

MEMBER News

From Cedar Island to Cedar Point
and many places in between

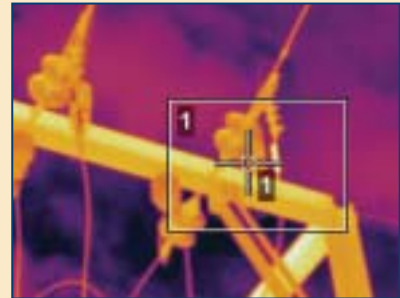
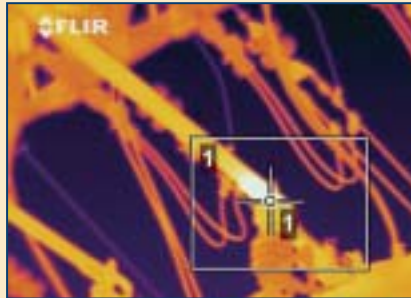
A newsletter for members of Carteret-Craven Electric Cooperative

DECEMBER 2004



Special camera helps prevent outages

Jake Joplin gets a view through a thermal imaging camera the cooperative rented recently to look for "hot spots" in equipment at our substations. The imaging was part of routine maintenance. The technology helps us find and fix problems before they cause outages. The images below show areas targeted for attention.



RoundUp rally celebrates milestone

on the web

To pay your bill online, sign up for PowerPay 24.

Go to:

www.carteretcravenelectric.coop



Carteret-Craven Electric Cooperative members have given away their \$1 millionth dollar, marking the milestone with a celebration in October. Pictured from left are: N.C. Sen. Scott Thomas, CCEC Board President J. Henry Davis, N.C. Rep. William Wainwright, Edward Dillahunt representing the family that received the grant that put the donations over the top, Congressman Walter B. Jones, N.C. Rep. Jean Preston, and Carteret-Craven Electric Foundation Board President Ben Ball.



carteret-craven electric cooperative

Directors reflect on events of 2004

Another year has nearly passed in what seems like the blink of an eye. In the rush of the holiday season, we would like to take a moment to reflect on 2004 and the things we tried to do for you - our valued cooperative members.

Early in the year, we completed our transition to new customer service and accounting computer software, which has enhanced our capabilities and efficiencies in those areas.

Later, we rolled out our new PowerPay 24 e-commerce site, which brings modern online bill paying and account inquiries to our members' fingertips via the Internet. (Just think, it wasn't so very long ago that we thought drive-through windows and automatic teller machines were "the next best thing.") PowerPay 24 streamlines bill paying and other aspects of customer service and will help us hold down future costs.

When we look at this past summer, we also notice something missing, at least in our area: hurricanes. While the season was extremely active and our friends in Florida and other points south were hard hit by back-to-back hurricanes, we are all thankful that the storms had relatively minor impact here.

Also noteworthy was a sweltering July that sent power usage soaring. But despite the heat and in comparison to the

rising prices of other fuels, such as propane, natural gas and gasoline, we were able to hold down the cost of electricity.

Perhaps the highlight of the year was reaching the \$1 million mark in Operation RoundUP®. The credit for this amazing milestone of generosity goes to cooperative members who volunteer to have their power bills rounded up to the nearest dollar.

By contributing just pennies

employees as well. Our American Cancer Society Relay for Life team raised more than \$20,000. The Harold Anderson Memorial Fund had astounding success with its first annual golf tournament. March of Dimes continues to be a favorite charity of our employees, and there are many, many more. Employees give freely of their time in other areas as well. They serve as coaches, mentors, Scout leaders, volunteers and more, giving back to their communities in ways that can't be measured by dollars alone.

As we move into 2005, we want to continue to serve you and serve you well. Gauging by our member satisfaction surveys, we must be doing something right. But that doesn't mean we can sit back and "coast." There is always room for improvement and a need for innovation, and we pledge to reach those bars no matter how high they are raised.

We wish you all a very happy holiday and look forward to serving you in 2005!



CCEC Directors, from left, Thom Styron, Jerry Meadows, Fred Fulcher, Nellie Garner, David Chadwick, Roger Jones, Arland Bell, Ralph Freeman, and J. Henry Davis

over the past five years, you have helped improve the lives of friends and neighbors in Carteret, Craven, Jones and Onslow counties. The Carteret Craven Electric Foundation, which administers the funds, strives to link individual members' donations with individual needs.

Giving back to the community is one of the cooperative's guiding principles, and that comes naturally to cooperative

Arland Bell
David Chadwick
J. Henry Davis
Ralph Freeman
Fred Fulcher
Nellie Garner
Roger Jones
Jerry Meadows
Thom Styron

Holiday lighting safety

The styles and options for holiday decorating are endless, but don't let carelessness end the joy for you and your family this season.

Be especially careful with candles. Don't leave them unattended, and do not set them near any flammable materials.

