

# NEWS Central

JUNE 2020

Monthly newsletter from Central Electric Membership Corp.

## Stay connected by utilizing member services

At Central Electric, our focus is not only on providing you with safe, reliable and affordable power, but also providing you with services to help you easily manage your account and take control of your energy use. Here are a few services available for you to take advantage of:

**Mobile app.** On the go and want to check your energy use or make a payment? Since our members are more mobile than ever, the cooperative has a variety of mobile services available to meet you right where you are, wherever you are. If you have not done so already, download our free mobile app by searching “Central EMC” in either the App Store or Android Market.

**Alerts and reminders.** Once you download the mobile app or visit the account portal, make sure you check out the selection of account alerts and reminders available to you. Ranging from a high usage alert to due date and payment reminders, these notifications are meant to help



### Co-op Toolkit

- ▶ Mobile services
- ▶ Alerts & reminders
- ▶ FlexPay

Much like the toolkit you have at home to help with home improvements, your cooperative also has a “toolkit” of services available to help you manage your account and take control of your energy use.

you stay in touch with your account and usage.

**FlexPay.** Are you looking for ways to manage your energy costs? We may have the answer for you. The co-op’s FlexPay program gives you the power to manage your payments and closely monitor your energy use. To learn more about the FlexPay program or to see

about transferring an existing account onto FlexPay, visit the “Payment Options” page at [CEMCPower.com](http://CEMCPower.com).

We know our members like convenience and being connected, which is why we are constantly looking for ways to provide you with services to help make managing your account and energy use a breeze.



**JUNE 26** is the deadline to submit report cards for the Give Us an “A” drawing. Four times each school year, Central Electric will award a \$25 Visa gift card to four winners with at least one “A” and a \$50 Visa gift card to one winner with all “A’s.” Enter at [CEMCPower.com](http://CEMCPower.com).

**JULY 15** is the deadline for third-quarter Operation Round Up® grants. Recipients will be announced after the Trust board meeting on Aug. 15.



# POINT OF VIEW

## We're all in this together

*From the desk of CEO & General Manager Eddie Oldham*

“As we continue to move forward and work together to recover from this unprecedented time, we at Central Electric are thankful for our communities. We are all in this together and we are here for you every step of the way.”

Recent circumstances surrounding the COVID-19 pandemic are unlike anything most of us have ever dealt with, and as your local, trusted energy partner, we at Central Electric have been working hard to continue providing the service you expect. Supporting our members, as well as the local communities we serve, is a vital part of our mission, which is now more important than ever. We are committed to helping our members and local communities through this difficult time.

While far from normal, our business operations have remained ongoing to ensure a high-level of service for our members. As of writing this column, our office has been closed to walk-in traffic, but our drive-thru has remained open to assist members who may wish to make a payment to their account in person. Most of our office personnel have been working remotely and our operations personnel and line workers have been working on staggered shifts.

Despite the unusual circumstances, we have been doing our absolute best to adhere to social distancing standards and our employees are continuing to work hard on behalf of our members. All decisions on how we continue to operate will be made based on guidance of the U.S. Centers for Disease Control and Prevention (CDC).

Over the last few years we have made it a priority to continue evolving and become available to our members in a variety of different ways, and this has certainly been extremely beneficial during this time. In addition to our physical office, if you need

to get in contact with us, we remain here for you. In addition to our online resources, including the member service portal, our free mobile app and services such as online chat through our website, our great team of call center agents are available to you by calling 1-800-446-7752.

We also understand these are challenging economic times due to the possible unforeseen financial circumstances brought on by the impact of COVID-19. We care about those we serve, which is why we are here to help. During the pandemic, we have taken numerous measures to make sure we are looking out for our members when they need us most. To help ease this burden, we postponed disconnects for nonpayment, waived all late payment fees and have been providing payment arrangement extensions free of charge. While certainly not required, we do recommend that you make payments to your account as you are able, so as to avoid unmanageable future balances. As we continue to move forward, we will most certainly be working with members to set up special long-term payment plans to accommodate balances once it becomes more clear at what point we will be able to return to a normal business schedule.

