



**NORTH CAROLINA  
DEPARTMENT OF COMMERCE**

Roy Cooper, Governor

Anthony M. Copeland, Secretary

March 13, 2019

The Honorable Roy Cooper, Governor  
116 West Jones Street  
Raleigh, North Carolina

Dear Governor Cooper:

Enclosed is the 2018 Biennial Report that was prepared by the North Carolina Rural Electrification Authority ("the Authority") for the review of you and your staff. Our Agency operates under the requirements of Chapter 117 of the North Carolina General Statutes ("G.S.") and we are proud of the services we provide and are confident we make a difference to the State of North Carolina as well as the electric and telephone cooperatives ("co-ops") and their members. The purpose of this report is to provide information for our Agency as well as key data for the electric and telephone co-ops that provide services in the most rural areas of our great State.

The Authority and its Board reviews and makes decisions for loan and grant requests from the co-ops and the North Carolina Electric Membership Corporation (NCEMC). The Authority submits the loan and grant requests to the appropriate agency of the United States Department of Agriculture (USDA) along with the decision from the Authority. For calendar year ending December 30, 2018, the Authority reviewed, and the Board approved six Rural Utilities Service (RUS) loans totaling \$172 million and twenty-five Rural Economic Development Loans and Grants (REDLG) which totaled \$11 million. The funds from the RUS loans will be used to provide electric service to new members, upgrade existing electric facilities, implement new technologies, install security lights and improve existing services which allows the co-ops to deliver reliable and safe power while providing capacity for future load growth. One loan was used to rebuild facilities at the Bonner Bridge at Buxton, North Carolina. Some of the projects for the REDLG loans and grants included the purchase of fire trucks and medical equipment which improves response times for emergencies and often improves the ISO rating for homeowner's insurance in the rural communities. Other projects included construction of industrial buildings and renovation of health care space and other ventures which contributed to economic development by creating and retaining jobs. Our office is also responsible for receiving, researching and resolving member complaints of the co-ops.

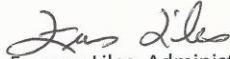
**Frances Liles, Administrator - Rural Electrification Authority**  
4321 Mail Service Center • Raleigh, North Carolina 27699-4321 • Phone: (919) 814-4694

Honorable Roy Cooper, Governor  
Page 2

We are responsible for the resolution of arbitration proceedings between the telephone co-ops and other local and wireless providers when there are disputes between the parties during the process of negotiating interconnection agreements.

There are continual changes to the electric and telecommunications industries both at the State and Federal level and our Agency strives to ensure the members of the co-ops receive, safe, reliable and affordable service. The Authority is appreciative of the support provided to us by your office and we thank you and your Administration for your dedication and leadership to the people of the great State of North Carolina. If you or your staff have questions regarding the enclosed report, please do not hesitate to let me know.

Respectfully submitted,

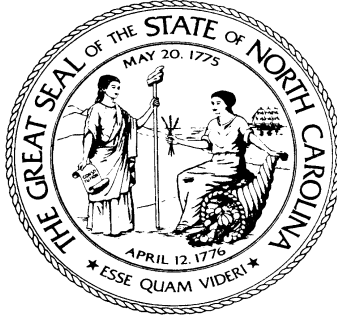


Frances Liles, Administrator  
North Carolina Rural Electrification Authority

Enclosure

CC: NCREA Board Members  
Anthony M. Copeland, Secretary of Commerce  
Members of the General Assembly  
North Carolina Utilities Commission

# **The Role of the North Carolina Rural Electrification Authority**



The purpose of the Authority is to secure dependable electric and telephone service to customers served by the electric and telephone co-ops in predominately rural areas of the State as set forth in Chapter 117 of the General Statutes. To accomplish this purpose, following are some of the responsibilities of the Authority:

1. Ensure that customers in the predominantly rural areas of the State have access to adequate, dependable, and affordable electric and telephone service.
2. Act as an agent in reviewing and rendering decisions for loan or grant requests for any electric or telephone co-op formed under direction or permission of the Authority and submit the approved loans and grants to the USDA.
3. Receive and investigate member complaints of the co-ops.
4. Pursuant to the Telecommunications Act of 1996, the Authority shall receive and review Petitions of arbitration for disputed interconnection issues between telephone co-ops and other local and wireless providers. The Authority shall issue directive orders, establish procedural schedules, hold hearings and render final decisions for these proceedings based on information received from testimony, discovery and hearings.
5. The Authority has responsibility to review and render a decision for interconnection agreements and their amendments between the telephone co-ops and other local and wireless providers in accordance with Section 252(e) of the Telecommunications Act. The Authority is responsible for submitting certification to the FCC to ensure the co-ops receive the appropriate high cost and Lifeline support.
6. Oversee the application of the rules and regulations of the electric and telephone co-ops to ensure they are administered according to the manner in which they are written.
7. Perform all other requirements of the North Carolina Rural Electrification Laws as documented in Chapter 117 of the General Statutes.

## **Current Board and Staff**

### **RURAL ELECTRIFICATION AUTHORITY NORTH CAROLINA DEPARTMENT OF COMMERCE**

4321 Mail Service Center  
Raleigh, N.C. 27699-4321  
Telephone: 919-814-4696

### **BOARD OF DIRECTORS**

Donnie Spivey  
Chairman  
Wadesboro, NC

Larry Wilson  
Vice-Chairman  
Raleigh, NC

Carolyn Bradley  
Jackson, NC

Eric Cramer  
Lewisville, NC

Steven Hunt  
Pembroke, NC

### **STAFF**

Frances Liles  
Administrator  
4321 Mail Service Center  
Raleigh, NC 27699

Angela McLeod  
Administrative Specialist  
4321 Mail Service Center  
Raleigh, N.C. 27699

NOTE: Each Director is appointed  
by the Governor

# THE ELECTRIC MEMBERSHIP CORPORATIONS



## Electric Industry Updates

The electric co-ops of North Carolina continue to stand out as national leaders in their use of RUS and REDLG loans and grants which are reviewed by the North Carolina Rural Electrification Authority and presented to its Board for the decision-making process and then submitted to the USDA for funding. Some of the funds received from the REDLG program assists with the purchase of fire trucks and medical equipment, provide renovations for schools, build new businesses, purchase boats for fire and rescue and provides funding for renovations of health care facilities. The co-ops display true concern for the communities in which they live and serve by identifying needs and making them a reality through the REDLG program and the projects contribute to community development through revitalization projects for small business development, job creation, assistance in the delivery of health care, enhancement of educational services and provide faster response times in emergency situations. They take pride in their involvement with community colleges throughout the State and they understand the importance of broadband availability. Some of the co-ops are currently offering broadband service to their members and others are researching the possibility of providing the service.

The thirty-one electric co-ops that provide service in North Carolina deliver energy to over 2.5 million consumers in 93 of North Carolina's 100 counties and maintains more than 105,000 miles of power lines in the state's most rural areas. Approximately 99 percent of the electric co-op customers are residential and small businesses and the co-ops collectively employ more than 2,300 skilled people. The electric co-ops are not content with maintaining the status quo; they work hard to provide environmentally-responsible electricity and improve the service they provide in an affordable, safe and reliable manner. Due to the sparsely populated areas the electric co-ops serve, they normally have a higher average cost for service than the investor-owned utilities. One of the main priorities and focus of the co-ops is to protect the power grid to ensure members are receiving the service they deserve. Resiliency of the grid means reliability to the electric service provided to the co-op members and allows the co-ops to implement new technologies and improve the quality of life for their members. It is imperative that the co-ops protect and maintain the distribution lines, substations and transmission lines on the grid in order to provide service reliability and restore outages in minimal time periods. The co-ops strive to build a system that is designed and built to withstand high winds, powerful storms, cybersecurity threats and other disruptions that could result in outages and other issues. They work to make the grid smarter and more adaptable while matching technology with what makes sense for their unique geographic area and membership. Even as renewables come down in cost and improve in reliability, large and highly efficient generation facilities will continue to play a critical role in our power system. The goal of the co-ops is to provide member satisfaction in the quality of the electric service they receive and the price they pay.

One of the co-op principles is "cooperation among cooperatives" and there were many examples of co-ops helping each other during 2018. Hurricanes Florence and Michael caused major damage to the transmission and distribution systems which resulted in a large number of electric outages across the State in the co-op serving areas. Crews and trucks from other co-ops in North Carolina as well as from other states assisted in the power restoration efforts of the co-ops who were drastically affected with major power outages. The co-ops brought line trucks, pole trailers, digger-derricks and other equipment to assist with the restoration process and effectively restore service for all the members. The focus was to get the power back on and the combination of old and new technologies, effective planning and dedicated teamwork were the key to timely service

restoration. Both hurricanes brought high winds, dangerous storm surge, record rainfall and historic flooding to our State. The staff of the co-ops worked tirelessly to navigate extreme flooding and treacherous conditions to clear and cut trees and other debris from and around power lines in order to restore service to their members as quickly as possible. Hurricane Florence caused 326,011 outages for the co-ops in some of the most rural areas of our State and power was restored to all members within twelve days, while Hurricane Michael caused 116,757 outages and service was restored within four days in the most remote areas of our State. The co-ops always prepare in advance for major storms to allow them to restore power as quickly as possible.

The co-ops are very active in the communities they serve, offering programs that benefit schools. One of those projects is called Bright Ideas, which is an educational grant program that allows school teachers to receive funding for innovative projects to help students achieve success. The program allows educators to implement innovative ideas and creative learning projects to teach concepts and complete projects that may otherwise not be funded. The students in the classrooms today will at some point be the leaders of our country and will be employed by businesses in the State. The Bright Idea grants are a small way to help encourage learning and give students additional tools to make a difference. Since 1994, the EMCs have awarded \$11.5 million to sponsor 11,000 projects benefiting 2.2 million students. The co-ops are also involved with the North Carolina Jaycee Burn Center at UNC Hospital. The Burn Center and NC Head Start program partner to provide a free fire and burn safety program for preschoolers and their families, which is available in English and Spanish. The goal of the program is to reduce the number of home fires and burn injuries to preschoolers. The co-ops sent thirty-nine North Carolina high school students to Washington, D.C. in 2018 as part of the annual Youth Tour Program, which gives participants the opportunity to meet their legislators and watch the Federal Government in action while learning more about the operation and importance of co-ops.

New technology continues to provide new opportunities for electric co-ops and their members. These opportunities change the way people think about energy since appliances are becoming more energy efficient and smarter. At times, some co-op employees who work remotely in the field struggle to keep in contact with other workers when operating in rural locations. When there is a break in communication, it can hinder employees from doing their jobs effectively, which can have a negative effect on overall production and safety. Because some of the areas are so remote, wireless hot spots do not provide good connectivity and offer only limited internet service, causing inadequate communication and lost service orders. One of our NC co-ops implemented Cadlepoint's ruggedized and cloud-managed COR Series routing platforms and dual-modem docks for SD-WAN capabilities that could be deployed on the line personnel's truck fleet. The co-op can now manage, update and monitor the network remotely with NetCloud manager. The co-ops are dedicated to finding innovative energy solutions and there are two microgrid projects currently in the State; one in operation on Ocracoke Island and another at a family hog farm in Lillington, NC. The co-ops navigate the changing environment every day and continue to create and find innovative options that provide their members efficient and affordable service. The co-ops continue to install solar panels and solar farms and allow their members to buy a share of the solar project in exchange for a credit on their monthly bill.

The electric co-ops have internal programs and mobile apps in place to help their members monitor their electric usage. Automated mobile alerts provide members with outage information affecting their area, estimated restoration times, status updates, outage causes and restoration notifications. The co-ops offer Prepay programs which helps reduce member payment defaults and allows

members to forgo a security deposit. The program is also popular with members looking for more control of their energy costs by buying as much electricity as they want in advance and they are notified when they need to purchase more. This program provides co-ops with an avenue to mitigate some of the most difficult and painful interactions they have with members regarding payment arrangements, disconnections for non-pay and collections. Many of the co-ops have purchased electric vehicles and charging stations and allow their members to use those charging stations for their personal electric vehicles. The co-ops realize the implementation of new technologies is instrumental in their efforts to operate as efficiently as possible and assist in keeping electricity costs affordable for their members. North Carolina's electric co-ops lead the electric utility industry in the installation of automated metering infrastructure (AMI) systems. This technology allows the co-ops to read their meters from their offices, which reduces operating costs and saves money for the daily operation of the business. With today's technology, the co-ops can use sensors to monitor equipment and proactively repair or replace worn equipment, improving reliability and reducing expenses by preventing potential power outages.

Just as the information age was made possible by digital devices talking to each other over a communication network, our modern energy system will rely on new technologies working together through an interconnected power grid. The key to making the system work is a smart electric grid that enables the two-way flow of energy from a decentralized network of generation resources. The digital revolution has accelerated the pace of innovation bringing changes to that network. The introduction of new technologies has the potential to make our lives easier, save us money and support a sustainable future and the smart electric grid is the network that will make it all possible. Technology and information are driving the future and the electric co-ops are in the forefront of deploying cost effective, member focused solutions that meet increasingly diverse energy needs of their members.



