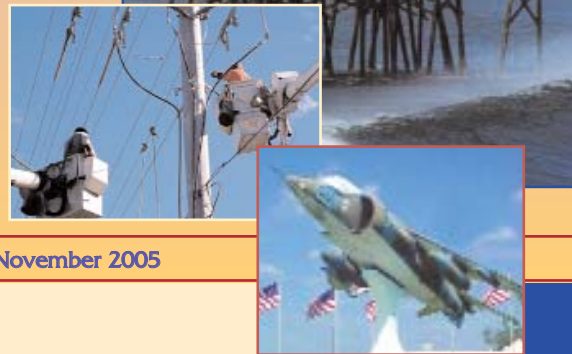


# MEMBER

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

# News



A newsletter for members of Carteret-Craven Electric Cooperative

November 2005

## Fuel market volatility

*Price increases, unpredictability present budget challenges*

Carteret-Craven is bracing itself for higher fuel prices in 2006 as the nation's energy markets continue to rise and maintain themselves at record levels.

Over the past couple of years, the price of coal has nearly tripled and the prices of natural gas and petroleum have followed this trend. Recent hurricanes in the Gulf have added to these problems.

"These unanticipated

increases in the cost of fuel used for the generation of electricity are having a significant impact on the wholesale power costs for the cooperative over what we had projected for the year," said CCEC CEO Craig Conrad. "Looking at projections for 2006, it will be even worse if this alarming trend continues or if the costs for fuel remain at these levels."

As the 2006 budget planning continues, the coopera-

tive's directors will look hard at data and projections in the energy market to get as accurate a prediction of fuel costs as possible. "We won't know what we will have to do with rates or power cost adjustments until we get through the budget process," Conrad said. "But our members can rest assured that we will do everything in our power to keep costs under control to minimize the impact on their electric bills."

## Members using online banking need to update address

If you pay your electric bill through online banking services offered by your financial institution, you need to update your account to reflect the cooperative's new mailing address (PO Box 1490, Newport, NC 28557). Better yet, CCEC offers two options that will assure your payment is posted in a timely manner: PowerPay 24 and automatic bank draft.

### *on the web*

Want to find out what's going on in your area? Go to the "community calendar" link at:

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



PowerPay 24 gives you two online options, electronic check (drafted by computer from your checking or savings account) or credit card. Unlike online banking, which takes three to five days for your account to be credited, with PowerPay 24 you are notified immediately that the bill has been paid. Sign up for PowerPay 24 at [www.carteretcravenelectric.coop](http://www.carteretcravenelectric.coop).

With automatic bank draft, we draft your payment from your checking or savings account on a specified date each month. To sign up, call us at 252.247.3107 or visit our office in Morehead City or Havelock.

**Carteret-Craven's offices in Morehead City and Havelock will be closed Thursday & Friday, Nov. 24 & 25, for Thanksgiving.**



## Cooperative employees, members are committed

While few of us anticipated what slow-moving Hurricane Ophelia would do along our coast, the cooperative had no doubt that its employees were up to the task of restoring power.

But perhaps more importantly, cooperative members demonstrated that they could handle the worst the storm had to offer and were patient, supportive and understanding of daunting task employees faced before, during and after the storm.

As Hurricane Ophelia approached, the 80-plus employees packed up provisions for several days, set up camp at the office and went to work.



*Cooperative teamwork among CCEC, other cooperatives and contract crews, our members and the communities we serve were what helped all of us get through the trials and tribulations of Hurricane Ophelia.*

When the weather abated, the cooperative's line crews, along with crews from four sister cooperatives and contract companies in the state, began the arduous task of clearing trees and limbs from power lines and replacing or repairing damaged equipment. At the office, employees from every department took on important tasks to keep the restoration operation running smoothly - answering member calls, dispatching crews in the field, collecting and delivering equipment, providing meals, communicating with county emergency management officials and the media, and more.

At the peak of the storm, more than 26,000 of the cooperative's 35,000-plus consumers were without power, but the storm team worked efficiently, with safety foremost in their minds, to get the lights back on to nearly everyone in less than 48 hours. They couldn't have done that without the support of the membership, county and municipal officials and the business community. Several businesses donated or discounted food or just opened up so the cooperative could get much-needed supplies. Many members cheered and passed on kind words to the crews in the field or took the time to say "thanks," by phone or e-mail:

*Dear Customer Service,*

*I know in these times that "thanks" are sometimes few and far between, but I would like to say just that to your organization. Not once during hurricane Ophelia did we lose power in the Bur Oaks subdivision on Nine Mile Road. I have seen all of the work that has been put into keeping the tree limbs away from the power lines, etc. and it really seems to have paid off. Having power during the whole ordeal not only comforted our 6-year-old daughter, but enabled us to keep abreast of what was transpiring outside.*

*Please accept this big THANK YOU, and keep up the great work.*

*~ Tom, Becky, and Carmen Wheeler*

*Please relay my most sincere thanks to the guys in the field who worked so hard and overtime to get the power back on from Ophelia. It may not seem to be appreciated and they all had rather be home with families, but it does matter and does not go unappreciated...THANKS GUYS!*

*~ Susan S.*

As a Touchstone Energy® cooperative, Carteret-Craven is committed to the communities it serves, and our members believe in that commitment, too. Other communities could learn a lesson from the way our citizens, public servants, businesses and others pull together to look after one another and make the best of a tough situation.

