

Member News

For Members of Carteret-Craven Electric Cooperative

Your Touchstone Energy® Cooperative 

JANUARY 2003

WHY DO ELECTRIC BILLS GO UP IN WINTER?

That is a good question and it is often asked after a cold snap when Carteret Craven Electric Cooperative members call in for one reason or another to speak with a Customer Service Representative. Even if you don't use electric heat, you may notice that your electric bill is elevated during the colder months each year. Several factors play an important role in those higher electric bills, including:

- Hot baths feel soothing on cold days and heating that extra water can increase your electric bill. Be sure your water heater is properly insulated if it's located in an unheated space.
- Colder months are synonymous with the Holidays, which often includes additional cooking and baking, let's not forget those colorful Christmas lights and additional holiday guests, all of which plays a role in electricity usage.
- Fluffing clothes in the dryer or leaving the dryer on long after clothes have dried contributes to higher electric bills.
- Shorter days bring about extended periods of darkness, which means household lights, inside and out, are turned on longer.
- Members may often notice that their heating system will operate continuously during extremely cold temperatures; this is a very important factor in higher bills.
- Electric blankets or heating pads feel particularly cozy on cold winter nights, but they too contribute to higher energy usage.
- If you leave a light bulb on in a pump house with a high wattage to add heat and prevent pipes from freezing, this will contribute to your electric bill. Be sure to cutoff these lights when the weather warms up.

We cannot control Mother Nature and the effects of winter. However, being aware of the items mentioned above, you can lesson the effect of cold weather increasing your electric bill. Another option members may want to consider is Carteret-Craven's Equalizer program. With the Equalizer plan, your monthly electric bills are totaled for the year and then divided into twelve equal payments. Members can have peace of mind in knowing what their electric bill will be each month. For more information, call 252-247-3107 or toll-free 800-682-2217 and speak to one of our Customer Service Representatives.



From The Manager's Desk "The Year In Review"

by Craig A. Conrad
Executive Vice President & General Manager

As part of our Strategic Planning process, each year we use this time to reflect on the previous twelve months which adds valuable perspective for the coming year. 2002 was a fulfilling year and I would like to share some of the important highlights.

Outstanding customer service is a priority at Carteret-Craven evidenced by the results from the Satisfaction Survey published in the December Member News. In essence, members gave Carteret-Craven high marks on customer service. Carteret-Craven's score exceeded Wall Street heavy weights like Federal Express, Duke Power, Southwest Airlines, and Sprint. It is because of the hard work our employees and contractors do everyday that we were able to achieve these outstanding results.

One of the more noticeable differences in 2002 relates to changing the Annual Meeting date from Fall to Spring. Valuable input from Carteret-Craven members prompted this change. Member response to the May Annual Meeting was tremendous with the largest attendance in recent history. More than 1,000 people enjoyed themselves while conducting cooperative business. On a special note, please mark your calendars for the 2003 Annual Membership Meeting to be held the first Thursday in May. The location for that meeting will be at the Glad Tidings Church in Morehead City and we hope you will plan to attend.

Safety is a major priority at Carteret-Craven as well as the electric utility industry. Our employees are active in the field and with that; there is exposure to potential hazards. Through our comprehensive safety program, we achieved a commendable

record in accident prevention again this year.

In an ongoing effort to improve services Carteret-Craven provides for its members, employees often seek opportunities for improvement. Early in 2002, you may have noticed a change on your monthly electric bill. With the addition of a month-to-month, yearly comparison chart, it was our intention to make your electric bill easier to read. This chart gives added information concerning energy usage from the previous to current year.

The engineering and operations department continues work efforts geared towards providing reliable electric service. Our reliability records through November show that we keep the lights on 99.99 % of the time. This is the best reliability record in the 62 years of Cooperative operations.

Future planning includes implementation of a new customer billing system that will enhance how we manage data; and long-term, this information will be connected to the our outage reporting technology. Ultimately, members will be able to access their account information via Carteret-Craven's website. The new transmission line on Highway 58 will be finished in 2003 providing additional power to the developing areas of Carteret, Onslow, and Jones counties. An added benefit will be increased reliability with this third power supply to our service area.

The employees of Carteret-Craven are committed to serving you, the member. We will carry forth in seeking opportunities for improvement, hoping to achieve a level of service that is second to none. Together, we will make Carteret-Craven the finest electric utility around.



