

NEWS Central

Monthly newsletter from Central Electric Membership Corp.

JAN 2018

POINT OF VIEW

Stay vigilant against scams

OPERATION ROUND UP

Supporting our communities

SPORTS CAMPS

Accepting applications

Make 2018 a year of energy improvements

“Dropping the ball” is a good thing when you’re ringing in the New Year, but not if you’re missing an opportunity to save energy and money. By making small improvements in 2018, you can realize significant savings that will pay back by reducing your energy expenses.

Use the following co-op programs and tips to become more efficient and save money all year.

- ▶ Switch over to the FlexPay program. FlexPay gives you the power to manage your payments and closely monitor your energy use.
- ▶ Speak with the cooperative’s energy auditor to identify the



Weatherstripping and caulking around doors and windows is a cost effective way to seal up your home this winter. It will help keep chilly air outside and heated air inside.

areas in your home that could benefit most from energy efficiency improvements.

The free audit is tailored to your energy consumption and needs and can help cut your energy expenses throughout the year.

- ▶ Sign up for free account alerts, including a high usage alert, through the billing portal at CEMCPower.com. This will help you track and manage

your energy use year-round.

- ▶ Have your HVAC system serviced by a professional at least once a year to maintain its performance. The spring and fall are great times to have this done.

▶ Invest in a programmable thermostat. These can help you save money by automatically adjusting the temperature during certain times, like when you are away during the day or asleep at night.

- ▶ Make the switch to LED light bulbs. These bulbs are much more energy efficient and use 75 percent less energy and last up to 25 times longer than incandescent bulbs.

2018
HAPPY NEW YEAR

- ▶ The CEMC office will be closed Monday, Jan. 1, for the New Year’s holiday. Crews will be on-call. Have a Happy New Year and best wishes in 2018 from Central Electric.

POINT OF VIEW

Scams are still out there

From the desk of CEO & General Manager Morris McClellion

Unfortunately, in today's world, scams are inevitable. Scammers can threaten you with everything from legal action involving the IRS to turning off power to your home.

Utility scams often involve an individual or group posing as an employee of your electric cooperative. The scammer may use threatening language in order to frighten you into offering your credit card or bank account information. Don't fall victim to these types of scams. Understand the threats posed and your best course of action:

- ▶ If someone calls your home or cell phone demanding you pay your electric bill immediately, gather as much information as you can from that individual, hang-up the phone and contact the local authorities. Scammers often use threats and urgency to pressure you into giving them your bank account number or loading a pre-paid credit or debit card. **The co-op will never demand instant payment to prevent disconnection. If you have any doubts about your utility bill, contact the co-op immediately.**
- ▶ If someone comes to your home claiming to be a Central Electric employee attempting to collect money, call the co-op and authorities immediately. The co-op will never come to your home and demand money. Do not let the individual into your home.

There are other types of scams consumers should watch out for:

- ▶ Government agencies like the IRS will never call to inform you that you have unpaid taxes or other liens against you. You will always receive this type of information in the mail. If someone calls claiming to be the IRS, hang-up immediately.
- ▶ If you receive an email from an unknown sender, an email riddled with spelling errors and typos, or an email threatening action unless a sum of money is paid, do not click any links provided within the email, and do not respond. Simply delete the email, or send it to your spam folder.
- ▶ If someone calls your home claiming to have discovered a virus on your computer, hang-up. This caller's intent is to have you install dangerous software on your computer, allowing them access to personal information you may be keeping on your computer.

We want to make sure you avoid any and all types of scams that could put you or your financial information in jeopardy. If you have any questions or would like more information about how you can protect yourself from scammers, contact us at 919-774-4900.

Until next time,

Morris McClellion



HOW TO SPOT A SCAM

Don't become a victim.

In one of the most common scams, a caller may:



Pretend to be from Central Electric (Your caller ID may even display our name.)

Threaten to turn off power to your home or business within an hour.



Demand immediate payment – often by prepaid debit card.

Suspect a scammer? Here's what to do:

- 1 Hang up.
- 2 Call Central Electric.
- 3 Call the police.

Operation Round Up® making a difference

Thanks to the Operation Round Up program, powered by voluntary donations from Central Electric members, over \$28,000 is being put back into the local communities to provide assistance for worthy projects. Grants were recently awarded to the following nonprofit organizations:



Zac West, Branch Executive Director, accepts a grant check for \$1,500 on behalf of the Ingram Family YMCA of Lee County. The grant funds will be used to support the Y-Learning program at B.T. Bullock Elementary School in Sanford.