# **KEY DATA AND ACTIVITIES FOR THE ELECTRIC CO-OPs TRACKED BY THE AUTHORITY**

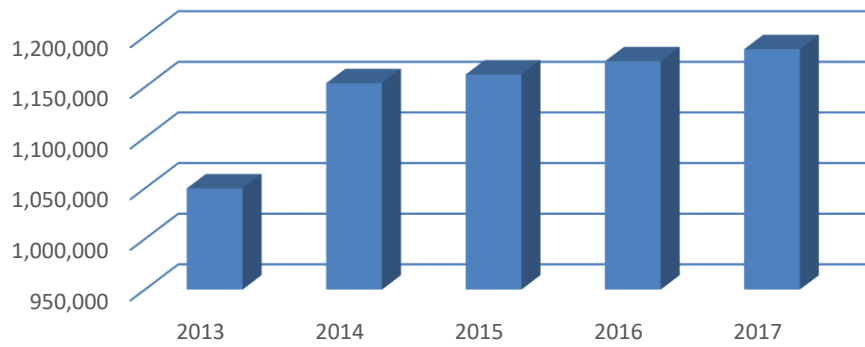
**Number/Type of Inquiries, Meter Trends,  
Outage Activity and Loan/Grant Applications**

## Member Inquiries to the Authority

INQUIRY TYPE			
	2015-2016	2016-2017	2017-2018
Bad Debt Transfer	8	7	4
Capital Credits	0	1	1
Charges	30	24	32
Deposit	18	2	7
Disconnect	15	9	8
High Bill	22	9	42
Insurance Claim	4	3	0
Meter Tampering	5	2	0
Miscellaneous	20	22	17
Outages	6	8	4
Payment Arrangement	98	59	31
Right of Way	9	9	4
Security Light	0	0	2
Service	6	7	0
Voltage	0	2	0
Tree Trimming	0	0	3
<b>TOTAL</b>	<b>241</b>	<b>164</b>	<b>156</b>

Numbers are listed by fiscal year (July 1<sup>st</sup> – June 30<sup>th</sup>)

## METER TRENDS FOR ELECTRIC CO-OPs FOR 2013 - 2017



As the chart above illustrates, the thirty-one electric co-ops serving the rural areas of North Carolina continue to experience steady growth. In fact, the number of active meters has increased annually from 2013 to 2017 as reflected on this chart. As of December 31, 2017, the co-ops were serving in excess of 1.1 million active meters to more than 2.5 million members which represents an increase of 13% since 2013.

## INDIVIDUAL COOPERATIVE GROWTH TRENDS

CORPORATION	CONSUMERS ON RURAL LINES	CONSUMERS ON RURAL LINES	CONSUMERS ON RURAL LINES
	2015	2016	2017
ALBEMARLE	12,575	12,652	12,778
BLUE RIDGE MTN.*	17,513	17,723	17,849
BLUE RIDGE	75,280	75,705	76,093
BROAD RIVER*	410	423	417
BRUNSWICK	88,158	89,901	91,851
CAPE HATTERAS	7,669	7,720	7,743
CARTERET-CRAVEN	39,557	39,691	40,210
CENTRAL	22,177	22,541	22,681
EDGECOMBE-MARTIN	11,648	11,149	11,286
ENERGYUNITED	125,063	126,740	128,266
FOUR COUNTY	32,535	32,691	33,091
FRENCH BROAD	37,585	37,807	38,152
HALIFAX	11,706	11,734	11,718
HAYWOOD	26,691	26,889	27,109
JONES-ON SLOW	74,217	75,105	76,109
LUMBEE RIVER	59,439	60,059	60,825
MECKLENBURG*	130	134	135
MOUNTAIN ELECTRIC*	18,652	18,693	18,791
PEE DEE	20,882	21,011	21,063
PIEDMONT	31,484	31,704	31,956
PITT & GREENE	8,654	8,662	8,701
RANDOLPH	32,266	32,253	32,470
ROANOKE	14,428	14,352	14,323
RUTHERFORD	68,594	69,195	69,772
SOUTH RIVER	43,493	43,878	44,756
SURRY-YADKIN	27,857	27,856	27,947
TIDELAND	23,284	23,215	23,387
TRI-COUNTY	24,547	24,626	25,000
TRI-STATE*	1,312	1,289	1,345
UNION	72,399	74,092	75,609
WAKE	40,208	41,968	43,598
<b>TOTAL</b>	<b>1,070,413</b>	<b>1,081,458</b>	<b>1,095,031</b>

\*Corporations Headquartered Outside North Carolina

## OUTAGES RECORDED BY CORPORATION

EMC SERVICE INTERRUPTIONS 2017										
Average Minutes per Customer by Cause										
	Supplier		Extreme Storm		Pre-Arranged		All Others		Totals	
CORPORATION	Year 2017	5 Year	Year 2017	5 Year	Year 2017	5 Year	Year 2017	5 Year	Year 2017	5 Year
ALBEMARLE EMC	54.251	54.944	95.449	274.242	5.174	8.695	60.970	59.648	215.844	397.529
BLUE RIDGE EMC	3.560	5.600	143.440	109.230	3.400	3.380	65.810	65.230	216.210	183.440
BRUNSWICK EMC	0.000	.919	19.992	299.302	1.268	1.720	40.490	38.117	61.750	340.058
CAPE HATTERAS EMC	296.360	318.010	1,488.090	504.700	.140	36.970	19.930	34.140	1,804.520	893.820
CARTERET-CRAVEN EMC	.600	84.804	0.000	40.702	.600	.480	59.400	73.760	60.600	199.746
CENTRAL EMC	0.03	276.46	4.78	426.63	1.86	0.38	179.29	248.63	185.96	952.10
EDGECOMBE-MARTIN	0.000	33.440	21.220	99.830	0.000	3.520	76.090	92.260	97.310	229.050
ENERGYUNITED	11.488	12.794	81.252	119.713	1.350	.845	88.814	80.555	182.904	213.907
FOUR COUNTY EMC	1.950	14.160	0.000	656.440	1.060	.260	56.170	90.230	59.180	761.090
FRENCH BROAD EMC	12.360	42.576	55.680	25.956	3.600	2.400	51.180	173.652	122.820	244.584
HALIFAX EMC	22.850	82.390	0.000	0.000	2.050	1.040	93.130	172.250	118.030	255.680
HAYWOOD EMC	787.056	248.684	543.906	108.785	8.220	9.037	318.864	284.753	1,658.046	651.259
JONES-ONSLow EMC	0.01	33.09	52.05	166.03	4.29	35.26	56.48	67.62	112.83	302.000
LUMBEE RIVER EMC	4.291	5.982	20.494	764.241	.559	1.712	84.863	101.929	110.207	873.864
PEE DEE EMC	5.570	16.220	115.020	278.920	2.770	3.160	145.550	139.600	268.910	437.900
PIEDMONT EMC	15.918	12.758	0.000	438.546	4.398	5.363	88.800	76.793	109.116	533.460
PITT & GREENE EMC	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
RANDOLPH EMC	7.200	6.670	39.880	205.340	3.540	3.250	103.980	98.630	154.600	313.890
ROANOKE EMC	.151	16.715	27.450	115.240	.582	.119	170.559	137.598	198.742	269.672
RUTHERFORD EMC	6.740	12.700	127.540	50.600	3.690	2.390	61.190	43.070	199.160	108.760
SOUTH-RIVER EMC	3.84	14.98	0.00	437.01	3.06	5.62	79.02	119.17	85.92	576.78
SURRY-YADKIN EMC	0.000	8.600	149.200	181.200	.200	.300	146.400	116.700	295.800	306.800
TIDELAND EMC	27.720	91.926	265.680	216.318	2.112	.582	186.480	200.220	481.992	509.046
TRI-COUNTY EMC	14.000	59.000	0.000	550.000	40.000	34.000	84.000	88.000	138.000	731.000
UNION EMC	1.850	2.780	34.380	84.930	.480	1.330	47.210	56.660	83.920	145.700
WAKE EMC	29.50	48.30	0.00	38.40	4.10	6.60	53.40	85.80	87.00	179.10
BLUE RIDGE MTN. EMC*	1.469	1.583	999.085	227.144	7.938	7.182	180.982	172.656	1,189.474	408.565
BROAD RIVER EMC*	6.420	59.800	0.000	4.560	0.000	8.340	77.160	532.320	83.580	605.020
MECKLENBURG EMC*	11.530	2.870	28.350	117.150	4.710	7.690	149.770	186.090	194.360	313.800
MOUNTAIN ELECTRIC EMC*	0.000	0.000	0.000	98.200	.360	.800	232.890	235.300	233.250	334.300
TRI-STATE EMC*	63.690	72.228	74.500	80.450	.260	.238	0.000	0.000	138.450	152.916
* Foreign Corporations domesticated in NC										

RUS LOANS  
July 1 – June 30

Corporation Name	Year 2012-2013	Year 2013-2014	Year 2014-2015	Year 2015-2016	Year 2016-2017	Year 2017-2018
ALBERMARLE EMC						
BLUE RIDGE EMC					\$65,000,000	
BRUNSWICK EMC	\$21,500,000					
CAPE HATTERAS EMC					\$19,438,000	\$19,437,000
CARTERET-CRAVEN EMC		\$11,000,000				\$9,200,000
CENTRAL EMC						
EDGECOMBE-MARTIN EMC	\$6,410,000					
ENERGYUNITED EMC		\$34,000,000			\$72,000,000	
FOUR COUNTY EMC					\$28,000,000	
FRENCH BROAD EMC					\$32,000,000	
HALIFAX EMC	\$4,050,000		\$6,944,000			
HAYWOOD EMC			\$22,000,000			
JONES-ONSLOW EMC						
LUMBEE RIVER EMC		\$25,000,000			\$60,000,000	
N. C. ELECTRIC MEMBERSHIP	\$97,582,000			\$67,100,000	\$43,794,000	\$51,176,000
PEE DEE EMC				\$9,000,000		
PIEDMONT EMC	\$30,000,000			\$35,000,000		
PITT & GREENE EMC						
RANDOLPH EMC			\$24,000,000			
ROANOKE EMC			\$6,000,000			
RUTHERFORD EMC			\$18,500,000	\$16,000,000		\$20,000,000
SOUTH-RIVER EMC	\$30,000,000					
SURRY-YADKIN EMC			\$33,000,000			
TIDELAND EMC			\$24,500,000			
TRI-COUNTY EMC			\$19,000,000			
UNION EMC						\$50,000,000
WAKE EMC						
BLUE RIDGE MTN. EMC**		\$28,178,000				
BROAD RIVER EMC**						
MECKLENBURG EMC**						
MOUNTAIN ELECTRIC EMC**						
TRI-STATE EMC**						
<b>YEARLY TOTAL</b>	<b>\$189,542,000</b>	<b>\$98,178,000</b>	<b>\$153,944,000</b>	<b>\$127,100,000</b>	<b>\$320,232,000</b>	<b>\$149,813,000</b>

\*\*Corporations Headquartered

Outside of NC

The above spreadsheet displays  
yearly activity for  
2012 - 2018.

RURAL ECONOMIC DEVELOPMENT LOANS AND GRANTS  
JULY 1 – JUNE 30

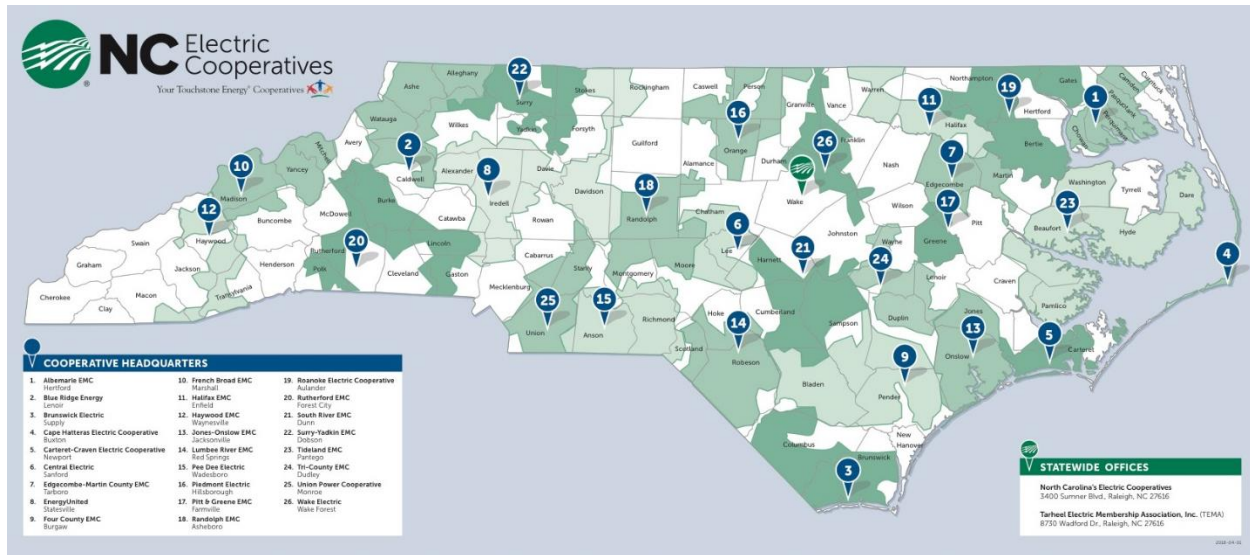
Cooperation Name	Year 2012-2013	Year 2013-2014	Year 2014-2015	Year 2015-2016	Year 2016-2017	Year 2017-2018
Albemarle EMC						
Blue Ridge EMC	\$1,000,000			\$850,000	\$3,715,000	\$540,000
Brunswick EMC		\$4,700,000	\$652,000			
Cape Hatteras EMC						\$300,000
Carteret Craven EMC						
Central EMC						\$360,000
Edgecombe Martin EMC		2,000,000	\$1,450,000			
EnergyUnited EMC	\$1,300,000	\$7,000,000		\$1,000,000	\$741,667	\$1,360,000
Four County EMC	\$1,600,000	\$600,000	\$2,240,000		\$1,600,000	\$900,000
French Broad EMC	\$300,000		\$300,000		\$209,000	
Halifax EMC				\$300,000		\$682,500
Haywood EMC						
Jones Onslow EMC		\$300,000	\$200,000			
Lumbee River EMC	\$765,000		\$1,100,000	\$772,000		
Pee Dee EMC			\$940,000	\$300,000	\$160,000	\$1,501,000
Piedmont EMC	\$300,000	\$2,625,500	\$2,298,000	\$3,422,000	\$1,807,500	\$1,109,600
Pitt & Greene EMC						
Randolph EMC		\$2,140,000		\$300,000	\$300,000	
Roanoke EMC		\$1,000,000			\$1,300,000	\$300,000
Rutherford EMC						
South River EMC						
Surry Yadkin EMC			\$372,000			
Tideland EMC			\$840,000	\$170,000		
Tri County EMC			\$100,000	\$1,300,000	\$1,300,000	\$600,000
Union Power EMC			\$380,000	\$300,000		\$217,083
Wake EMC		\$540,000		\$180,000		\$709,421
<b>Yearly Total</b>	\$5,265,000	\$20,905,500	\$10,872,000	\$8,894,000	\$10,833,167	\$8,579,604

# ELECTRIC MEMBERSHIP CORPORATIONS

A Look at Each Individual Co-op



# North Carolina Electric Cooperatives



## **Electric Membership Corporations**

### **Albemarle Electric Membership Corporation**

**Mailing Address**

PO Box 69  
Hertford, NC 27944

**Phone**

(252) 426-5735  
(800) 215-9915

**Fax**

(252) 426-8270

**Key Staff**

Gary Ray, Executive Vice-President & General Manager  
John W. Spence, Board President  
James “Jody” Parker, Manager of Operations  
Clarissa B. Perry, Manager of Corporate Services  
Kevin Heath, Manager of Engineering

**Annual Meeting:** September or October

**Active Meters:** 12,865

**Counties Served:** Chowan, Perquimans, Pasquotank, Camden, Currituck

### **Current and Future Plans**

During the past 12 months, Albemarle EMC employees and board members have worked hard to accomplish several goals and provide the highest level of service possible to the membership.