FOUNDATION APPOINTS NEW MEMBERS

The Carteret-Craven Electric Foundation has appointed three new members to fill the positions of departing board members. The Foundation manages funds from Operation RoundUp®, a voluntary program where members' monthly electric bills are rounded up to the nearest dollar amount. Operation RoundUp began in South Carolina through Palmetto EMC. Since its beginning, cooperatives across the nation have started their own programs. Carteret-Craven has been in the program since 1999 and has awarded over \$500,000 to worthy projects.

Appointed to begin serving in January of 2003 are Ben S. Ball, General Manager of WTKF The Talk Station; Denard Lawrence, II who is a Morehead City dentist with the firm of George Edward Sutton, DDS, PA; and Scott Brooks, Brooks Funeral Home and Crematorium. The departing members are Bobby Allen Bell, Willie Ray Roberts, Jr., and Dorothy Lynch. Bell, Roberts, and Lynch have all served on the Foundation Board since its inception.

The Foundation uses the funds collected from Operation RoundUp to assist individuals and organizations with humanitarian efforts. Applicants submit applications to the Foundation Board for consideration. The Board is composed of nine volunteer appointees and one representative from the Carteret-Craven Electric Cooperative Board of Directors. Thom Styron has been appointed to this position replacing Nellie Garner.

In 2002, the Foundation provided funds totaling over \$150,000 to selected projects. These included the Relay For Life, Arts Council of Carteret County, Broad Street Clinic, March of Dimes, Children's Miracle Network, the Harlowe Senior Citizens Center, Literacy Council of Carteret County, Department of Social Services, Core Sound Waterfowl Museum, Duke Children's Pediatric Cancer Center, Hospice, NC Burn Center, Health Foundation Mobile Dental unit, area Bright Ideas Grants, college scholarships and various individual grants for emergency help to families in need.

SAFETY CORNER

Serve You Better? We Need Help!

Your electric meter is like a cash register. It records the electricity you purchase--each time you turn on a light or use an appliance. And like a cash register, your meter needs someone to read it.
YOU CAN HELP.

Sometimes our employees are greeted by big dogs. Or locked gates. Or overgrown bushes. That makes it hard to reach and read the meter safely. You can help:

- Make certain we have clear access to your meter;
- Prune any plants hiding the meter;
- Leave the dog inside or on a leash;
- Move any objects blocking the meter.

We thank you for helping keep your meter accessible.

CARTERET-CRAVEN ELECTRIC COOPERATIVE

www.carteretcravenelectric.coop

(252) 247-3107 or (800) 682-2217

For 24-Hour Account Balance Inquiry, Call Toll-Free at (877) 677-4362

With an education...
the sky's the limit!

**Scholarship Applications
Now Available**

*for children whose parents live on
Carteret-Craven*

Electric Cooperative's lines.

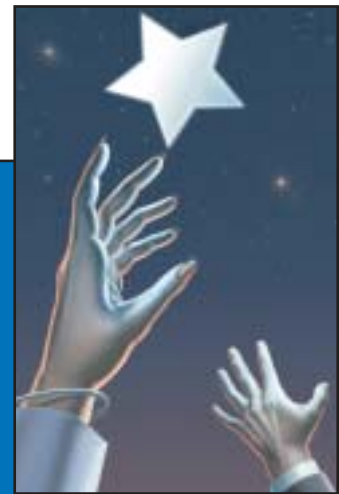
Deadline:

5 p.m. Friday, February 28, 2003

Call

252-247-3107 or 1-800-682-2217 for applications
or stop by our Havelock or Highway 24 offices.

Download an application at www.carteretcravenelectric.coop



*Scholarships made
available through:*



Bright Ideas Grants Awarded

**YOUTH
AWARDS
DEADLINE
NEARS**

The deadline for
receiving applications
for the Rural Electric
Youth Tour and the
Cooperative
Leadership Camp is
February 28, 2002.

For more information
call us at:

247-3107
or
1-800-682-2217



Bill Ward, Director of Community Relations, presents Bright Ideas check to Craven County School Superintendent, Bill Rivenbark. Craven County Schools received a total of \$8,672.10 for 7 projects and Carteret County Schools received \$8,285.90 for 9 projects. The grants are for innovative and creative educational projects not funded by normal school funds. Since 1994, Carteret-Craven has awarded over \$100,000 in grants to area schools as part of the Bright Ideas Program.