

Lumbee River

Electric Membership Corporation

MARCH 2009 MEMBER NEWSLETTER

Your Touchstone Energy® Cooperative



Phone Option Makes It Easier To Pay Your Bill



Lumbee River EMC is pleased to introduce our automated Payment-by-Phone option. This is an automated telephone process that allows you to pay your bill using a credit/debit card or eCheck. You no longer need to speak to a member service representative to make a payment.

The system is simple and easy to use. Call (910) 843-4131 and follow the prompts to use this convenient service. Remember to have your account number ready. Payments made between 6 a.m. and 5 p.m. Monday through Friday will post to your account the same day. Weekend payments will post to your account the next regular business day.

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Cooperative Project Meets Growth Needs

At Lumbee River EMC, we are constantly improving our system to provide safe and reliable power to our members. Upgrading, replacing, and installing infrastructure is necessary for improvement and enables Lumbee River to meet the load growth in our service areas.

Recently, the cooperative began a new construction project. The Arabia Project includes construction of a new substation for Hoke County. The substation will serve as the point of delivery for Clean Burn Fuels (North Carolina's first ethanol plant). The distribution work includes running six underground circuits from the switchgear and six overhead circuits to the switchgear. In addition, the cooperative will set six transformers at the site. The substation should be energized in June and the new lines connected to our existing lines before July.

There are other ways Lumbee River works to enhance reliability. As part of a regular maintenance and upgrade program the cooperative uses an infrared imaging camera to survey substations and other equipment looking for hot spots that can be addressed before they cause power failures. In the office, substation activities are constantly being monitored via computers. In addition, our Field Service Representatives are trained to look for potential problems in the field.

There are always unforeseen circumstances out of our control but we plan and stay prepared for those situations. Your cooperative works hard and takes pride in giving our members reliable affordable service.

REPORT Tampering Theft of Power

Energy theft, also called energy diversion, occurs when individuals tamper with electric meters or electric power lines. This is a **dangerous** and **illegal** practice that can result in serious injury and even death for those who try to circumvent the metering system.

Even if injuries don't occur, this is still illegal, and when, not if, a person is caught, the penalty for

theft can mean monetary fines and even jail time. When people steal power, everyone loses. It's dangerous for them, and can result in higher fees for everyone else.

However, there is a way to help. You can be our eyes and ears. If you hear of anyone using illegal power or planning to use it, please notify Lumbee River EMC at (910) 843-4131.



Spoons (above) were inserted into this meter base for power and someone attached a set of jumper cable to this line (left). Tampering is illegal and dangerous.



High School Seniors: It's Not Too Late to Apply

College-bound high school seniors who live on our lines have until Friday, March 6, to apply for one of six scholarships from Lumbee River EMC. For qualifications and a downloadable application, go to www.lumbeeriver.com.

Lumbee EMC Gets High Marks in Satisfaction Survey

We'd like to thank our members for helping us score an "84" in the recent American Customer Satisfaction* Index.



Even though ACSI recognizes "customer" satisfaction, Lumbee River EMC members are in fact "owners." That's an important distinction. And it's why we strive to provide a level of service that's second to none.

Naturally, we're honored. But it won't go to our head. We'll remain the dependable source of electricity our members never have to think twice about.

**Touchstone Energy ACSI member ratings using the ACSI customer satisfaction survey questions are compared to the ACSI ratings of residential customers of the U.S. largest investor-owned energy utilities.*



Energy Efficiency

Tip of the Month

Check your water heater thermostat. Many manufacturers set thermostats to 140° F, although most households only need a setting of 120° F. Each 10 degree drop in water temperature can save you between 3 percent and 5 percent in energy costs.

Source: U.S. Department of Energy

Mercury and Battery Recycling = SAFETY

A number of common consumer products contain mercury, a toxic substance that can be harmful to human health and the environment. The Electrical Safety Foundation International (ESFI) encourages users of mercury-containing products to become familiar with, and follow requirements of local recycling laws. Here is a breakdown of items to be recycled or disposed of properly.

Thermostats

Many existing wall thermostats contain mercury switches that provide for efficient control of temperature around a desired set point. The switches are securely housed, and the likelihood of consumer exposure to mercury remains extremely low. When taken out of service, however, mercury thermostats should be managed and disposed of properly.

The Thermostat Recycling Corporation (TRC), a not-for-profit organization, facilitates the collection all brands of used, wall-mounted mercury-switch thermostats by heating, cooling and air conditioning (HVAC) wholesalers. Local electrical distributors or contractors may


be a participant in TRC and can help you to recycle your mercury thermostat.