To enable faster, more accurate detection of service interruptions, we have implemented an Outage Management System access for our membership. This greatly improves communication and service to our members.

The cooperative continued its strong commitment to our community through several community outreach programs. Albemarle EMC held its 11th annual Light Up Christmas golf tournament, raising over \$17,000 to purchase toys for more than 500 underprivileged youth in the counties we serve. The Albemarle Community Trust, which is funded by members who voluntarily contribute through their power bills, since its inception, has provided over \$1.0 million in grants to organizations that benefit the community.

Education is also very important to the cooperative. Each year AEMC sponsors two students to participate in the Washington D.C. Youth Tour and Touchstone Energy Sports Camp Scholarship

program. Annually, the co-op awards over \$15,000 to area teachers through the Bright Ideas grants programs. To build stronger relationships with school administrators in our service area we have hosted Educator Luncheons during which time we seek ways AEMC can better serve our local schools and communities.

Over the past five years, AEMC has given back over two million dollars to members through capital credit general retirement refunds. The refunds are reflected as credits on active members' power bills and in checks for former members.

To make significant improvements to the reliability and strength of our system, over the next two years, we will focus on the construction of a distribution and transmission substation on our system. The new Bethel substation and West Albemarle substation will increase the needed capacity to our service area.

In conclusion, it has been a pleasure serving the membership throughout the past year. We have a dedicated group of employees who are committed to safely providing reliable electricity at the lowest cost possible.

## **Blue Ridge Electric Membership Corporation**

### **Mailing Address**

P. O. Box 112  
Lenoir, N.C. 28645

### **Phone**

(828) 758-2383  
(800) 451-5474

### **Fax**

(828) 754-9671

### **Key Staff**

Douglas W. Johnson, Chief Executive Officer

Jeff Joines, President

Alan Merck, Interim Chief Operating Officer

Julie O'Dell, Senior Vice President, Chief Administrative and Ethics Officer

Brad Shields, Senior Vice President, Chief Technology Officer

Katie Woodle, Senior Vice President, Chief Financial Officer

**Annual Meeting:** During the month of June

**Active Meters:** 76,381

**Counties Served:** Caldwell, Watauga, Ashe, Alleghany, Avery, Wilkes, Alexander

### **Current and Future Plans**

In 2018, Blue Ridge Energy began the largest system improvement in the cooperative's history. Seventeen miles of the 26-mile transmission line system the cooperative operates is over 50 years old and must be upgraded for reliability and capacity to serve the cooperative's largest member district of Watauga County. The \$40 million project will occur in two phases, with the final leg expected to be completed in 2020. The cooperative also began construction on a new corporate office, marking the last of a company-wide building modernization effort to efficiently serve a growing consumer base.

Also, in 2018, the cooperative is beginning its fifth community solar garden after fully subscribing its first four in less than a year in 2017. Blue Ridge Energy was recognized for its community solar efforts in 2018 when NRECA bestowed it with the Edgar F. Chestnutt award for Best Total Communications program.

Additionally, the cooperative refunded a record of over \$5 million in capital credits as approved by its Board of Directors. It also rolled out a Beat The Peak program for members to join the cooperative in holding down wholesale power costs.

In March 2017, the cooperative concluded a multi-year temporary rate reduction that saved members \$27 million. Also helping hold down rates are the cooperative's two wholly subsidiaries,

a Propane and Fuels division and a business-to-business high-capacity fiber leasing company known as RidgeLink.

Blue Ridge Energy consistently ranks among the best performing utilities in the nation in customer satisfaction, reliability and safety, among other areas.

Learn more at [www.BlueRidgeEnergy.com](http://www.BlueRidgeEnergy.com).

## **Brunswick Electric Membership Corporation**

### **Mailing Address**

P.O. Box 826  
Shallotte, NC 28459

### **Phone:**

910-754-4391  
800-842-5871

### **Fax:**

910-755-4299

**Website:** [www.bemc.org](http://www.bemc.org)

### **Key Staff**

Joshua L. Winslow, Interim Chief Executive Officer & General Manager  
Fred Tedder, President of the Board of Directors  
Corey Thurlow, Vice President, Finance  
Bobby Davis, Vice President, Technical Services  
Lewis Shaw, Vice President, Engineering & Operations  
Alice Ashe, Manager, Human Resources

**Active Meters:** 96,595

**Counties Served:** Brunswick, Columbus, Bladen and Robeson

### **Current and Future Plans**

BEMC was among the first in the nation to offer prepaid power as an option for its members and serves as a resource for other cooperatives interested in implementing a similar program. Now with 9,203 prepaid accounts represent nearly 10% of the co-op's active meters. A major benefit of the prepaid program is the increased energy efficiency of users as they become better educated consumers as a result of the ability to monitor their power usage and energy budget.

The co-op's Weatherization Loan program has provided \$7.0 million in ERC loans from BEMC; \$3.7 million in Weatherization loans from the REDLG/USDA program; \$2.3 million in Weatherization loans from repayments of original REDLG/USDA loans; and \$1.6 million in Weatherization loans from RCSC internal funding.

This totals approximately \$15 million dollars in loans to members for energy efficiency improvements to existing homes since inception in 1989. It can be noted that monthly energy savings are sometimes enough to cover the loan payment and the member's savings continue for the life of the energy efficiency improvement.

BEMC provides a steady stream of energy efficiency information to its members in all communication platforms, distributed more than 1000 free CFL and LED bulbs to members.

The co-op has expanded its renewable energy portfolio, with a total of 150 solar installations generating about 950kW per month. Since 2016 BEMC has brought online two 100kW each community solar farms totaling 738 panels as an optional way for members to participate in solar power. Combined with our energy efficiency effort and purchase of renewable energy from large-scale sources, we have met the NC REPS mandates and are currently acquiring the required 3% of annual sales from renewable and energy efficiency. To gather data regarding improving load management capabilities, our Ecobee smart thermostat pilot program has approximately 637 members participating.

With flooding and devastation due to hurricanes in the co-op's service area since 2016, BEMC leveraged Portal for ArcGIS to prepare, evaluate, and execute storm recovery efforts safely and efficiently. BEMC added Portal for ArcGIS to the existing Esri system of record for electric facility data. As we continued to expand our use of the FieldPro mobile solution from Futura Systems the goal was to add additional capability to help gather damage assessment details and provide better information in the field using integrated tools that deliver powerful, user-friendly GIS functionality. FieldPro provides mobile mapping for staking, and asset management. Now having added a 3<sup>rd</sup> party forms application to achieve additional collection functionality, the entire solution has provided a more efficient way to search, display facility information, get directions, and record storm damage on mobile iPads.

The cooperative maintains a proactive and ongoing Right Of Way maintenance program and also has been available to assist other co-ops when called upon for power restoration efforts. System reliability continues to exceed 99.9% and BEMC's American Customer Satisfaction Index (ACSI) score routinely exceeds all electric industry benchmarks. SmartHub system continues to be successful, allowing members more control through mobile options; access to detailed usage information, an upgraded payment system, and data to help manage their energy budgets.

BEMC's commitment to community efforts include a heating assistance program (Warm Homes, Warm Hearts) that to date has provided more than \$1 million in assistance to the elderly and struggling families in need of help with utility bills; the Bright Ideas educational grant program for teachers totaling more than \$583,000; a community grants program that has awarded approximately \$533,000 to community groups working to improve the quality of life in our service area; college scholarships totaling \$110,000; and youth sports scholarships as well as support for a host of community events and economic development efforts.

The co-op has implemented extensive mobile data to extend our secure communications network for greater efficiency, without compromising safety and security of data. Development of an active cyber security committee and the launch of company-wide cyber security training has been a major effort as well.

## **Cape Hatteras Electric Cooperative**

### **Mailing Address**

47109 Light Plant Rd  
PO Box 9  
Buxton, NC 27920

**Website:** [www.chec.coop](http://www.chec.coop)

### **Phone**

252-995-5616

### **Fax**

252-995-4088

### **Key Staff**

Susan E. Flythe, Executive Vice President & General Manager  
Mark Rhyne, Manager of Engineering  
Laura Ertle, Director of PR & Marketing  
Richard Midgett, President

**Annual Meeting:** May

**Active Meters:** 7,503

**County Served:** Dare

## **Current and Future Plans**

Cape Hatteras Electric Cooperative (CHEC) is headquartered in Buxton, North Carolina. The Cooperative serves more than 7,700 meters on Hatteras Island located in Dare County. CHEC's membership is 85% residential and 15% commercial.

CHEC purchases power from North Carolina Electric Membership Corporation (NCEMC). CHEC takes delivery north of the Bonner Bridge at Oregon Inlet from Dominion North Carolina Power. CHEC delivers the power south across the Bonner Bridge via 43 miles of 115kV transmission lines. CHEC owns and maintains a 115kV step-down substation in Buxton, with 10.1 miles of 34.5kV from Buxton to Hatteras Village. In total, CHEC owns and maintains 348 miles of line. CHEC also wheels power for Tideland EMC to serve Ocracoke Island which is south of Hatteras Island and in Hyde County. CHEC operates in an extreme coastal environment with wind, salt and flooding constantly threatening the electric system's reliability. These factors require more frequent maintenance and replacement of materials on its system.

Since the commencement of the construction of the new Bonner Bridge in January, 2016, CHEC has been actively working with NCDOT, the design-build contractors, our engineering consultants, the National Park Service and US Fish and Wildlife Service to coordinate the attachment of new 115kV transmission cables on the new Bonner Bridge. This is a major undertaking for the cooperative both from a financial and staffing perspective. However, recent studies revealed that attaching the cooperative's transmission cables to the new Bonner Bridge, still remains the most



practical and cost effective means of providing reliable electric service to Hatteras and Ocracoke Islands. Installation of the new cables is expected to be complete in early 2019.

## **Carteret-Craven Electric Cooperative**

### **Mailing Address**

PO Box 1490  
Newport, NC 28570

### **Phone**

(252) 247-3107  
(800) 682-2217

### **Fax**

(252) 247-0235

**Website:** [www.carteretcravenelectric.coop](http://www.carteretcravenelectric.coop)

### **Key Staff**

Jake Joplin, Chief Executive Officer & General Manager  
Jerry Eborn, Vice President of Finance & Accounting  
Sarah Grider, Vice President of Support Services  
Will Pittman, Vice President of Engineering & Operations  
Cheryl Slater, Vice President of Customer Service  
Randy Carr, Vice President of IT Systems  
Deloria Irby, President, Board of Directors

**Annual Meeting:** First Thursday in May

**Active Meters:** 40,701

**Counties Served:** Carteret, Craven, Jones, Onslow

### **Current & Future Plans**

Seeking to deliver even better energy services to our members and improve efficiency, CCEC is keeping step with the latest technology. With our AMI system, we are now able to provide our PrePay program, which allows members to avoid paying a deposit. There are no late fees, and members who join the program choose how much they pay and when they pay for electricity. They buy it as they need it. We are enhancing our communications tools to include text and email messaging direct from our billing system. Members choose what alerts they would like to receive, including bill posted, bill due, and pending disconnect. These are helpful reminders whether our members pay by mail or online. We have also added an online outage map, which has proved helpful to our members and others, particularly during major outage events.

More comprehensive energy usage information from our AMI system is helping us better forecast future needs, and power quality diagnostics help us determine the source of outages and provide data to help us predict and prevent future problems.

In addition to meeting and fulfilling its mission of providing safe and reliable electricity, CCEC is committed to serving communities in its service territory. Through the Carteret-Craven Electric Foundation, our members give back, too. The foundation manages funds received from members who participate in Operation Round-UP®. In 2018, donations topped \$3.5 million. The volunteer foundation board members are appointed by the directors of the cooperative and are dedicated to

enriching the community by awarding grants, with a focus on individual members meeting individuals' needs.

Each month, participants' electric bills are rounded up to the nearest dollar amount. The average amount rounded up in a yearly period is \$6 per member. The maximum amount is \$11.88. Since inception, the foundation has funded many worthy requests from individuals and organizations, including scholarships for more than 105 high school seniors and community college students and more than 660 Bright Ideas Grants for public school educators.