- ▶ Boys & Girls Club of Central Carolina, Lee County, \$3,000
- ▶ Broadway Lions Club, Lee County, \$3,000
- ▶ Chatham, Harnett, Lee and

- Moore County Social Services, \$7,000 total
- ▶ Chatham Outreach Alliance, Inc./CORA Food Pantry, \$3,000
- ▶ High Hopes Chorus, Lee County, \$500

- ▶ Ingram Family YMCA, Lee County, \$1,500
- ▶ Lee County High School Skills USA, \$1,000
- ▶ Moore County Special Olympics, \$1,500
- ▶ Northwood High School Skills USA, Chatham County, \$1,000
- ▶ Taylor Dance/The PlayHouse, Moore County, \$2,000

- ▶ Temple Theatre, Lee County \$3,000
- ▶ Triangle South Literacy Works, Inc., Harnett County, \$1,000
- ▶ Western Harnett Overhills-Area PTO Thrift Store, \$650

Outage texting service

Losing power can be frustrating. That's why the cooperative is continually looking for ways to keep you connected, even when the lights go out. Since today's consumers are more mobile than ever, the co-op is excited to introduce a new outage texting resource to its members.

To opt-in to the texting service, text "PWR" to 800-446-7752. Once you are opted-in, simply text "OUT" if you experience a power outage and then follow the prompts. This will report your outage to the cooperative, and better yet, when you text "STATUS," you will receive restoration updates specific to your outage. You can find out if a crew has been dispatched and you can also see if your power has been restored.

Before you take advantage of this service, it is essential to log in to the Member Services Portal at CEMCPower.com and make sure the co-op has your most up-to-date mobile number. The service will not work if the mobile number is not attached to your account. You can also continue to report outages by calling 877-766-6769 and track progress through the co-op's website.





Youth Tour deadline Jan. 26

Each year, Central Electric sponsors two rising high school juniors or seniors on the trip of a lifetime to Washington, D.C., in connection with the Electric Cooperative Youth Tour.

While in D.C., they'll join 1,800 other students from across the country to meet members of Congress and learn more about American history and the electric cooperative business model.

The Youth Tour provides a great opportunity to engage with the political process and interact with representatives in D.C. Each year, representatives come back

with an exciting perspective on the democratic process and cooperative model.

You know what else? The trip looks great on college applications, and participants will make new friends from all over the country.

Think you may be interested in this great opportunity or know someone who would like to go next year? The 2018

Youth Tour trip will be June 9-15 and **the deadline for all applications is Jan. 26.**

Visit CEMCPower.com to download the application or to find out more information on this incredible opportunity.



Central Electric
Membership Corporation

A Touchstone Energy® Cooperative

Morris McClellion
CEO & General Manager

DIRECTORS

Rebecca G. Cogan, *President*
Tommy Dalrymple, *Vice President*
James B. Brooks, *Secretary-Treasurer*
W. Phillip Thompson, *Asst. Secretary*
Frank Comer III, Edith C. Cox,
Dr. Nancy G. Holmes, Henry Outz,
Tim Priest and Henry Randolph.

128 Wilson Road, P. O. Box 1107,
Sanford, NC 27331

Office Hours: 8 a.m. - 5 p.m.

Phone: (919) 774-4900
To report an outage
24 hours a day: (877) 766-6769

James Taylor, *Editor*

This institution is an equal
opportunity provider and employer.

Touchstone Energy Sports Camp

Central Electric annually awards two Touchstone Energy Sports Camp Scholarships to local students in Chatham, Harnett, Lee, Moore, or Randolph counties. A young man will be selected to attend the Roy Williams Basketball Camp at the University of North Carolina at Chapel Hill and a young woman will be selected to attend the Wolfpack Women's Basketball Camp at NC State University in Raleigh.

To be eligible to apply, the student must be in the sixth, seventh or eighth grade during the upcoming school year, have permission from a parent or guardian to attend the overnight camp and must be able to provide their own transportation if selected to attend.



The deadline for all applications is March 31. Visit CEMCPower.com to download the applications, or contact Janet Jackson at (919) 708-1638 for more information.