

MEMBER

*From Cedar Island to Cedar Point
and many places in between*

News

A newsletter for members of Carteret-Craven Electric Cooperative

APRIL 2005



OFFICIAL NOTICE

The Carteret-Craven Electric Cooperative **Annual Meeting** of members is scheduled for Thursday, May 5, at Glad Tidings Church on Country Club Road in Morehead City.

Registration will begin at 5 p.m. Carteret-Craven's Relay for Life fund-raising team will provide refreshments in the Family Life Center at the church. Newport Middle School's jazz band will entertain in the sanctuary from 5:30 to 6 p.m. The Croatan High School chorus will per-

form selections from their spring presentation of "Hello, Dolly!" from 6 to 6:45 p.m.

Health screenings will be available from 5 to 6:30 p.m. in the Promise Land room. The screenings include glaucoma, blood sugar, and blood pressure checks.

The business meeting will be called to order at 7 p.m. The program will include reports from officers and committees as well as the selection of three directors. The nominations committee has met and placed into nomination the following incumbent

members for three-year directorate terms:

Nellie Garner from District 5, which includes cooperative service areas in and around Newport, Wildwood and Morehead City.

David Chadwick from District 7, which encompasses service areas in eastern Carteret County, including Otway, Straits, Fire Tower Road, Atlantic and Cedar Island.

Jerome "Jerry" Meadows from District 9, which is a board seat held by a minority cooperative member representing the entire cooperative service area.

on the web

Your cooperative is involved in the communities it serves.

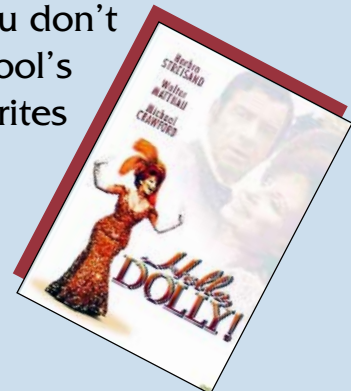
To find out more go to:
www.carteretcravenelectric.coop

Click on "Community Involvement"



Annual Meeting Entertainment Lineup

Be sure to come early so you don't miss Newport Middle School's Jazz Band, performing favorites from 5:30 to 6 p.m. and Croatan High School Chorus, performing selections from its spring presentation of "Hello, Dolly!" from 6 to 6:45 p.m.



Former CEO highlights co-op's strengths

In February I had the opportunity and pleasure of working with Carteret-Craven Electric Cooperative as facilitator of their strategic planning process. Twenty bright, focused, and motivated employees greeted me eager to discuss the challenges and opportunities that lay ahead for the Cooperative in the next few years.

The tone of the two-day retreat was set for me because I knew in advance, among other positives, that CCEC was a national leader in delivering customer satisfaction. The American Customer Satisfaction Index (ACSI) provides a uniform and independent measure of consumer



Ed Brown, former CEO of Four County Electric Cooperative, facilitates CCEC's strategic planning retreat in February.

experience with nearly 200 of the leading corporations in America. Electric cooperatives like CCEC survey core questions and submit them to ACSI for comparison of their performance with leading companies across the business spectrum.

I examined the data and found that CCEC has consistently achieved an ACSI score of 87-89 compared to the highest investor-owned utility (IOU) score of 80-82. As a

group, the IOUs average score is in the 70s while the cooperatives are in the low 80s. CCEC consistently has statistically superior satisfaction scores compared to other electric utilities, and most importantly, is providing a high level of service to its 30,000 member-owners.

Given this backdrop of achievement, it was somewhat predictable -- as we went through the strategic planning process for two full and grueling days -- that we would find more positives by far than negatives and more strengths than weaknesses, and that was indeed the case. Success doesn't just happen. It is usually the result of strong leadership with a vision, a team of employees who share the vision and work hard each day to achieve it, and a culture that is created where success thrives.

In our planning process, we first did a reality

check on CCEC's mission statement to ensure that it clearly communicated the purpose of the cooperative and the unique contributions it makes. We then worked to build a vision statement to answer the question: What do we want CCEC to look like in the future, say five years from now, knowing it will not, and should not, be the same as today?

We also identified the values that CCEC feels are essential in all relationships, such as integrity and accountability, that will support the mission and vision and set an expectation of behavior for all those representing the cooperative.

The planning team identified the strengths, weaknesses, opportunities, and threats (SWOTs) the cooperative faces related to the critical issues identified earlier. Again, I was impressed with the strengths of this cooperative. Certainly the cooperative's community involvement, youth activities, and partnership with local schools were duly noted as strengths as well. We examined weaknesses and threats and found them to clearly be manageable. We looked at key data supplied by the cooperative's financial lenders, and saw, among other favorable attributes, the following:

- *Extremely reliable electric service to members in terms of average outage hours per consumer.*
- *Low operating expenses per kilowatt-hour (kWh) sold.*
- *Low revenue per kWh sold compared to other co-ops that purchase power from the same wholesale supplier, which translates into lower rates to members.*
- *Low system (line) losses, a measure of electric system efficiency obtained by sound engineering planning that contributes to lower rates.*

My parting impression was that this cooperative is providing a tremendous value to its members in reliability, rates, and customer satisfaction. It is committed to enhancing its communities and improving the quality of life for members and others through economic development, support for schools, youth programs, and the involvement of employees in numerous community and civic activities.