The foundation has also provided support for the Children's Miracle Network, American Cancer Society, March of Dimes, the NC Burn Center, and Duke Hospital's children's pediatric cancer program. Local organizations funded have included Broad Street Clinic, the Carteret County Domestic Violence Program, Carteret County Veterans Services, Habitat for Humanity, Hope Mission Soup Kitchen & Outreach, Matthew 25 Food Pantry and Project Christmas Cheer and more. Emergency funds are also provided to help individuals pay utility bills through the Carteret County Department of Social Services and Havelock-Cherry Point Ministerial Outreach.

CCEC continues to foster its relationship with a "sister cooperative," Cooperativa Electrica de los Santos, in Costa Rica through the Rural Electric Cooperative Association's International Sister Cooperative Program.

## **Central Electric Membership Corporation**

### **Mailing Address**

P O Box 1107  
Sanford, NC 27331-1107

### **Phone**

(919)-774-4900  
(800)446-7752

### **Fax**

(919)-774-1860

### **Key Staff**

Morris McClellion, Manager & CEO  
Rebecca Cogan, President, Board of Directors  
Eddie Oldham, Assistant Manager  
Wes Davis, System Engineer  
Tabitha Whitlow, Vice President of Accounting and Finance  
Angela Hare, Vice President of Customer Service and IT  
Jody Albright, Vice President of Member Services and Business Development  
Dal Langston, Vice President of Administrative Services

**Annual Meeting:** First Friday in October

**Active Meters:** 22,051

**Counties Served:** Chatham, Harnett, Lee, Moore, and small portion of Randolph

### **Current and Future Plans**

Central operates with one goal in mind: providing reliable electricity to members at the lowest possible cost consistent with sound financial principles. Though much has changed in the energy industry over the last 75 years, Central Electric, a Touchstone Energy Cooperative, is still one of North Carolina's fastest growing electric membership corporations. Central serves over 22,000 members in four counties and maintains more than 2,400 miles of power lines.

One way Central provides excellent service to our members is through advanced technologies. Central uses an automated system capable of handling high call volumes while taking credit card payments 24 hours per day. This system also allows the cooperative to program outbound messages regarding planned outages, pending disconnection and more. Mobile workforce management is also a big part. This system allows the cooperative to send work orders to field personnel directly, reducing the amount of paperwork and retention. In 2013, we kicked off a conversion effort to install all new metering by implementing Advanced Metering throughout our infrastructure. This investment in technology helps us to conduct business more efficiently, deliver better service to our members and hold down costs. This project was completed in 2015. A kiosk was located in the Spout Springs area in Harnett County, one of our fastest growing areas. Cash, checks and credit cards are accepted as payment by this technology.

The cooperative not only provides electricity, but also offers many related services to its members, including home energy analysis, water heater maintenance, PowerGuard, a surge protection program, outdoor security lighting, a variety of rate schedules and a low interest loan program for members buying electric heat pumps or upgrading insulation or purchasing storm windows.

Central, along with 22 other electric cooperatives, joined together to create a not-for-profit company, GreenCo Solutions, LLC., to focus on energy efficiency initiatives and renewable resources. Through GreenCo, we can provide inexpensive high quality programs that will benefit our residential and commercial consumers. GreenCo Solutions provides compliance reporting and tracking for member cooperatives related to Renewable Energy Portfolio Standards (REPS). Established by Senate Bill 3, and enacted by the NC General Assembly in 2007, the bill mandates that NC-based electric utilities must purchase or generate a specific amount of renewable energy or reduce electricity use through energy efficiency improvements.

December 2015, Central flipped the switch on a community solar project for co-op members and the surrounding community. The project, located beside the Central Electric office on Wilson Road in Sanford, consists of 360 photovoltaic panels and produced up to 100 kilowatts of electricity, enough to power as many as 12 to 15 homes.

In 2009, Central started emphasizing the importance of energy efficient improvements and steering members toward the cooperative programs, such as the compact fluorescent light (CFL) credit program which began in 2008 and ended in 2012. Rebates were also offered for the following programs: The fridge and freezer disposal, high efficiency heat pump and water heater sales. Plus, rebates were provided to members who purchase or built a high efficiency residential home built to the HERO standard. In 2015, Central expanded its online services giving members the ability to monitor their energy use through the online portal located at CEMCPower.com. By setting up a login and using this free service, members can keep tabs on daily energy use and set up alerts that will send them a notification if their usage has reaches a specified dollar amount. This information is available at our website, cemcpower.com and we encourage members to take advantage of the tools available to them. Central Electric members also have an additional way to pay for electricity through “FlexPay.” This program allows participating members to monitor power use, buy electricity on an “as needed” basis, manage their payments and closely monitor energy use. Members that choose to go on FlexPay tend to be up to 10 percent more energy-efficient.

Several examples of Central Electric’s commitment to the community is shown through participation in the 4-H Club of Lee County golf fundraiser, Bright Ideas education grants for teachers, the Rural Electric Youth Tour to Washington DC and the Touchstone Energy Sports Camp Scholarship Program. Central also provides scholarships of \$2,000 to five students who are members, or children of a member, attending a community college in our area, and rewards students from kindergarten through college who send in a report card with at least one “A” during the most recent grading period.

One other huge part of Central’s community outreach is Operation Round Up, which began in 2013. Operation Round UP is a volunteer program in which members of the cooperative can choose to round up their electric bill to the next whole dollar each month. The money is distributed

by a Trust board to nonprofit organization in Chatham, Harnett, Lee and Moore counties for various worthy projects.

## **Edgecombe-Martin County Electric Membership Corporation**

### **Mailing Address**

PO Box 188  
Tarboro, NC 27886

### **Phone**

(252) 823-2171  
(800) 445-6486

### **Key Staff**

Winston Howell, Chief Executive Officer  
Mike Johnson, Vice President of Engineering & Operations  
Melinda Nimmo, Vice President of Finance  
Eddie Stocks, Vice President of Member & Industrial Development  
Lisa Tolson, Vice President of Human Resources

**Annual Meeting:** Third Saturday in March

**Active Meters** – 11,915

**Counties Served:** Nash, Halifax, Edgecombe, Pitt, Martin, Beaufort, Bertie

### **Current and Future Plans**

Edgecombe-Martin County EMC provides an extensive program in helping the communities and citizens within its service territory by providing several ongoing programs such Summer Fan Relief, Edgecombe County Alzheimer's Walk, Annual EMC 4-H Golf Tournament, The Youth Tour, the Cooperative Leadership Camp and Conference, Black History Month, Customer Appreciation Day, Children's Miracle Network, Annual Donations for Rural Volunteer Fire Departments, Relay for Life, Bright Ideas and local community college scholarships.

With changes in technology, we now offer Mobile Apps access for our membership. This gives our members the ability to connect with us via their mobile devices 24 hours a day, 7 days a week and 365 days a year.

Edgecombe-Martin EMC is committed to delivering reliable energy services at competitive prices to improve the quality of life of our members and communities.

## **EnergyUnited Electric Membership Corporation**

### **Mailing Address**

P. O. Box 1831  
Statesville, N.C. 28687

### **Phone Fax**

(704) 873-5241  
(800) 522-3793

### **Fax**

(704) 924-2120

### **Key Staff**

Wayne Wilkins, Chief Executive Officer  
Alec Natt, Chief Financial Officer  
John McMurray, Chief Operating Officer  
Kathleen Hart, Chief Information Officer  
Gianna Clark, Vice President of Customer Care, Sales, Marketing & Communications  
Pam Britt, Vice President of Human Resources  
Thomas Golden, Chief Strategy Officer  
Jeff Ruffner, General Manager, Propane

**Annual Meeting:** Third Week in September

**Active Meters:** 129,500

**Counties Served:** Wilkes, Yadkin, Alexander, Iredell, Catawba, Gaston, Mecklenburg, Cabarrus, Montgomery, Davie, Rowan, Davidson, Forsyth, Stokes, Rockingham, Guilford, Randolph, Lincoln & Caldwell

### **Current and Future Plans**

EnergyUnited serves electric power over approximately 195 miles of transmission, 8,100 miles of overhead distribution and 4,700 miles of underground distribution lines. Today, the cooperative serves more than a quarter million people through 124,000 customer metering points and provides for a peak electric demand of more than 758,000 KW. Currently, there are 9 Board of Directors.

EnergyUnited provides electric service over a geographically diverse area ranging from rural, hilly farmland in the north to dense suburban areas in the Charlotte and Piedmont Triad areas in the south and east. The load EnergyUnited serves is predominantly residential along with a growing group of industrial customers in a variety of industries (manufacturing, textiles, water treatment, etc.).

In addition, EnergyUnited provides propane service through its subsidiary, EnergyUnited Propane. EnergyUnited Propane consists of 13 retail outlets, providing service to residential, commercial and industrial customers in 63 North Carolina counties and 11 South Carolina counties.



EnergyUnited is committed to delivering reliable energy services at competitive prices to improve the quality of life of our members and communities.

## **Four County Electric Membership Corporation**

### **Mailing Address**

PO Box 667  
Burgaw, NC 28425

### **Phone**

(910) 259-2171

### **Fax**

(910) 259-1878

### **Key Staff**

Mitchell Keel, Chief Executive Officer  
Dan Allen, Vice President of Customer Services  
Gary Chitwood, Vice President of Finance & Accounting  
Billy McGavock, Vice President of Operations  
Gregg Cohn, Vice President of Engineering  
Don Gatton, Vice President of Human Resources  
Doug Krynicki, Vice President of Information Technology

**Active Meters:** 33,091

**Counties Served:** Columbus, Bladen, Sampson, Duplin, Pender, Onslow

### **Current and Future Plans**

Today, 33,091 active meters are served in the four core counties, and to a lesser degree in Columbus and Onslow counties. Four County EMC has grown to 5,078 miles of line: 219 miles of transmission, 3,929 miles of overhead and 930 miles of underground. There are 26 substations, three switching stations and six points of delivery.

Through our advanced metering technology, our Prepay Advantage program continues to grow. The prepay program allows participants payment flexibility, eliminates deposits, monthly bills and late fees. The Prepay Advantage program also enables participating members to conveniently set their own payment schedule and receive alerts about their usage and account status.

Four County EMC's long standing commitment to economic development is an ongoing effort as we work with the communities we serve to create/save jobs, create new investment, and improve the quality of life for our citizens. Currently, we are working with the United States Department of Agriculture (USDA) which helps us make loans to assist local communities regarding economic and community development, and with the USDA's help, we are able to make zero interest loans. An annual meeting is held for the members of Four County EMC. The meeting gives members the opportunity to elect their Board of Directors and to become better acquainted with the progress of the Cooperative during the year. Notice of the annual meeting is printed in the Carolina Country magazine, as well as the monthly newsletter, *Four County Connection*, which is included within the magazine. Notice of the meeting will also appear in local newspapers, on Facebook, Twitter and the co-op's website at [www.fourcty.org](http://www.fourcty.org). According to the Cooperative's bylaws, the annual

meeting is to be held on the first Monday, in October; or, the Board of Directors may fix a date not more than 30 days prior to, or subsequent to, the regular meeting date.

The Board of Directors continue to retain their Director Gold credential status for continued cooperative education from the National Rural Electric Cooperative Association (NRECA).

In 2018, the cooperative returned \$2.5 million in capital credits to its members as approved by its Board of Directors.

Four County EMC is a member of the North Carolina Electric Membership Corporation, which serves as the Cooperative's wholesale power supplier. Together with 26 other electric cooperatives in the state, Four County EMC owns part of the generating capacity of Duke Power Company's Catawba Nuclear Plant. In addition, the Southeastern Power Administration provides a small percentage of the Cooperative's total wholesale power needs.

## **French Broad Electric Membership Corporation**

### **Mailing Address**

3043 Highway 213  
PO Box 9  
Marshal, NC 28753

### **Phone**

(828) 649-2051

### **Fax**

(828)649-2989

### **Key Staff**

Jeff Loven, General Manager  
Joseph G. Justice, President  
Tracy Evans, Burnsville District Manager  
Greg Fowler, Marshall District Manager  
Phyllis Holt, Office Manager

**Annual Meeting:** First Saturday in May

**Active Meters:** 38,360

**Counties Served:** Madison, Yancey, Mitchell, Buncombe, NC and Unicoi and Cocke County, TN

### **Current/Future Plans**

French Broad EMC has grown into a modern-day cooperative, with 22 substations serving 38,360 members. French Broad has modern system Control's along with a data acquisition system, linked by fiber optic cable and wireless communication, to facilitate accurate and rapid functioning of its electrical distribution and transmission plant. All substations now have state of the art electronic relays and controls that integrate seamlessly with the Cooperative's SCADA system. A fiber optic network connects each substation together and is in a loop with each office. The Cooperative has seen about 0.5% increase in member growth annually and about 2.5% growth in sales. As the economy has improved, kilowatt hour sales have increased over the past year as an all-time system peak was set in January of 137 MW.

Future plans and improvements include continued expansion of the automated meter reading with a wireless system from Tantalus. This wireless AMI system is being used to provide prepayment electric service to members wishing to avoid a deposit or an alternative way to manage their bill. Fiber optic cable is continuing to be installed across the system to provide connectivity to the substations for SCADA, AMR, and High-Speed Internet. The Cooperative recently applied for FCC grant money to provide Fiber to the Home service to many of its customers in Madison County. Mobile map viewing and staking software packages are being used by the cooperative in an effort to further improve service response times and streamline the data collection process. As new renewable energy laws are now in place in North Carolina, French Broad EMC finds that the investment they made in their hydroelectric plant back in the 1980's has an ever increasing value. In addition to the electricity French Broad EMC purchases from the South Eastern Power

Administration (SEPA), the electricity generated from this plant counts directly towards the state mandated renewable energy requirement. The cooperative has also offered several programs to those customers who wish to invest in renewable technologies and offset some or all of their energy needs.

