



Always here for you



From the desk of
CEO & General Manager
Eddie Oldham

The past few months have been a challenging time for all of us. Not just here in central North Carolina, but across the world. In March, when the pandemic first began, it was almost unthinkable that we would still be sorting through the aftermath in September. But here we are today, summer quickly coming to a close soon, and we are still dealing with the impacts of COVID.

Despite all of the challenges and uncertainties, as your local, trusted energy cooperative, we have been working hard to be there for you, our members. We understand the importance of community. It is vital to our business model and a core component of what we stand for.

Being there for you comes in many different forms. We always strive to be there for you financially, providing you value for the service you receive. That's why from the start, we were quick to put in place measures to help ease the economic burden for our members, including postponing disconnects and waiving late payment fees, which remained in place through July 29. At the beginning of August, we were able to return to more of a "normal" business schedule. However, we also understood the financial burden for some of our members was still there. Which is why we put in place measures to help further ease the impact of the previous few months, stretching out accrued balances over a 12-month period of time.

We've also made significant changes to our Annual Meeting of the Members this year, coming up right around the corner next month. To continue protecting the health and safety of our members and employees, we are moving to a virtual format for this year. While we are disappointed to not be able to see our members at the Civic Center, we are excited about the opportunity to bring the co-op to you in your home. Each of you are an important part of our co-op community, and the meeting serves as our way to keep you up-to-date on how we are working hard for you, each and every day.

Be sure to read through the meeting information included with the magazine this month, and also register your participation in the meeting by submitting either an online or mail-in voting ballot. We look forward to hopefully seeing you again in person next year, and be sure to tune in to the live stream on Oct. 2 at 10 a.m.

Even though at certain moments it may still be hard to see, hopefully we are moving towards the return of normalcy in our near future. We all know the old saying that the light at the end of the tunnel could in fact be a freight train coming our way, but I choose to remain hopeful and believe that there is in fact an end in sight, no matter how far away.

When we look back at this moment in time, I hope one thing shines through, how we all came together to get through it. Community is important and that is what the co-op is all about. Your co-op has been here for you from the start, and we're still here for you today, just as we will be tomorrow.