ 45
<u>Trip Charge</u>	\$ 30
(anytime an employee has to go to a residence associated with bill payments)	
<u>Overtime Charge</u>	\$ 45
(services provided after hours)	
<u>Payment Extension &amp; Late Fee Charges</u>	
- The greater of \$5.00 or 1.5 %	
<i>Please review your bill to find the statement 'Current charges past due after.' It is located in the upper right corner of your electric bill and again on the return stub portion. If your current balance is not paid before that due date, you are subject to these fees.</i>	

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Carteret-Craven is proud that we have not increased service fees in the past 12 years because we have been able to absorb these increased costs through improved work efficiencies. After careful analysis, we have adopted a change in the fees associated with new services and late fees, in an effort to more closely reflect our operating costs.

You may avoid some fees, such as late charges, by making sure your payment is received by the due date listed in the upper right portion of your bill. The date is located just under the phrase "**Current charges past due after**" and payment by this date can help you avoid these fees.

CCEC will continue to contain costs and maintain work efficiencies in order to keep these service fees as low as possible. We trust you will understand the necessity for these modest increases.

The chart to the right shows the fee structure. Don't hesitate to call if you have any questions or concerns at (252) 247-3107 or (800) 682-2217. □

The Cooperative offers two easy payment programs to help you avoid some of these potential fees, Bank Draft and Equalizer. With these programs combined, all you have to do is record the amount in your check book; we'll take care of the rest! You'll have the comfort of knowing what your monthly bill amount will be since the Equalizer program

averages the previous 12-month's bills. By adding Bank Draft, your checking account will be drafted on a designated date for the Equalizer amount. It's that simple. Using these programs makes your payment convenient and helps avoid unnecessary late charges and other fees associated with a disconnected service.



Gary Zajac, Vice President Marketing & External Affairs

## Electricity - A Great Value Any Way You Look At It.

Many times I hear comments like 'we pay too much for electricity' or we perceive that 'it is not a good value.' But what is the reality? There is no doubt that electricity is an important part of our daily lives-one that we often take for granted. We don't place a value on it until its not there.

Just how important is it? Without it, life would be extremely inconvenient as shown by the recent blackouts in the northeast and midwest.

In other areas, we often judge value by the dollar amount of the product. A typical list of common items that cost approximately \$1 in a convenience store, for example, may include a 16 oz. soft drink or a super-sized candy bar. A person might not even

get home before consuming these items. We place high value to these things because they fill an immediate need.

But what about electricity then? Just what will a dollar buy? . Hopefully, the following information will demonstrate the value and bargain you get from electricity. For instance, did you know that you can run your hair dryer 8 minutes per day for 2.5 months for \$1? How about those hot showers that we all enjoy so much? Actually, for \$1 you can take a 5 minute shower 4 times a week. Pretty good deal, huh? The chart below spells out just what \$1 buys when it comes to electricity. I think you'll find it's a pretty good bargain when you consider what you get for what you pay.

**DEFINITIONS:**

**kilowatt (kW):** a measurement of the rate at which electricity is used

**kilowatt-hour (kWh):** the amount of energy used or 1000 watts used for 1 hour

\* Wattages given below are an average figure and may differ slightly from those of your own appliances. Calculations are based on an average rate of \$0.08 per kilowatt-hour.

WHAT DOES A DOLLAR BUY?		
<b>LAUNDRY/BATH ROOMS</b>		
Electric Water Heater	3000 watts	45 gallons
Shower	low-flow showerhead - 5 minute shower	15 showers
Shower	standard showerhead - 5 minute shower	4 showers
Clothes Dryer	5000 watts - full load - medium temperature	3 loads
<b>HOME CONVENIENCES</b>		
Color Television	300 watts	40 hours
<b>IN THE KITCHEN</b>		
Refrigerator/Freezer	500 watts - auto defrost - 17 cubic feet	70 hours
Microwave Oven	750 watts	16 hours
<b>HOME LIGHTING</b>		
Compact Fluorescent Lamp	15 watts = 60 watt incandescent	807 hours
Single Lamp	60 watt incandescent	202 hours
<b>HEATING/COOLING</b>		
Heat Pump (compressor)	2.5 ton - 3500 watts	3.5 hours
Ceiling Fan	100 watts	121 hours
Electric Space Heater	1500 watts - continuous	8 hours

## NEW TIME-OF-USE HOURS TO START

The Time-of-Use winter hours take effect

October 16, 2003.