When decorating with lights, whether indoors or outside, please heed the following suggestions:

- Use only lights that have been tested for safety by a recognized testing laboratory.
- Check each set of lights for broken or cracked sockets, bare wires, or loose connections, and throw out damaged sets.

- Use no more than three standard-size sets of lights per single extension cord.
- Never use electric lights on a metallic tree. The tree can become electrically charged from faulty lights.
- Before stringing lights outdoors, check labels to be sure they are suitable for outdoor use.
- Fasten outdoor lights securely to protect them from wind damage. Use only insulated staples or run strings of lights through hooks specially made for this purpose to avoid exposing bare wires.
- Blow out candles and turn off all lights when you go to bed or leave the house.



The cooperative's offices in Morehead City & Havelock will be closed Friday & Monday, December 24 & 27, for the Christmas holiday.

CCEC Statement of Nondiscrimination

Carteret-Craven Electric Membership Cooperative is the recipient of Federal financial assistance from the Rural Utilities Service (RUS), an agency of the U.S. Department of Agriculture, and is subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; and the rules of the U.S. Department of Agriculture, which provides that no person in the United States on the basis of

race, color, national origin, gender, religion, age, or disability shall be excluded from participation in, admission or access to, denied the benefits of, or otherwise be subjected to discrimination under any of this organization's programs or activities.

The person responsible for coordinating this organization's nondiscrimination compliance efforts is the CEO and General Manager. Any individual, or specific class or individuals, who feels that this organization has subjected them to discrimination

may file a written complaint with this organization; or the Secretary, U.S. Department of Agriculture, Washington, D.C. 20250. Complaints must be filed within 180 days after the alleged discriminatory action, or by such later date to which the Secretary of Agriculture or the Administrator of RUS extends the time for filing. Identity of complainants will be kept confidential except to the extent necessary to carry out the purposes of the rules and regulation of the U.S. Department of Agriculture.



Saturday & Sunday
December 4 & 5
Open 8 a.m. both days


New Core Sound Waterfowl Museum

Shell Point,
Harkers Island

- Educational Exhibits & Programs
- Special Guests from the 2004 Smithsonian Folklife Festival
- Boat show
- Auction Saturday, 5 p.m.







Saturday & Sunday
December 4 & 5

Show and sale of decoys carved by members of Core Sound Decoy Carvers Guild

- Loon-calling contest
- Other world-famous events

Harkers Island School
Harkers Island

Core Sound Decoy Carvers Guild

252.838.8818

Cooperative Scholarships

Program provides opportunities that last well into the future

For Jenny Martin, a 2003 Havelock High School graduate, earning a four-year scholarship from the cooperative's members means more than financial help alone.



Jenny Martin
2003 recipient

"Carteret-Craven believed in me and my future and has invested in me," said Ms.

Martin, who is pursuing a teaching degree at Elon College. "As a future educator, I believe that education is the key to giving back to our community and is the best way to ensure a bright future."

If you know a graduating, college-bound senior, you should know about the cooperative's scholarship program.

Five high school seniors, at least one each from East Carteret, West Carteret, Croatan

and Havelock high schools, will be selected. Students who attend other schools, such as Jones Senior or Grammercy, are pooled with the remaining applicants for the fifth scholarship. The scholarships are for \$1,000 annually and are renewable for a total of four years.

Applicants must live on Carteret-Craven's lines (the parents' primary residence) and must be accepted at a four-year college or university or community college program.

Forms are available from the counselors' offices at each school and at Carteret-Craven's offices at 450 McCotter Blvd. in Havelock; and 1300 Highway 24 in Morehead City. Members may request applications be mailed, by calling our office at 252-727-2238.

Funds for the scholarships are provided by member donations to Operation RoundUp®, administered by the Carteret-Craven Electric Foundation.

Brief outages can be expected as crews replace transformers

Cooperative members in certain service areas will experience momentary outages this month and in January as crews replace aging pad-mount transformers and perform routine maintenance work.

There will be momentary power "blinks" as crews prepare to do the work, and longer outages as they actually change out transformers that need to be replaced. Crews will knock on doors before de-energizing a transformer to let members know.

"We don't want to inconvenience you any longer than necessary," said CCEC Line Superintendent Al Hill. "However, it is very important that this maintenance be performed to prevent larger and lengthier outages. If you

see a crew in your yard, please be patient."

There are about 300 of these transformers throughout the system, but we will be replacing only those in the following areas over the next two months:

- Cedar Island
- Atlantic
- Otway
- Beaufort
- South River
- North River
- Adams Creek
- Highway 101
- Havelock



Touchstone Energy

carteret-craven electric cooperative

Offices

1300 Highway 24, Newport
450 McCotter Boulevard, Havelock

Contact

Phone: 252.247.3107 / 1.800.682.2217
Fax: 252.247.0235

On the Web

www.carteretcravenelectric.coop
E-mail: information@ccecnc.com