## **Halifax Electric Membership Corporation**

### **Mailing Address**

P. O. Box 667  
Enfield, N.C. 27823

### **Phone**

(252) 445-5111

### **Fax**

(252) 445-2398

### **Key Staff**

Charles Guerry, Executive Vice-President & General Manager

Stanley J. Brothers, President

Wanda P. Cooke, Manager of Finance

Sam Moseley, System Engineer

Leona Padgett, Manager of Human Resources & Facilities

Brady Martin, Manager of Marketing & Economic Development

Sanders Cox, Manager of Billing Services

Roderick D. Bozard, Manager of Operations

**Annual Meeting:** Third Saturday in May

**Active Meters:** 11,646

**Counties Served:** Warren, Nash, Halifax, Martin

### **Current and Future Plans**

Incorporated 80 years ago on December 15, 1938, Halifax EMC serves Halifax and Warren counties, parts of Nash and Martin counties and provides wholesale power to the Town of Enfield.

Halifax EMC continues to offer its members Pre-Pay electric billing option. The number of members taking advantage of this feature increases monthly. Pre-Pay allows new members to avoid deposit fees. Members who use the Pre-Pay service can easily budget their money and avoid late, disconnect and reconnect fees. Not only does it allow members to have flexibility in their budgets, it also allows them to control payment due dates instead of having a set due date. Pre-Pay also raises awareness of energy usage for members. Providing better ways to serve our members is an ongoing focus.

Halifax Electric Membership Corporation believes its role in local economic development can and will be valuable and influential. By establishing dialogue with the State, Region, and our Counties' Economic Development organizations, Halifax EMC continues to be recognized as a leader and a resource for economic development. We are recognized as an entity that is willing to offer assistance to potential clients, through USDA loans or grants, NCEMC zero interest business development funds, or through possible industrial site and building identification. Since 2017, Halifax EMC has secured two zero-interest loans funded by the USDA's Rural Economic Development Loan & Grant program for volunteer fire departments to purchase much needed

equipment. Another zero-interest loan was also secured for Halifax County to purchase nine (9) new patrol vehicles for the Sheriff's Department. In addition, we have established a presence with county and statewide organizations, including chambers of commerce and economic development commissions, and recognize that these relationships can be mutually beneficial. We make clear our interest as being a regional partner in economic development efforts. At Halifax EMC, we understand there is power in numbers, and we are committed to being a part of the economic development team for our community and for northeastern North Carolina.

## **Haywood Electric Membership Corporation**

### **Mailing Address**

376 Grindstone Road  
Waynesville, N.C. 28785

### **Phone**

(828) 452-2281  
(800) 951-6088

### **Fax**

(828) 456-9443

### **Key Staff**

Tom Batchelor, Executive Vice-President & General Manager  
Larry Clark, President  
Rex LaRowe, Chief Operation Officer  
Ken Thomas, Manager of Marketing & Communications  
Vacant, Manager of Human Resources  
Susan McCall, Internal Auditor  
Darlene Shipman, Supervisor of Consumer Accounting

**Annual Meeting:** Second Thursday in August

**Active Meters:** 27,128

**Counties Served:** Macon, Jackson, Transylvania, Haywood, Buncombe, Madison, Rabun County, Georgia and Oconee County, South Carolina

### **Current and Future Plans**

Over the years, Haywood's headquarters has moved from the Cruso community to Main Street in Waynesville followed by a move in 1953 to the Old Asheville Highway in Waynesville where the headquarters remained until July, 2009. As Haywood EMC grew, a district office was added in Lake Toxaway of Transylvania County. Haywood EMC has grown from 18 employees and 3,936 services in 1953 to 67 employees, plus approximately 76 contractor employees serving the 25,839 plus services today.

Due to growth, Haywood EMC maximized the potential of its previous headquarter facilities through renovation and remodeling over the 55 years there. Therefore, Haywood EMC moved into a new headquartering facility at 376 Grindstone Road, Waynesville, NC 28785 as of July, 2009. This will allow the co-op too continue meeting its responsibilities to both the members and communities it serves.

Haywood EMC has averaged a growth of one percent a year in new accounts and the corporation projects a similar growth pattern into the near future.



In addition to providing the affordable, reliable and safe electrical energy members have come to know and expect, we are also striving to meet state mandates in providing a mixed portfolio of traditional and renewable power resources. This is also being supplemented with energy efficiency programs offered to members as an incentive to reduce greenhouse gases.

## **Jones-Onslow Electric Membership Corporation**

### **Mailing Address:**

259 Western Boulevard  
Jacksonville, NC 28546

### **Phone Numbers:**

(910) 353-1940  
(800) 682-1515  
(910) 353-7117 (Power Outage)  
(800) 681-4146 (Power Outage)

### **Fax**

(910) 353-7735

### **Key Staff:**

Jeff T. Clark, Chief Executive Officer  
John L. Pierce, Chairman  
Tommy Pritchard, Chief Utility Engineering Officer  
Steve Goodson, Vice President of Energy Services  
Wanda Jones, Vice President of Commercial Operations  
Jeff Allen, Vice President of Operations  
Michelle Hefner, Vice President of Finance and Accounting  
Carrie Peters, Vice President of IT  
Andrea Avery, Vice President of Human Resources  
Ricky Maready, District Vice President

**Annual Meeting:** Last Friday in March

**Active Meters:** 73,683

**Counties Served:** Onslow, Pender, Lenoir, Duplin, Craven, Jones

## **Current and Future Plans**

With many changes facing the industry, Jones-Onslow EMC is still serving its consumers with the neighbor helping neighbor concept, through the cooperative way of business. With over 2,400 miles of line serving over 73,000 customers, Jones-Onslow EMC is one of the fastest growing and most innovative cooperatives in the United States.

JOEMC's annual work plan focuses on reliability and system strength to withstand major storms. Current and future work plans include improving system reliability by focusing on the construction of new, and the upgrading of existing, distribution substations throughout their service territory. All of this is to accommodate the continued growth in JOEMC's service territory.

## **Lumbee River Electric Membership Corporation**

### **Mailing Address**

P. O. Box 830  
Red Springs, N.C. 28377

### **Phone**

(910) 843-4131  
(800) 683-5571

### **Fax**

(910) 843-2079

### **Key Staff**

Carmen Dietrich, President & Chief Executive Officer  
Ronnie E Hunt, Chairman - Board of Directors  
Chris Locklear, Vice President of Engineering & Operations  
Lea Hewett, Vice President of Finance  
Theresa Walker, Vice President of Human Resources  
Caleb Malcolm, Vice President of Information Technology  
Walter White, Vice President of Corporate Service  
Mark Walters, Director of Safety

**Annual Meeting:** Second Thursday in October

**Active Meters:** 61,229

**Counties Served:** Scotland, Hoke, Robeson, Cumberland

### **Current and Future Plans**

At the first Annual Meeting of the Members in 1941, the cooperative had 469 miles of line. The average member used 36 kWh per month and paid 7 cents per kWh. Today, the cooperative has 5,838 miles of line and the average residential member uses 1,298 kWh per month at a cost slightly more than 10 cents per kWh. The membership is comprised of 95% residential and 4% commercial. Revenue has grown 21% over the past 10 years.

The strong growth for the cooperative continues to be concentrated in the Cumberland and Hoke County areas, in large part due to the proximity to Ft. Bragg.

In Robeson County, development of businesses is driven by the access to major highways and rail systems, as well as the success of COMtech, a partnership of educational, business and government entities founded to support and help tenant-partners focus on the profitability of their core business through workforce development. Lumbee River offers two loan programs to assist with economic development: the USDA Intermediary Relending Program (IRP) and the USDA Rural Economic Development Loan and Grant Program (REDLG). Both loans help the expansion of businesses to create jobs when adequate funding is not available from other sources.

In addition to Lumbee River's commitment to support economic development, our investment in technologies has streamlined work processes and provided additional services to the membership. Lumbee River EMC remotely reads meters and is capable of connecting and disconnecting services from our office. Using implemented technology, members may transact business, such as making payments or establishing service by simply visiting our web site, using our Smartphone application or our automated phone system. Members may also choose to enroll in FlexPay, a prepaid metering program that allows the member to monitor and manage their daily kWh consumption. Lumbee River EMC continues to be committed to evaluating emerging technologies to be the trusted energy advisor for our membership.

Lumbee River continues to focus on member energy efficiency programs and the inclusion of renewable energy in our fuel portfolio. Effective energy efficiency programs, expanding member education and favorable member financing options are resulting in savings to the membership through our implementation of numerous energy efficient measures. Lumbee River EMC will continue to evaluate various renewable energy projects as member expectations change and emerging storage technology becomes more affordable.

Lumbee River EMC offers high speed broadband, TV and telephone services on a fiber network system to residences, businesses and public facilities located in underserved or unserved areas of Robeson County. In addition, Lumbee River EMC is able to deploy various smart grid technologies using the fiber network.

With a membership that exceeds 53,720 individuals, Lumbee River EMC continues to provide safe, reliable, affordable and resilient electric service to the residents of Cumberland, Hoke, Robeson and Scotland Counties.

## **Pee Dee Electric Membership Corporation**

### **Mailing Address**

575 Highway US Highway 52 South  
Wadesboro, N.C. 28170

### **Phone**

(704) 694-2114  
(800) 992-1626

### **Fax**

(704) 694-9636

### **Key Staff**

Donald (Donnie) Spivey, Chief Executive Officer & Executive Vice-President  
Richard H. Johnson, Board President  
Tony Eason, Vice President of Engineering & Operations  
Phillip Mabry, Vice President of Finance & Accounting  
Cathy Page, Vice President of Customer Service & Marketing  
Betty Knight, Vice President of Human Resources  
Janet Carson, Vice President of Information Technology

**Annual Meeting:** First Thursday in October

**Active Meters** – 21,005

**Counties Served:** Anson, Montgomery, Moore, Richmond, Scotland, Stanly, Union

### **Current and Future Plans**

Today, Pee Dee Electric serves 21,005 meters throughout seven counties and maintains over 3,100 miles of line.

Pee Dee Electric utilizes advanced technologies including Automated Metering Infrastructure (AMI) and Geographic Information System (GIS). The GIS mapping system provides accurate information in the field for the entire service area. Pee Dee Electric utilizes Milsolf's Outage Management System (OMS) that is integrated with the AMI and GIS systems. This automated OMS system provides information allowing quicker response times for power outages. Pre-paid Metering services and power usage monitoring became available to our members in 2012. A website portal displaying energy usage allows members the ability to look at previous day usage and sign up for email alerts.

Pee Dee Electric continues to focus on energy efficiency programs for its members and complying with the NC Renewable Energy Portfolio Standards mandate. Pee Dee implemented an Energy Efficiency Loan Program for members in 2017. Pee Dee completed construction of a 100kW Community Solar Farm to support alternative energy while providing members an opportunity to participate in a solar energy facility.

The cooperative's 2016 Strategic Plan sets the direction for the cooperative. Safety and providing legendary customer service continues to be a priority for all employees of Pee Dee Electric.

## **Piedmont Electric Membership Corporation**

### **Mailing Address**

P. O. Drawer 1179  
Hillsborough, N.C. 27278

### **Phone**

(919) 732-2123  
(800) 222-3107

### **Fax**

(919) 644-1030

### **Key Staff**

Stephen (Steve) B. Hamlin, President & Chief Executive Officer  
Susan Cashion, Vice President, Chief Compliance and Administrative Officer  
Larry Hopkins, Vice President, Engineering  
Lisa Kennedy, Vice President, Financial Services  
Robert Riley, Vice President of Operations  
Chuck Lee, Manager of Energy Services  
Kirk Metcalf, Human Resources Manager  
Brandon Reed, Manager of Member Services & Public Relations  
Scott Rowland, IT Manager

**Annual Meeting:** Fourth Friday in April

**Active Meters:** 32,621

**Counties Served:** Alamance, Caswell, Durham, Granville, Orange, Person

### **Current and Future Plans**

Each and every day, Piedmont Electric strives to provide affordable, reliable, environmentally responsible power. To that end, the cooperative has recently completed several key initiatives that help strengthen the cooperative's system and operations while working to control rising costs in the energy industry.

The cooperative energized the Mebane Oaks substation in June 2017. The cooperative's newest substation significantly enhances reliability and provides capacity for growth in Mebane, Efland and southwest Hillsborough. Piedmont Electric was able to keep the lights on for 99.98 percent of the year and projects like the Mebane Oaks substation help improve reliability and meet the needs of growing communities.

Additionally, Piedmont Electric has completed or is working on several projects to strengthen the resiliency of the electric grid including replacing some wooden poles with taller, steel poles; increasing the size of the conductors for circuits who have experienced growth; providing for redundant systems in substations; and upgrading or replacing some existing substations. Piedmont Electric is also installing high-speed fiber optic cable across their system which will provide the cooperative a high-speed communication path to control equipment in the substations and in the

field. The cooperative is also exploring leasing their excess fiber capacity to third-party internet providers in an effort to improve access to quality broadband in their communities. These projects will lead to less outages and shorten the duration of outages that do occur.

Even with improvements to the electric system and other upward cost pressures, Piedmont Electric has been able to offer a rate reduction through a monthly wholesale power cost adjustment (WPCA) credit for the last two years. This credit has been made possible through a number of Piedmont Electric programs including air conditioning load management, water heater management, Beat the Peak voluntary reductions, time-of-day rates and more. Recently, the cooperative created several new ways for members to lower their energy use and save money. Through the smart thermostat savings program, members allow the cooperative to adjust the temperature of the member's Nest or Ecobee thermostats to help reduce peak demands. For members who own or lease electric vehicles (EV), the co-op created a special rate which rewards EV owners who charge their vehicles overnight with a lower rate. These offerings have given members more control of their energy use which saves the member, and the co-op, energy and money.