These hours will be from

6:00 a.m. to 9:00 a.m. weekdays.

All other hours, including weekends and holidays are off-peak.

(Don't forget Daylight Savings Time which ends October 26th.)

For more info call

247-3107 or 1-800-682-2217

## COOPERATIVE BEGINS RATE STUDY

Everyone is familiar with the wild ride energy markets have taken over the past several years. The price of gasoline exceeded \$2 per gallon. Natural gas, long perceived to be the cheapest energy source, saw its price rise nine fold. Propane saw its prices fluctuate by 250 percent. Deregulation was implemented in some electricity markets, but instead of lower prices, the opposite happened; rolling black-outs in California, then Enron. While these changes have occurred, the electric rates for you have remained stable. Our last rate increase was in 1989, with a rate reduction implemented in 1996.

Carteret-Craven was able to avoid these fluctuations through increased efficiencies and its combined purchasing power with the 26 other cooperatives in North Carolina. We have implemented a rate study to insure that our retail rates more accurately reflect their relationship to our power purchases. Our goal is to have the most reasonable rates possible while providing you the best value for your energy dollar. We will keep you informed as we move forward. The changes are scheduled to take place at the beginning of 2004.

[www.carteretcravenelectric.coop](http://www.carteretcravenelectric.coop)

## PROTECT YOUR GOBLINS AND SPOOKS!



Always keep Jack O'Lanterns and hot electric lamps away from drapes, decorations, flammable materials or areas where children are playing or will be standing.

Only allow trick-or-treating in well known neighborhoods.

Teach children to trick-or-treat only those houses with a porch light on and to NEVER enter a stranger's home for a treat.

Make sure children trick-or-treat on well-lit streets and walk on sidewalks where possible. Never allow them to run across the street. Instead, have them cross in groups and appropriately.

Do not permit children to bicycle, roller-blade or skateboard.

Make sure a parent or responsible ADULT accompanies children on their trick-or-treat rounds and inspects ALL goodies before they are eaten.

Plan costumes that are fire retardent and bright and reflective. Use reflective tape if necessary.

Provide flashlights with fresh batteries to all children and adults to take with them while trick-or-treating.

# TAME THOSE ENERGY BILLS



As we approach the coldest time of the year (the next several months) all of us are looking for ways to manage our utility bills. There are many things that can be done and hopefully, these will help.

### Is Your Heat Pump Doing Its Best?

The heat pump is designed to provide year-round comfort to homes, and do it efficiently. This is because a heat pump gathers energy from outside, concentrates that energy into heat (during winter), and then pumps the heat into your home. However, maintenance and service are just as important with a heat pump as with other heating and cooling systems. Here are some checks you can make:

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

**DIRTY FILTERS**—Clean or change Air-Return filters every 30 days.

### How to best control the comfort of your home.

It is strongly recommended to set the thermostat at a comfortable setting and leave it. What is comfortable depends on you; however it is generally suggested to keep the temperature set around 70 degrees. Why can't I lower the thermostat to 60 degrees when I go to bed and raise it to 70 degrees when I get up in the morning? With most heat pumps, the indoor room thermostat affects the auxiliary strip heaters.



The strips turn on automatically if the thermostat changes 2 to 3 degrees. What you may have saved from the night time temperature set back is probably lost in trying to raise the temperature to your daytime setting.

Can I fix this? Yes. An adjustable outdoor thermostat that works with your indoor thermostat, does not allow the auxiliary heat strips to come on until the outside temperature goes below a certain preset temperature. The setting of your outdoor thermostat should be between 10 and 30 degrees. Contact your heating contractor about installing an outdoor thermostat on your heat pump.

### How can I keep track of my heating costs?

One way is to read your electric meter daily. Why? This will demonstrate what your daily usage is and help you compare the outside temperatures, your daily lifestyle, and your home's heating needs. As the weather gets colder, your daily usage should go up. This is normal and should not alarm you. It will also allow you the opportunity to get a better understanding of your monthly electric bill and how to better plan your monthly budget. It may also give you a better appreciation of the value of electricity by demonstrating how much convenience electricity brings to your daily life.

You can visit our website at [www.carteretcravenelectric.coop](http://www.carteretcravenelectric.coop) and download a chart to track your usage or call one of our Customer Service Representatives and they will be happy to mail you one. Our number is: 247-5103 or 1-800-682-2217.