*CCEC IT Specialist David Hughes, far left, and Director of Purchasing & Technical Services Ken Baysden, unload six computers at Broad Creek Middle School. The used computers were donated so the school can loan them to students who don't have computers at home.*



## Co-op helps school meet students' computer needs

The cooperative has donated six computers to Broad Creek Middle School to help students become more familiar with technology.

The state requires students to pass a computer competency test in the 8th grade, but that can be difficult for students who don't have computers at home.

"In the age of technology, it is very important for students to have computer access," said Broad Creek Middle School Principal Cathy Tomon. "I came up with the idea of surveying students to find out how many don't have computers at home."

The survey indicated that 39 students out of 570 didn't have home computers, she said. To remedy that, the school is seeking donations of computers that can be loaned to those students.

Ken Baysden, Carteret Craven's Director of Purchasing & Technical Services, serves on the middle school's advisory committee, where he learned about the proposed project. He brought the idea back to the cooperative, and the six surplus, used computers were given to the school.

The students who receive computers would be allowed to keep them until they finish the eighth grade or relocate to another school for any other reason. If Broad Creek gets a big enough supply, students would be able to trade out any computers that break.

"Today's kids know more than any of us ever did growing up. They are really good with the technology, but these students just don't have access to it," Ms. Tomon said. "It is my goal that by the end of the year, every student in the school will have access to a computer at home."

The survey also showed that 86 students don't have Internet access, and that will be the school's next step - finding sponsors to help those students get Web access.

If you have a computer to donate, you can call Ms. Tomon at (252) 247-3135.

## Cooperative directors endorse Carteret County school bond

The Carteret-Craven Electric Cooperative Board of Directors passed a resolution last month in support of the bond referendum to fund critical structural renovations, building expansions and system improvements for public schools in Carteret County.

In its resolution, the board stated that it believes education is "critical to maintaining the quality of life for all our citizens and the health, safety and welfare of our young people" and for "building a strong foundation for the future of the county's youth."

# Cooking is leading cause of Thanksgiving fires

For many, the family dinner is the highlight of Thanksgiving, but keep in mind that cooking-related fires peak on Thanksgiving, more than 2,200 incidents. Nearly 85 percent of those involve stoves or ovens.

This holiday season, Underwriters Laboratories Inc. and the Association of Home Appliance Manufacturers offer these ingredients of kitchen safety, whether you're stirring up a quick dinner or creating a multi-course masterpiece.

**Supervision is key.** Never leave cooking food on the stovetop unattended and regularly check food cooking inside the oven.

**Get in the zone.** Keep kids and pets away from cooking area by creating a 3-foot safety zone around the stove.

**Keep away from the heat.** To reduce the chances of bumping pots and pans and spilling their contents, turn handles in, but away from hot elements and burners.

**Keep it clean.** Keep the cooking area clear of anything that can burn, such as towels, potholders and food packages.

**Roll 'em up.** Wear short, close fitting or tightly rolled sleeves. Loose clothing can dangle onto burners and catch fire.

**Too hot to handle?** Use thick, dry, flame-resistant potholders when handling lids and pans. A wet potholder or mitt can scald if the moisture becomes heated.

**Keep a cool head.** In the event of a

range-top fire, put on an oven mitt and smother the flames by turning off the burner and carefully sliding a lid on the pan. Leave the lid in place until well cooled. Never carry the pan outside.

**Water and grease don't mix!** Never use water or flour on a grease fire. Doing so can shoot burning grease around the kitchen, actually spreading the fire.

**Use the right tools.** If you're familiar with using a multi-purpose fire extinguisher, keep one handy in the event of a grease fire. Make sure you know how to properly use a multi-purpose fire extinguisher.

**Prevent flame spread.** If you have an oven fire, immediately turn off the heat and keep the door closed to prevent flame spread.

**Call for help.** If you can't extinguish the fire yourself, leave your home, call 911, and wait in a safe place.

**Life-safety devices a must.**

Make sure you have working smoke alarms in your home. Never disable smoke alarms, and check them regularly.

**Escape plans for everyone.** Develop a fire escape plan with family members and make sure all family members know at least two ways out of the home.

**Get out and stay out.** Never return to a burning building for any reason. Belongings can be replaced, lives can't!



## Hurricane Katrina Relief

CCEC's members and employees have contributed more than \$1,500 in aid to cooperative employees in Louisiana and Mississippi who lost their homes or suffered damages during Hurricane Katrina.

"One thing that makes cooperatives special is their unity, particularly in times of need," said Carteret-Craven CEO Craig Conrad. The Katrina Relief Fund was established through the Carteret-Craven Electric Foundation.



**carteret-craven electric cooperative**

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**On the Web**

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