In an effort to strengthen the co-op's commitment to the community, Piedmont Electric established the Piedmont Electric Helping Hand Foundation. This charity foundation is dedicated to enhancing the quality of life in the communities served by Piedmont Electric by empowering and partnering with the co-op's members and the communities they serve. Support for programs will focus on youth education, emergency preparedness, access to broadband, affordable electric power and other electric utility issues. In its first year of existence, the foundation awarded more than \$155,000 in community grants for energy assistance, education, emergency response, energy efficiency projects and other services that improve local quality of life. The foundation is funded by the generous donations from the cooperative's members who volunteer to round up their monthly bill and donate this change to the foundation.

Moving into the future, the cooperative has several initiatives which will be launched in the next couple of years to continue to strengthen the cooperative's system and to further enhance member's connection to their cooperative. In 2019, the cooperative will offer online and mail-in balloting for board elections. This method will make it more convenient for members to participate in the election of their board representatives. Also starting next year, the cooperative will begin installing new responsive meters which will improve reliability and provide more information and options for members. These meters may be able to notify the cooperative of a power outage before a member can report it as well as provide daily and even hourly energy use for members. This wealth of information can help members and the co-op make informed energy decisions.

Piedmont Electric continues to strive to provide excellent service to its members through these initiatives and more each and every day.



## **Pitt & Greene Electric Membership Corporation**

### **Mailing Address**

P. O. Box 249  
Farmville, N.C. 27828

### **Phone**

(252) 753-3128  
(800) 622-1362

### **Fax**

(252) 753-3136

### **Key Staff**

Mark A. Suggs, EVP & General Manager  
Glenn Smith, President  
Tammy Murphy, Human Resources & Administrative Assistant  
Tony Barrow, Director of Engineering  
Milton Grant, Director of Operations  
Cathy Beasley, Director of Office Services

**Annual Meeting:** First Thursday in November

**Active Meter:** 8,728

**Counties Served:** Wilson, Edgecombe, Wayne, Lenoir, Greene, Pitt

### **Current and Future Plans**

Pitt & Greene Electric Membership Corporation (Pitt & Greene EMC) is a non-profit, non-taxable rural electric cooperative organized pursuant to Article 2, Chapter 117 of the North Carolina General Statutes. The Certificate of Incorporation was filed in the office of the Secretary of State of the State of North Carolina on the 8<sup>th</sup> day of June 1937. Pitt & Greene EMC is operated by a nine-member board of directors elected by the member-owners of the corporation. The purpose or purposes of the corporation for which it is formed are in general, to provide electric energy to the members of the cooperative; to mortgage plant, buildings and machinery; to acquire and hold, to the extent permitted by law, mortgages, leases, licenses, and right of way easements; to borrow money and other evidences of indebtedness necessary to finance the operation of providing electric energy to the members of the cooperative.

Pitt & Greene EMC is located at 3989 West Wilson Street, Farmville, NC. Its formation began in 1937, and its first homes were energized on March 8, 1938. Construction began on the first Headquarters building in 1953 and was completed May 1954. Pitt & Greene was the 14<sup>th</sup> electrical co-op established in the nation.

Pitt & Greene EMC installed the AMI (Automated Metering Infrastructure) beginning March 15, 2011. By September 30, 2011, 8500 meters had been successfully installed. We are now

offering Customer Choice, which is a pay as you go program. Customer Choice is optional and is available to all members. Pitt & Greene EMC currently has 33 employees. It serves Pitt, Greene, Lenoir, Wayne, Wilson, and Edgecombe counties. Its average total number of consumers is 8,706, and the corporation serves 1,079.71 miles of line.

## **Randolph Electric Membership Corporation**

### **Mailing Address**

P. O. Box 40  
Asheboro, N.C. 27204-0040

### **Phone**

(336) 625-5177  
(800) 672-8212

### **Fax**

(336) 626-1551

### **Key Staff**

Dale Lambert, Chief Executive Officer  
Jay Albright, District Vice President  
Adam Hargett, Vice President of Finance  
Dennis Mabe, Vice President of Engineering & Operations  
Fred Smith, Vice President of Member & Public Relations

**Annual Meeting:** Third Friday in June

**Active Meters** – 31, 907

## **Current and Future Plans**

Today Randolph EMC serves nearly 32,000 consumer-members in Alamance, Chatham, Montgomery, Moore, and Randolph counties in central North Carolina. The company is headquartered in Asheboro and has one district office in Robbins. Randolph EMC delivers over 500 million kWh of electric energy annually with an annual peak capacity of 159 MW to residential, commercial and industrial customers.

REMC's advanced metering infrastructure allows the cooperative to offer various programs that utilize the digital meters' two-way communication feature. Daily usage monitoring via REMC's online member service portal allows members to monitor their kWh electricity use on a daily basis. FlexPay is a program that lets members pre-pay for electricity, which eliminates late payment fees and the need for deposits.

Randolph EMC also offers its members a variety of electric rates. General service residential, commercial and industrial rates are available, as well as a number of time-of-use options. Renewable purchase options are offered to members willing to invest in the cooperative's SunPath Community Solar<sup>®</sup> program. Participants in this program have the option to subscribe monthly or for a full term (240-months) to the output of any number of solar panels they wish. As a result, these members receive credit on their bills for the amount of energy their panel(s) generate, based on the co-op's published Solar Energy Credit at the time of billing.

In addition, members enjoy services such as electronic bill payment, budget billing, and bank draft as a result of Randolph EMC's commitment to making account management easy. REMC's

dispatch center has a representative available 24-hours-a-day to answer member calls, and members may access their account information at any time online or through an automated phone line.

The cooperative also routinely employs new technologies through pilot programs, which aim to help manage costs both for the utility and the participating member. Recently, REMC introduced REVUP—REMC Electric Vehicle Utility Program. This program offers members with electric vehicles a \$500 rebate toward purchasing a Level 2 charging station in exchange for their charging data. This program also incorporates a three-tiered time-of-use rate to allow maximum savings in charging an electric vehicle overnight when the cost of electricity is lowest for the utility.

Randolph EMC not only has a philosophy of providing reliable electric power at an affordable price, but is dedicated to community involvement as well. Employees are encouraged to participate in civic, service and business organizations within the community. The company has representation in associations such as Rotary International, Youth Sports, United Way, and local economic development organizations.

One very special program developed locally is “*People Helping People*,” an organization governed by an independent board of directors and sponsored by Randolph EMC. This program allows enrolled members to round up their electric bill to the nearest dollar to help other members in need of financial assistance. As of 2016, more than \$95,000 has been given to individuals and families in need of support.

Education also plays an important role at Randolph EMC. The co-op believes it is because of teachers willing to go the extra mile that our children enjoy some of the finest education opportunities in the world. Each year, REMC sponsors a student to visit Washington, D.C., through the Rural Electric Youth Tour, and sends students to the Roy Williams and N.C. State Wolfpack Basketball Camps, as well.

In addition, employees have delivered hundreds of presentations on energy and electrical safety to area schools and the company is involved in programs that also support teachers. Randolph EMC has given away more than \$222,000 to teachers over the past 22 years through the “*Bright Ideas*” program, which assists local teachers with educational programs. In addition, the co-op participates in the “*Teacher Internship Program*” sponsored by the Asheboro/Randolph Chamber of Commerce. In this program, area teachers spend a week during the summer working at Randolph EMC to gain on-the-job experience that they can incorporate into their lesson plans.

Randolph Electric Membership Corporation looks toward a bright and challenging future as the nation moves toward energy independence and a cleaner environment. The co-op will do its part to ensure intelligent, affordable solutions in meeting the electric requirements of its members. Through a diversified portfolio of traditional power resources, renewable and environmentally friendly generation technologies, as well as energy efficiency, Randolph EMC is committed to delivering affordable, reliable electric energy and superior service in response to the needs of its members and communities.

## **Roanoke Electric Cooperative**

### **Mailing Address**

P. O. Box Drawer 1326  
Ahoskie, N.C. 27910

### **Phone**

(252) 209-2236  
(800) 433-2236

### **Fax**

(252) 209-5040

### **Key Staff**

Curtis Wynn, President & Chief Executive Officer  
Allen W. Speller, Board Chairman  
Marshall Cherry, Chief Operating Officer  
Cathy Davison, Vice President-Corporate Services

**Annual Meeting:** Fourth Saturday in August

**Active Meters:** 14,500

**Counties Served:** Halifax, Northampton, Hertford, Gates, Bertie

## **Current and Future Plans**

Roanoke Electric Cooperative has been recognized as an industry leader in innovative economic and community development, winning the prestigious Nation Rural Electric Cooperative Association Community Service Network award on two occasions.

Roanoke Electric Cooperative is among the nation's first to receive USDA funding for the co-op to administer an energy-efficiency and conservation loan program. A total of \$6 million, these funds are invested into making energy-efficiency upgrades in the homes of the co-op's member-owners. As of November 2018, the program has benefited hundreds of co-op member-owners.

Roanoke Electric Cooperative is also one of the first in North Carolina to develop and implement a Community Solar initiative. The program offers member-owners the opportunity to invest in locally-produced renewable energy, while simultaneously giving community and philanthropic organizations the opportunity to sponsor the program in order to provide financial assistance to low-income member-owners.

Currently, the cooperative is building out its "smart" grid initiative. The \$4 million investment in the co-op's distribution system uses sophisticated fiber technology deployed across the co-op's 2000-miles of substations and distribution line. The enhancements allow the co-op to significantly reduce the amount of electricity loss associated with inefficient and outdated technologies, electrical outages and outage duration.

With the smart grid in place, the co-op is taking further advantage of the innovative infrastructure by using it to make broadband internet access available to member-owners-many of whom live in areas not served or under-served by large, for-profit internet providers.

The cooperative also offers numerous energy-efficiency and cost-saving programs to help member-owners save money by managing energy use and reducing consumption. Many of the “high-impact” programs as the co-op calls them due to their immediate money-saving benefit, are available to all member-owners as a result of the innovative grid enhancements.

Finally, through the many nonprofit programs and services of its 501(c) 3 nonprofit subsidiary, The Roanoke Center, the cooperative has positioned itself as a catalyst for economic sustainability within the Roanoke-Chowan and Roanoke Valley regions of North Carolina.

## **Rutherford Electric Membership Corporation**

### **Mailing Address:**

P. O. Box 1569  
Forest City, NC 28043-1569

**Website** [www.remc.com](http://www.remc.com)

### **Phone**

828-245-1621 or  
800-521-0920

### **Fax**

828-248-2319

### **Key Staff**

Joseph H. Joplin, General Manager  
J. Dean Carpenter, President  
Dirk Burleson, Vice President of Member & Corporate Services  
Jeffrey C. Brittain, Vice President of Engineering  
Colon L. Saunders, Vice President of Operations  
Randy Ward, Vice President of District Operations

**Annual Meeting:** Last Saturday in October

**Active Meters:** 74,856

**Counties Served:** Caldwell, McDowell, Rutherford, Polk, Cleveland, Burke, Catawba, Lincoln, Gaston, Mitchell

## **Current and Future Plans**

Rutherford EMC is proud to celebrate 81 years of service to its members in 2018. What began with a handful of determined farmers, 10 miles of line and 30 members, has grown to provide electricity to more than 74,856 homes and businesses in 10 counties. Growth will continue in this small community atmosphere where good schools and the moderate climate provide an excellent area to work and raise families.

Today, all meters are read electronically by an Automated Meter Reading system. This meter reading system also allows us to remotely disconnect and connect services from our office. Members can log on to our website to our Member Services Portal to view their daily meter readings and monitor their usage. This portal also allows the member to view their bill, set up Auto-Pay, sign up for E-Billing, pay online and make changes to their account. This service is convenient to members since it can be accessed on any device, including smart phones, any time of the day, 365 days a year. Our automated telephone system allows members to obtain information on their account, report an outage, or pay their bill from any touchtone phone. This service is available 24/7 by dialing any of our offices.

PrePay metering service is available to our qualifying residential and non-demand members. This option does not require a normal security deposit and gives the member flexibility in paying for their electric service.

Renewable energy generation is available to residential and nonresidential members receiving concurrent service from the cooperative where a solar, wind-powered, or biomass-fueled generation source of energy, without battery storage, is installed on the member's side of the delivery point. Currently, we have 137 members taking advantage of this program.

Rutherford EMC gives back to the community by participating in the Bright Ideas education grant program, the Rural Electric Youth Tour to Washington and the Summer Basketball Camp scholarship program. Many fundraisers are held by employees, with support from the cooperative, to assist families in the community and to donate to various charities.

To aid in maintaining its primary goal of providing affordable electric rates and reliable service for its members, Rutherford EMC has developed a series of long-term business strategies aimed at guiding the cooperative well into the 21st century. The cooperative is working to improve its load factor in the residential market by promoting safe, energy-efficient, all-electric living, while capturing opportunities to serve new commercial and industrial loads by building an aggressive economic development program.



## **South River Electric Membership Corporation**

**Address**

17494 US 421 S  
P. O. Box 931  
Dunn, N.C. 28335

**Phone**

(910) 892-8071  
(800) 338-5530

**Fax**

(910) 891-7189

**Website**

[www.sremc.com](http://www.sremc.com)

**Key Staff**

Chris Spears, Executive Vice-President & Chief Executive Officer  
Andrew Hardy, Vice President of Finance & Accounting  
Catherine O'Dell, Vice President of Member Services & Public Relations  
Barbara West-Lee, Vice President of Corporate Services  
Chuck Richardson, Vice President of Engineering  
David Akers, Vice President of Operations  
Tim Peede, Vice President of Information Technology

**Number of Employees** - 105

**Annual Meeting:** April

**Active Meters** – 44,441

**Counties Served:** Harnett, Cumberland, Sampson, Bladen, Johnston

### **Current and Future Plans**

In 2016 South River EMC completed the refinancing of all existing Rural Utilities Service (RUS) debt with the National Rural Utilities Cooperative Finance Corporation (FC). The Cooperative expects an annual cash flow increase for the next several years of nearly \$1.5 million and a total savings of more than \$20 million over the life of the loans. The refinancing will net an additional savings of around \$500,000 per year in operating costs by streamlining processes and eliminating the red tape.