The Board of Directors and employees should rightly take great pride in their accomplishments. Truly, this is an exceptional organization by all measures!

Spring planting, playing & electrical safety

It's the season for spring planting, home renovations, outdoor recreation and other seasonal activities. But any of those can be costly or even dangerous if you don't steer clear of overhead and underground power lines.

When digging in your yard or doing other landscaping work, be careful where you dig. If you hit an underground power line, you could be seriously injured. Underground power lines are well-insulated, but digging a foot or two in the wrong direction can damage those lines, causing an immediate outage or contributing to an outage that occurs days, weeks or months later. Hitting a power line can also create a shock.

If your electrical service runs underground, you should call 247-3107 before digging, excavating, setting a mailbox or fence post or plant-

ing trees and bushes. If you have some heavy digging to do, you might be better off calling a professional.

Contact with overhead wires, however, causes more problems than digging. When making roof repairs, cleaning gutters, or simply moving a ladder, a long board, pipe or pole, you should be alert for lines within reach. Look over the job before you start and stay clear of potential hazards. The best way to avoid a tragedy is to simply avoid working near power lines.

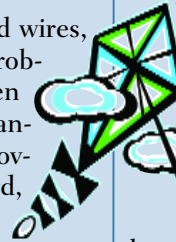
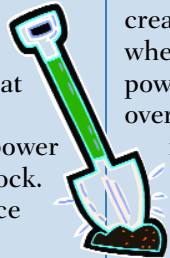
Trees conduct electricity and create potential safety hazards when their limbs grow close to power lines. A child climbing an overgrown tree can easily come in contact with a live power line and risk electrocution.

Kite flying, too, should be fun, not fatal. You should know the hazards of kites in power lines. Fly kites in open areas, away from power

lines and busy streets. Make sure you use a dry and non-metallic string. If a kite gets snagged in a tree or power line, don't try to pull it loose or climb up after it. Just leave it alone.

On the water, overhead power lines sometimes are nearly invisible. If you're enjoying a day of boating, it's easy to forget that power lines frequently cross even large bodies of water. Never assume your boat's mast, antenna, or other equipment will clear an overhead power line even if you've traveled under it before. The tide and boat drafts change. A miscalculation can be fatal.

When you're around a harbor or moving a boat on land, know where overhead power lines are. Never let any part of your mast, antenna or craft get closer than 10 feet from any line. That's not only good boating safety, it's good sense.



Carteret-Craven Electric Cooperative's

RELAY FOR LIFE TEAM

RALLY for RELAY



Saturday, April 16, 2005

Cedar Point to Cedar Island

\$20 per Bike

All proceeds go to American Cancer Society's Relay For Life

You can register the day of the ride, from 8-10 a.m.
at Golfin' Dolphin near Highway 24 & 58 in Cape Carteret.
Just follow the signs.

Anderson tournament to help those less fortunate

This time last year, we began organizing the first annual Harold Anderson Jr. Memorial Fund Golf Tournament to honor the 29-year veteran of the cooperative who lost his life while restoring power during Hurricane Isabel.

Thanks to many supporters, we not only met those goals, but the tournament exceeded all expectations. Money raised helped buy supplies for 125 children who would have otherwise arrived at school last fall without the tools they needed. At Christmas, the memorial fund, along with cooperative members and employees, were able to provide gifts, clothing and food to 20 families who had fallen on hard times.

This year's tournament will begin at 2 p.m. on Saturday, June 11, 2005, at Star Hill Golf Club in Cape Carteret, and we are seeking sponsors and players to help make the event even more successful.

player information		prizes	
Individual Player	\$ 70	1st Place Team	\$400
Team	\$ 275	2nd Place Team	\$200
Mulligans & Red Tees	\$ 10	3rd Place Team	\$100
<i>Costs includes green fees, cart, beverages, golfer's pack, range balls, prizes, and tournament dinner.</i>		Last Place Team	\$100

Help us keep the giving spirit alive! For sponsorship opportunities or more information, contact: Richard Tuttle at 252.727.2267 or Bill Ward at 252.727.2251.

Avoid phone delays by picking your days

As our lives become busier and busier and we become more accustomed to getting information nearly instantly, it's tough to be put on hold when you make a phone call. At Carteret-Craven Electric, we take pride in trying to answer your call promptly, accurately and efficiently, but there are peak times when there just aren't enough people to answer each call on the first ring or two.

Mondays and Wednesdays are the busiest days, says CCEC Manager of Customer Services Cheryl Slater. Mondays are busy because people have saved their questions from the weekend. Wednesdays bring a high number of calls into the office because that is

“cut-off” day for those who are trying to get their bills paid before their service is disconnected. Call volume is higher as well at the first of the month and the middle of the month, Slater continued.

If you have general questions that are not urgent, you might want to try calling on Tuesdays, Thursdays and Fridays, Slater said. Better yet, you may find the information you are looking for by accessing our Website:

www.carteretcravenelectric.coop.



carteret-craven electric cooperative

Offices

1300 Highway 24, Newport
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Contact

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On the Web

www.carteretcravenelectric.coop