



Cooperation among co-ops



From the desk of
CEO & General Manager
Eddie Oldham

Over the years, you've probably heard us mention "cooperation among cooperatives." This is one of the core principles that sets the cooperative network apart from other types of utilities. With over 900 electric cooperatives across the country, this principle is built upon leveraging one of the greatest strengths of the cooperative network; its people.

During times of need, as well as during the everyday course of business, we are constantly working with our sister co-ops across the state and country. In addition to sharing ideas, new programs, and ways to continue providing the best service for members, storm recovery is when the cooperative network truly shows its strength.

We have been very fortunate over the years to receive help after major storms from other co-ops throughout the southeast, as well as up and down the east coast. Recently, after hurricanes Mathew and Florence, crews came from as far as Alabama and Connecticut to help us restore power.

While we receive help, we are also quick to send help when others are in need. We frequently send crews

to other co-ops across North Carolina, and after major storm events like hurricanes, we send crews wherever the help may be needed.

After recent hurricanes Laura and Sally, we aided co-ops along the Gulf coast, but in much different ways. Following Sally, a group of our lineworkers packed up and headed down to Alabama to aid Baldwin EMC rebuild their system, and following Laura, we did something new to us, customer service assistance. Beauregard EMC in Louisiana was completely ravaged by Laura and in the aftermath, their phone system was down for several days. With some quick thinking and dedication from their staff as well as ours, our customer service team was able to field calls from their members for several days after the storm. While a much different type of aid, our CSRs worked day and night to help in any way they could.

We are very thankful for our strong cooperative network and great employees here at Central. We are all stronger together, and always working hard for you, our members. We are #coopstrong.

Eddie B. Oldham