South River EMC will continue to make investments in technology to conduct business more efficiently, to deliver better service to our Members and to hold down costs. South River EMC has installed payment kiosks at each office. These kiosks take the place of the drive-thru window and night deposit box and will accept cash, credit and check payments and post them to the member's account immediately.

South River EMC was heavily impacted by Hurricane Florence in September 2018. During the height of the storm the cooperative had 30,600 members without electric service. After the hurricane's strong winds and historic rainfall, the Cooperative was able to restore service within five days with the help of 25 out-of-state cooperatives, three contracting companies and three tree companies.

In 2017, South River EMC found itself in a unique situation where it had greater revenues than anticipated. Rather than retain the money, they returned it to the members. From April through December the co-op provided a Member Advantage Credit on members' bills. By the end of December, the Cooperative refunded \$2,973,733. Additionally, the Cooperative retired capital credits from parts of 1998, 1999 and 2016. These refunds totaled \$4,522,087. South River EMC is looking out for co-op members! In 2018, South River EMC again found itself with greater-than-anticipated revenues, which resulted in a bill credit for all members from August through December. The total credit amount will be \$2.2 million.

South River EMC installed automated meters to all residential and three-phase accounts in 2009. These meters revolutionized billing and services to the Cooperative's members. However, the metering system is about to come to the end of its useful life. Therefore, the Cooperative plans to begin implementing the new generation of smart meters in 2019 or 2020.

South River EMC continues to look for ways to meet member expectations and to reduce costs, while improving member satisfaction.

## **Surry-Yadkin Electric Membership Corporation**

### **Mailing Address**

P. O. Box 305  
Dobson, N.C. 27017

### **Phone**

(336) 356-8241  
(800) 682-5903

### **Fax**

(336) 356-9744

### **Key Staff**

Greg Puckett, Executive Vice-President and General Manager  
Lee Von (Toby) Speaks, President  
Donna Marion, Vice President of Administration  
Misty Utt, Vice President of Finance and Accounting  
Ricky Bowman, Vice President of Operations

**Annual Meeting:** First Saturday in October

**Active Meters:** 27,081

**Counties Served:** Wilkes, Surry, Yadkin, Stokes, Forsyth

### **Current and Future Plans**

Surry-Yadkin EMC has grown from its modest beginnings to serving 27,081 plus meters and operating 17 substations. Currently, Surry-Yadkin has 107 miles of transmission line and 3,969 miles of distribution line. Since 1960, our headquarters are located at 510 South Main Street, Dobson, NC. All members are served from this location. Surry-Yadkin EMC has a staff of 66 well-trained employees to serve its membership.

We will continue to upgrade and install facilities as needed to meet the requirements of our membership.

## **Tideland Electric Membership Corporation**

### **Mailing Address**

P. O. Box 159  
Pantego, N.C. 27860

### **Phone**

(252) 943-3046  
(800) 637-1079

### **Fax**

(252) 943-3510

### **Key Staff**

Paul Spruill, General Manager and Chief Executive Officer

Paul Sasnett, President

Tonya Little, Executive Assistant/Payroll Specialist

Jim Chrisman, Chief Financial Officer & Manager of Internal Services

Ben Beagle, Manager of Engineering & Operations

Myra Beasley, Manager of Human Resources, Risk Management & Benefits

Bill Waters, Manager of Information Technology

Heidi Smith, Manager of Marketing & Communications

**Annual Meeting:** May

**Active Meters:** 22,450

**Counties Served:** Craven, Pamlico, Beaufort, Washington, Hyde, Dare

### **Current and Future Plans**

Tideland is not only focused on its core business function in 2019 specific to the safe and reliable delivery of affordable electric service, but also supporting our communities in varying stages of recovery from the impact of Hurricane Florence. Since 1999, Tideland has made substantial investments in system upgrades including the construction of a 115 kV transmission line traversing Beaufort and Hyde counties, and in December 2011 the co-op completed the process of converting to all digital meters capable of providing remote readings and other advanced functions that enable technology to assist our rural consumers with real time consumption data, high energy alerts, optional pre-paid electric service, and more. In the summer of 2010, Tideland interconnected its first two small, member-owned photovoltaic solar systems. In 2017 Tideland hosted a unique microgrid at Ocracoke Island complete with diesel generation, small-scale solar, battery storage, wi-fi controlled thermostats and water heaters. A microgrid controller owned and operated by NCEMC capitalizes on each microgrid component as we learn how to best utilize this technology on the distribution system. The microgrid investment followed the December, 2014 completion of Tideland's first community garden. Technology, information, and reliability will drive our future. Tideland is determined to be in a position to deploy cost effective and accessible member focused solutions to meet the diverse energy needs of our membership.

## **Tri-County Electric Membership Corporation**

### **Mailing Address**

4255 Alt. US Hwy 117 South  
PO Box 130  
Dudley, NC 28333

### **Website**

[www.tcemc.com](http://www.tcemc.com)

### **Phone**

(919)735-2611

### **Fax:**

(919)734-6277

### **Key Staff**

J. Michael Davis, General Manager  
Ken E. Davis, Manager of Finance and Accounting  
Tony Grantham, PE, Manager of Engineering  
Tamah Hughes, Manager of Information Technology  
Bob Kornegay, Manager of Member Services  
Deidra Locklear, Manager of Marketing and Communications  
Mike Wood, Manager of Operations

**Annual Meeting:** Second Saturday of November

**Meters Served:** 24,866

**Counties Served:** Wayne, Duplin, Lenoir, Johnston, Jones, Sampson and Wilson

### **Current and Future Plans**

Community oriented programs are a top priority at Tri-County EMC. The Operation Round-Up program, which began in September 2000, has helped many needy individuals and non-profit organizations in our communities. Our participation rate is 95% and members have contributed over \$1.6 million to improve the quality of life in our communities.

To secure the future of our communities, our employees provide scholarships to send local students to college. Since 2001, 857 high school seniors have received scholarships totaling \$368,250.00. These budding leaders will help us build a better world.

Since its inception in 1994, the Bright Ideas Grant Program has contributed millions of dollars to teachers across the state of North Carolina to fund educational projects. We are proud to have awarded \$1,541,418.78 to teachers in our service area to fund 1,693 innovative teaching projects. The impact reaches thousands of students. We are proud to be making a difference for individuals and communities in our service area.

The Rural Electric Youth Tour to Washington, DC is held each summer. Last summer we sent four high school rising seniors to our nation's capital to learn about leadership, teamwork, and our nation's ideals.

Tri-County EMC, along with the North Carolina Association of Electric Cooperatives, selects two middle school students each year to attend the Touchstone Energy Roy Williams Basketball Camp at UNC-Chapel Hill for male students and the Wolfpack Basketball Camp at NC State University for female students.

Members are provided the Co-op Connections Card which gives them a discount on their medications at local pharmacies.

The cooperative has faced many changes and challenges in the electric industry over the years. As we continue to face more changes and challenges in the future, the mission of Tri County Electric Membership Corporation will remain the same. We are a member-driven cooperative committed to providing reliable electric power at a reasonable cost, to offering superior service, and to taking an active role in supporting the communities it serves. The core values of Tri-County Electric remain the same. Integrity, accountability, innovation, and commitment to community are the cornerstones on which Tri-County EMC continues to build a strong cooperative.

## **Union Power Cooperative**

### **Mailing Address**

P. O. Box 5014  
Monroe, N.C. 28111-5014

### **Phone**

(704) 289-3145  
(800) 922-6840

### **Key Staff**

Greg Andress, Executive Vice-President & General Manager  
Lee Roy Kirk, Jr., President  
Numa Robertson, Vice President of Corporate Services  
Theresa Conyers, Vice President of Finance and Accounting  
David Gross, Vice President of Engineering & Operations  
Luanne Sherron, Vice President of Key Accounts & Government Relations  
Carrie Stroud, Vice President of Communications & Marketing

**Annual Meeting:** Saturday in September or October

**Active Meters:** 76,000

**Counties Served:** Union, Stanly, Cabarrus, Mecklenburg, Rowan,

## **Current and Future Plans**

Union Power Cooperative's mission is to enhance the quality of life of our members and the communities we serve by delivering on our promise to provide safe, reliable electric power and energy service with exceptional value. Union Power serves a five-county area outside the metropolitan area of Charlotte, NC including: Union, Stanly, Cabarrus, Mecklenburg, and Rowan counties. Offices are located in Union and Stanly counties. With 76,000 member accounts, and nearly 6,000 miles of lines, the co-op serves an average of 12 members per mile of line.

Union Power is one of the fastest growing electric cooperatives in the nation, and our long-range forecast predicts our membership will grow by an additional 30 percent over the next 15 years. To meet the demands of this growth, Union Power remains focused on maintaining financial strength, building an electric system that delivers needed capacity and resiliency, and fostering a knowledgeable and engaged workforce committed to exceptional member service.

The core of our business is providing safe, reliable power. To do this requires ongoing planning to ensure our electric system maintains the capacity and resiliency needed to serve our members. In recent years, eastern Mecklenburg and Cabarrus counties have seen an increase in population growth. From 2013-2017, membership in this area grew by 18%. As such, we are working on significant infrastructure upgrades and additions.

To meet the demands of ongoing expansion in Union County, work on the Weddington to Marvin Transmission line progressed and is anticipated to be in service in 2019.

Throughout our five-county service territory, we dedicate resources to maintaining our existing electric system and rights-of-way. Our maintenance programs are critical components to achieving our high level of reliability.

We not only work hard to make sure our electric system is designed and maintained to meet the needs of our growing membership, but we also pride ourselves in delivering an exceptional member experience. In 2017, Union Power achieved a customer satisfaction score of 87, as measured by the 2017 American Customer Satisfaction Index. This rating ranks us 10 points higher than our cooperative peer group and 12 points higher than investor-owned utilities. We don't take this for granted; we continually look for ways to improve the services we provide to you.

We recently implemented a chat feature on our website. This new feature provides our members with the ability to communicate with a customer service representative directly online. Additionally, we make enhancements to our website, print media, and social media platforms. Also, a project is underway to provide the membership with new text messaging options.

Union Power focused on building a foundation for the future to meet the growing needs of our membership. In 2018, the Cooperative planned and broke ground on a new headquarters facility to meet current and future space needs. The new office building and warehouse are expected to be complete in 2020.

As we go forward, we will continue to plan for and make the investments needed to lead us to our vision of being the premier provider of reliable, cost-competitive electric power and energy services; recognized as a committed partner in the community, an innovator in the industry and the employer of choice.



## **Wake Electric Membership Corporation**

### **Mailing Address:**

P.O. Box 1229  
Wake Forest, NC 27588-1229

### **Website**

[www.wemc.com](http://www.wemc.com)

### **Phone Number:**

(919) 863-6300  
(800) 474-6300

### **Fax:**

(919) 863-6379

### **Key Staff:**

Jim Mangum, Chief Executive Officer  
Don Bowman, Chief Operating Officer  
Scott Poole, Manager of Customer Service  
Kirk Metcalf, Manager of Member Services and Human Resources  
Lisa Kennedy, Vice-President, Financial Services  
Chris Wright, Manager of Engineering  
Jordan Overbee, Manager of Operations  
Fred Keller, Manager of Community Development

**Annual Meeting:** Fourth Friday in March

**Accounts:** 45,000

**Counties Served:** Granville, Vance, Durham, Wake, Johnston, Franklin, Nash

## **Current and Future Plans**

Wake Electric provides electric service to approximately 45,000 accounts in parts of seven counties in north central North Carolina, including: Durham, Franklin, Granville, Johnston, Nash, Vance and Wake counties. Wake Electric has 19 substations, and more than 3,500 miles of distribution lines (1,904 miles overhead and 1,598 miles underground). Our Customer Service office is located in Wake Forest and our Engineering/Operations personnel are located in Youngsville.

Wake Electric continues to face steady growth and electricity demand. Even with successful energy efficiency programs, our state experiences increased energy demand requiring construction of new power plants and transmission lines.

Wake Electric also continues to deploy state-of-the art technology that provides members with secure and convenient online account access on their desktop, mobile device or tablet. For example, our SmartHub portal allows members to:

- Pay their bill immediately with secure online payments;
- View monthly electricity usage and history, including daily and hourly kWh for all meters with AMI technology;
- View monthly electricity usage and history through the My Usage tab, which includes information on daily and hourly kWh for all meters with AMI technology, allowing members to make informed decisions about energy usage;
- Manage account information directly and track payment history from mobile devices or the web;
- Report an outage;
- Sign-up to receive notifications via email or text messaging concerning activity on their account;
- Contact our office to initiate various customer service requests.

With technology available, linemen and meter technicians have easy-to-access and accurate information in the field. Wake Electric has installed meters that automatically report outages for all members. Members can report outages using our automated phone system, mobile and web devices, or talk directly with a customer service representative. Our crews in the field also report outages and system problems. A fully integrated customer and engineering database enables Wake Electric employees to analyze outage calls and assign restoration crews efficiently.

Along with keeping costs down, our energy efficiency programs help manage energy use. As a Touchstone Energy cooperative, we offer members' access to [TogetherWeSave.com](http://TogetherWeSave.com), an energy efficiency website that features more than a dozen interactive web applications linked to a virtual home tour designed to encourage members to take energy-savings actions now. We also offer online home energy audits to help members get the best value out of the energy you use every month.