As well as helping our members through temporary policy changes, we also understand that there are greater community needs. That's why we have also been partnering with our local non-profit organizations to provide funding to be used in the areas of greatest need. Through our Operation Round Up Member Care Trust Fund, as well as



Crystal Hickman and Billie Kay with Five N Two Food Pantry in Harnett County (Left), Teresa Dew Kelly with Christians United Outreach in Lee County (Top-right), and Reggie Blue and Rosa Scarborough with Chatham Outreach Alliance (Bottom-right) accept COVID relief checks distributed by the co-op. The funds from each of these checks will be used to support the members of our local communities. Thank you to all of the dedicated organizations and individuals in our area who are working hard to help families in need during this difficult time.

through many other community support programs, we have been working with local service agencies and nonprofits to assist with community relief efforts.

Over \$13,000 has been distributed to organizations throughout our community for COVID relief, including \$5,000 to social service organizations in Chatham, Harnett, Lee and Moore counties to help members who may need assistance with paying their utility bills. We have also provided funds to a host of other local organizations, including United Way, Salvation Army, Christian's United Outreach, Five N Two Food Pantry, Bread of Life and numerous other food pantries in each of our counties. We are extremely thankful for these community organizations who are always doing great things to support members of the community, especially during this difficult time.

In addition to all of these nonprofits and the great people behind them, it would also be remiss of me to not thank the many dedicated individuals serving on the front lines during this pandemic. To each of the many health care workers, first responders and many, many other groups on the front lines, we appreciate the sacrifices you are making to keep us safe. THANK YOU!

As we continue to move forward and work together to recover from this unprecedented time, we at Central Electric are thankful for our communities. We are all in this together and we are here for you every step of the way.

*Edward B. Oldham*

# Nominating Committee to meet June 1

In accordance with Section 4.06 of the Cooperative's bylaws, the Central Electric Board of Directors has appointed a group of members to prepare a slate of nominees for election at the 2020 Annual Meeting of the Members on Oct. 2.

Those appointed to the Nominating Committee include:

- ▶ **Ronnie Lambert**, Siler City; **Janice Chalmers**, Cameron; **Robert Howington**, Sanford; **Michael V. Perry**, Sanford; **Carolyn Cameron**, Sanford; **Jackie Williams**, Pittsboro; **C. Richard Williams**, Siler City; **John S. Blue**, Carthage; **Bradley Wadsworth**, Carthage; **Cathy Cagle Callahan**, Cameron; **Janet Brower**, Cameron.

Once the slate of nominees has been determined, the list will be posted at the cooperative's office at 128 Wilson Road, Sanford, N.C. The deadline for additional nominations is July 2. Any 100 or more members of the cooperative, acting together over their signatures not less than 90 days prior to the meeting, may make additional nominations in like manner listing the nominees separately with respect to the Directorate Districts.

The committee will meet June 1 and during the meeting, they will consider three-year terms for the following incumbents: Rebecca Cogan, District 1; Henry Outz, District 2; Henry Randolph, District 3; Tim Priest, District 4.

## Students rewarded for classroom efforts

Five outstanding students earned a Visa® gift card for receiving at least one "A" on their recent report cards. The reward is in connection with Central Electric's "Give us an A" program.



Abigail Fruge  
Union Pines



Alexander Comas  
Overhills High



Wilson Bradley  
Tramway Elem.



Kaytie Thomas  
Lee Christian



Axel Comas-Santiago  
Overhills High



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

### OFFICE HOURS

Monday-Friday, 8 a.m. to 5 p.m.

### CONTACT

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Bill Payment: (866) 488-5011

Eddie Oldham  
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.

James Taylor, *Editor*

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