Rechargeable batteries

Rechargeable batteries are commonly found in cordless power tools, cellular and cordless phones, laptop computers, camcorders, digital cameras, and remote-controlled toys. The Rechargeable Battery Recycling Corporation (RBRC) provides a recycling service for your used portable, rechargeable batteries and old cell phones. The RBRC recycles the following battery chemistries: nickel-cadmium (Ni-Cd), nickel-metal hydride (Ni-MH), lithium-ion (Li-ion) and small sealed lead (Pb). Visit www.RBRC.org to find local participating retailers and other sites that accept rechargeable batteries for recycling.

Ordinary household batteries

Common household batteries (e.g., AAA, AA, C, and D) do not contain hazardous materials. It is permissible in all states, with the exception of California, to dispose of them in household trash. ESFI suggests that you contact your local waste disposal



It is permissible in all states, with the exception of California, to dispose of common household batteries (AAA, AA, C, etc.) in the trash.

official (a directory should be provided in your local phone listings) with questions or concerns about household battery disposal.

Mercury-containing lamps/bulbs

Many types of lamps (often referred to as bulbs)—including compact fluorescent and several types of high-intensity discharge lamps contain mercury. Mercury lamps are highly efficient and provide substantial energy savings compared with alternatives. Such lamps must be managed appropriately and disposed of in accordance with local laws, when applicable, as do all mercury-containing products.

Source: *Electrical Safety Foundation International*

What Should I Do with my Used CFLs?



Recycle them!

Lumbee River EMC is an authorized drop-off center for used compact fluorescent bulbs. Members can bring their used bulbs to any of our six offices and place them in the **RecyclePak® bucket**. We do not accept broken bulbs or the long tubes for recycling.

What Those Terms Mean On Your Bill

Here is a numbered explanation of items on your bill. Match the number shown in photo to the same-number explanation below.

- Bill Summary**—This area includes the name on the account, the account number, the total amount due and the bill date.
- Cycle**—Indicates the account billing cycle
- Telephone**—Indicates the current phone number on file for the account. Call (910) 843-4131 to update this number.
- Service Location Address**—Indicates the current 911 address on file for this account. Call (910) 843-4131 to update this address.
- Account Number**—This is the number assigned to each meter location as listed on our files. Having this number handy in case of an outage will help speed up our response time.
- Dates**—Indicates the dates of service for this billing cycle showing a “from” and “to” date.
- Days**—Indicates number of days of service for this billing cycle
- Usage one year ago**—Electric usage history comparing this month’s usage to the same month last year.
- Kwh Average**—Indicates the average kilowatt usage for the previous 12 months
- Meter No.**—This is the number of the meter recording your kilowatt usage.
- Readings**—Is the previous reading used for the previous month’s billing period and the present reading used for the current billing period.
- Multiplier**—Primarily used for commercial meters. Multiplier should read 1.0 for residential members.
- Rate**—Indicate the electric service rate being billed.
- Kwh Usage**—Is the total amount of kilowatt hours used during current billing period.
- Activity Since Last Bill/Amount**—Indicates the previous balance, payments made since last bill received and any remaining past due balance.
- Current Bill Information**—Indicates a list of services billed, along with appropriate taxes.
- Bill Message**—Messages pertaining to you and your cooperative
- Past Due Amount**—Past due balances will always be due immediately.
- Total Due**—Total due may vary based on bill type. For budget billers, Total Due is the normal monthly Budget amount
- Bill Type**—Indicates whether account is set up on automatic draft, budget billing or final bill.
- Bill Date**—Indicates billing date
- Due date**—Indicates when bill is due in order to avoid late fees
- Cooperative address**—Mail payments to this address
- Members billing address**—Self explanatory

The image shows a sample bill from Lumbee River Electric Membership Corporation. The bill is divided into several sections. At the top, there is a header with the company logo and name. Below this, there are several rows of information, each with a numbered callout: 1 (top right), 2 (Cycle), 3 (Telephone), 4 (Service Location Address), 5 (Account No.), 6 (Dates), 7 (Days), 8 (One Yr Ago), 9 (Kwh Average), 10 (Meter No.), 11 (Readings), 12 (Multiplier), 13 (Rate), 14 (Kwh Usage), 15 (Activity Since Last Bill), 16 (Current Bill Information), 17 (Large empty area), 18 (Past Due Amount), 19 (Total Due), 20 (Bill Type), 21 (Bill Date), 22 (Due Date), 23 (Bottom left), and 24 (Bottom right). The bill also includes a 'DETACH HERE' line and a 'PLEASE RETURN THIS PORTION WITH PAYMENT' section at the bottom.

LUMBEE RIVER EMC

P.O. Box 830, Red Springs, NC 28377
 910-843-4131 | 1-800-683-5571
www.lumbeeriver.com

Business Hours: Mon.–Fri., 8 a.m.–5 p.m.
 President & CEO: Randall Jones
 Editor: Ruby Clark

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