Wake Electric is also working to do everyday business in a more efficient manner. We utilize a dedicated pay-by-phone number option for bill payment. This convenient method for payment of electric bills allows members to check the status of their account, make a payment, create or update PIN numbers and also update phone numbers through an automated phone system.

Costs are rising for all of us, but when it comes to electric bills, our rates are set simply to cover the cost of doing business, not to generate profits for distant stockholders. In fact, we give money back to our members as capital credits when our revenues exceed costs. In 2017, Wake Electric returned \$1,000,000 in patronage capital to existing and former members for their individual share of the capital credits earned between 1993 and 2016, as well as approximately \$190,000 to the estates of deceased members.

Wake Electric is working to keep electric bills affordable. We're controlling costs through innovation. We're continuing to put our members first. No matter what the future brings, one thing is certain: Wake Electric is looking out for its members.

# **Corporations With Headquarters Outside North Carolina**

## **Blue Ridge Mountain Electric Membership Corporation**

### **Mailing Address:**

P. O. Box 9  
875 Main Street East  
Young Harris, Georgia 30582

### **Phone**

(706) 379-3121

### **Fax**

(706) 379-4834

### **Key Staff:**

Jeremy Nelms, Executive Vice-President & General Manager  
Jane Henson, Executive Secretary  
Daniel Frizzell, Director of Engineering  
Fred Gray, Interim Director of Operations  
Sonny Mahan, Director of Member Services  
Erik Brinke, Director of Administrative Services & External Relations  
Amanda Holdaway, Director of Finance & Accounting

**Annual Meeting:** Second Saturday in September

**Active Meters** – 18,030 (In North Carolina as of end of September, 2018)

**Counties Served:** Clay and Cherokee (in NC); Towns, Union & Fannin Counties (in GA)

## **Current and Future Plans**

The EMC's first electric distribution lines were energized in the latter part of 1939. Since that time, there have been many changes both within the Cooperative and the community. A new corporate headquarters was completed in Young Harris, GA, in late 2012. The Co-op has seen considerable growth over the years, presently serving approximately 52,993 electric meters by the end of September, 2018. Approximately 34% of these meters are in Clay and Cherokee Counties in North Carolina, and 66% are in Towns, Union and Fannin County, Georgia.

Our projections are that we will continue to grow at the rate of approximately 1.3% - 1.6% per year in the number of member-customers and approximately 3.5% - 4.0% per year in energy sales.

Blue Ridge Mountain EMC has constructed and continues to build out a fiber-optic network to provide broadband services to homes, businesses and community anchor institutions in the service area. Additionally, BRMEMC continues to work closely (as a member-owner) with the North Georgia Network Cooperative (NGNC), a regional broadband cooperative, to reduce broadband costs to members, and to improve the quality of broadband transport serving the region. As of the end of October, 2018, BRMEMC is serving just over 7,500 consumers with broadband (fiber optic) services, and supports over 1,100 miles of fiber-optic line.

## **Broad River Electric Membership Corporation**

### **Physical Address:**

811 Hamrick Street  
Gaffney, SC 29340

### **Mailing Address:**

P. O. Box 2269  
Gaffney, SC 29342

[www.broadriverelectric.com](http://www.broadriverelectric.com)

### **Phone**

(864) 489-5737  
(866) 687-2667

### **Fax**

(864) 487-7808

### **Key Staff:**

Terry Mallard, CEO  
Cary Johnson, Senior VP Operations  
Jack Rogers, VP Finance  
John Fowler, VP Member Services  
Jeff Humphries, VP Economic Development

**Annual Meeting:** First Saturday in May

**Active Meters** - 411

(In North Carolina)

**Counties Served:** Cleveland, Polk, Rutherford

## **Current and Future Plans**

Technology has changed many times since 1940. Currently we are hardening our asset base for not only weather events but cyber security by implementing the best in class equipment and software security. Broad River Electric Cooperative is committed to the provision of safe, reliable and reasonably priced electric and other energy related services while improving the communities we serve.

Broad River's Annual Meeting is held on the first Saturday in May each year at our office in the Broad River Electric Cooperative Auditorium. Registration opens at 8:30 a.m. with the business meeting beginning at 10:00 a.m.

## **Mecklenburg Electric Membership Cooperative**

### **Mailing Address**

P. O. Box 2451  
Chase City, VA 23924  
www.meckelec.org

### **Phone:**

(434) 372-6200

### **Fax:**

(434) 372-6101

### **Key Staff**

John C. Lee, Jr., President & CEO  
Carolyn Glass, Executive Assistant  
B.J. Seamans, V.P. Engineering and Operations  
David Lipscomb, V.P. Member and Energy Services  
Leilani Todd, V.P. Human Resources  
Dwayne Long, V.P. Information Technology  
Carol Ann Jones, V.P. Finance and Accounting  
Robert Lankford, Director of Operations  
Brian Woods, Director of Engineering

**Annual Meeting:** Third Wednesday in June

**Active Meters in NC:** 136

**Counties Served:** Granville, Vance, Warren, Person, Northampton

### **Current and Future Plans**

Mecklenburg Electric Cooperative (MEC) is a Touchstone Energy Cooperative, headquartered in Chase City, Virginia, with three district offices—Chase City, Gretna, and Emporia. Serving over 31,000 active accounts, it provides electricity to portions of 14 counties in southern Virginia and northern North Carolina. We have served our membership since 1938 and will continue to fulfill our mission of providing safe, reliable, affordable and environmentally responsible electric service.

Much of the Cooperative's North Carolina service territory is near Kerr and Gaston Lakes. This proximity to John H. Kerr Dam results in MEC purchasing SEPA (Southeastern Power Administration) hydro power and allowing its members to benefit from the renewable energy it generates. We work collectively through Old Dominion Electric Cooperative (ODEC), a generation and transmission cooperative wholly owned by MEC and 10 other cooperatives across Virginia, Maryland, and Delaware, to further the Cooperative's green initiatives. ODEC purchases the most cost-effective solar power from two regional solar arrays totaling 30 MW. It also utilizes renewable wind energy sourced from three wind farms in Pennsylvania and one in Maryland.

For three years, MEC has been utilizing a new Accounting and Business Solutions system and its new Member Care and Billing software. The tools offered by these systems are cutting edge, and MEC's members are acclimated to the on-line opportunities offered by SmartHub--reviewing near real-time and historical energy usage, outage status and reporting, as well as checking bill status and payments. This enhanced online access has expanded the members' capabilities at home using tablet or PC and allowing outstanding access via cellular and other mobile devices.

Convenient kiosks have been installed at all three district offices to enhance payment options for MEC members. Step-by-step instructions appear at the outdoor computer screens guiding users with instructions on how to pay with cash, personal check, credit or debit card.

The Cooperative continues to meet and exceed member expectations through the use of its AMI (Automated Meter Infrastructure) system. This system provides 30-minute-interval data used to aid members concerned about efficient usage and to further conduct progressive home energy audits. Through the effective use of this data, Member Services personnel have identified malfunctioning heat pumps and air conditioners and saved members' hard-earned dollars. Cooperative personnel also leverage the AMI system through strategic pinging of meters to quickly define outage areas and expedite power restoration.

At MEC its "Safety First" mantra is the chief objective with Cooperative employees attaining over 1.3 million man-hours without a lost-time accident. This is one of the proudest accomplishments as it is rooted in a culture to insure the safety of the public, its members, and its employees. In 2018 MEC was recognized by the National Rural Electric Cooperative Association for its ongoing commitment to safety in the workplace and in providing electric service to its member-owners. Also, this past year, MEC joined a new national initiative called Commitment to Zero Contacts which was introduced by safety leaders at NRECA and electric cooperative statewide safety leaders. MEC President and CEO John C. Lee, Jr., who serves on the NRECA Safety Advisory Committee, supported the initiative by narrating a stirring informational video encouraging senior leaders in the electric cooperative industry to voluntarily adopt the Commitment to Zero Contacts initiative. The video promotes working safely and responsibly and propagates the effort's mindset and goals to all field personnel.

To even further recognize 2018 as a banner year of successes for this organization, MEC announced an initiative for a fiber-to-the home pilot to determine the feasibility of bringing high-speed broadband service to Southside Virginia, applying for approval to form a subsidiary corporation, EMPOWER Broadband. EMPOWER would provide broadband service to members of the Cooperative, and perhaps, ultimately, to areas outside of MEC's territory. The delivery of ultra-high-speed broadband is already taking place as multiple MEC members are testing the fiber service in their homes and are excitedly reporting remarkable speeds and outstanding internet performance.

MEC officials are pleased to announce that capital credit refunds to date have increased to an overall amount in excess of \$37.7 million dollars.

It has been quite an honor for Mecklenburg Electric Cooperative to be named as one of the Best Places to Work in Virginia for the past two years! The annual list of Best Places to Work in Virginia

was created by Virginia Business magazine and Best Companies Group and consists of 100 companies. The statewide survey and awards program is designed to identify, recognize and honor the best places of employment in Virginia, benefiting the state's economy, workforce and businesses.

Lastly, communicating these successes to the membership was accomplished through use of Cooperative Living magazine and through the use of social media. As a testament to its hard work in all areas, once again MEC was selected by local newspapers as the "Best Electric Utility" upholding the title for several years running. Through its intensive member-focused service excellence, MEC continues to increase its already high ACSI (American Customer Satisfaction Index) ratings.

MEC's staff strives to provide the ultimate in service to its members by not only meeting their needs but exceeding their expectations.

## **Mountain Electric Membership Cooperative**

### **Mailing Address:**

Corporate Office  
PO Box 180  
Mountain City, Tennessee 37683

District Office  
PO Box 1240  
Newland, NC 28657

### **Phone**

(423) 727-1800

### **Fax**

(423) 727-1822

### **Key Staff:**

Joseph A. Thacker, III, General Manager  
Richard Grubb, Director of Engineering and Operations  
Sally Snyder, Director of Member Services  
Danny Cuthbertson, District Manager  
Judy L. Walsh, Director of Accounting & Financial Services

**Annual Meeting:** September

**Active Meters –18,984**

(In North Carolina)

**Counties Served:** Avery, Burke, McDowell, Watauga

## **Current and Future Plans**

MEC's largest on-going project is the 4.3 Sugar Mountain Transmission Line and associated substation. Construction will start in the Spring of 2019 and completion by Fall 2019.

MEC's new eScore program allows customers to arrange an on-site energy audit by a certified evaluator who reviews the home and creates a report of useful energy-efficiency modifications.

For members interested in Renewable energy, MEC offers a couple of green power programs. The *Green Power Switch* program provides a method for members to purchase green power as part of their individual energy usage. The *Green Power Providers* program provides members a method to generate green power and sell it back to MEC's wholesale power supplier.

Mountain Electric Cooperative, Inc. (MEC) distributes electricity to over 34,000 residential and business consumers in a 700 square mile service area located in northeast Tennessee and northwest North Carolina. The organization, formed by farmers and home owners in 1941, is a member owned electric cooperative. Its headquarters office is located in Mountain City, TN with a district office in Newland, NC and a branch office in Roan Mountain, Tennessee. MEC's wholesale power supplier is the Tennessee Valley Authority.



## **Tri-State Electric Membership Cooperative**

**Mailing Address:**

P.O. BOX 68  
McCaysville, Georgia 30555

**Physical address:**

2310 Blue Ridge Dr.,  
Blue Ridge, GA 30513

**Phone:**

(706) 492-3251

**Fax:**

(706) 492-7617

**Website:**

[www.tsemc.net](http://www.tsemc.net)

**Key Staff:**

Stacy Chastain, General Manager  
Jerry Pack, President  
Christy Setser, Manager, Finance  
Terry Arp, Manager, Operations  
Keith Thomas, Manager, Right of Way  
Lisa Hood, Manager, Billing  
Chris Hulsey, Manager, Human Resources  
David Lewis, Manager, IT Services

**Annual Meeting:** Third Saturday in September

**Active Meters:** 1,470

(In North Carolina)

**Counties Served:** Cherokee

### **Current and Future Plans**

Tri-State has been proactive in moving with change and new innovations. For example, it has moved into the automated meter reading service. Increased firewall security for monitoring any potential “cyber-attacks”, and to make sure our customers are secure when conducting business with Tri-State. Also, the website has been updated to be more user friendly and to provide customers with the information to manage and pay for electricity. Most recently, Tri-State EMC has implemented an Outage Management System to make outage reporting quick and easy as well as provide information to our members. Future plans include new substations to accommodate our growing needs.

# STATEWIDE ORGANIZATIONS

Collectively Giving the Individual Corporations a Statewide Presence

## **North Carolina Electric Membership Corporation**

3400 Sumner Boulevard (27616)

Post Office Box 27306

Raleigh, North Carolina 27611

Telephone: 919-872-0800

North Carolina Electric Membership Corporation (NCEMC), maintains a diverse power supply mix to provide its twenty-five member coops with the affordable, reliable and environmentally responsible power they use to serve their members. The NCEMC acquires the power it sells to its member coops in a number of ways, including:

- Ownership of 61.51% of the Catawba Nuclear Station Unit 1 in York County, South Carolina
- Ownership of a 13.735% share of the 750-megawatt combined-cycle natural gas plant at W.S. Lee Station in Anderson County, South Carolina that began service in April, 2018
- Ownership and operation of natural gas peak generating plants located in Anson and Richmond counties. These plants provide a combined capacity of approximately 600 megawatts.
- Ownership and operation of peaking generators on the Outer Banks at Buxton (15 megawatts) and Ocracoke (3 megawatts)
- Purchases from wholesale markets, primarily PJM, and wholesale suppliers such as Duke Energy, American Electric Power (AEP), Southern Power and Dominion Energy

The NCEMC also provides the following related services for most of the cooperatives:

- Power supply planning
- Grid modernization planning and coordination;
- Storm restoration coordination; and
- Transmission coordination with transmission providers, including DEP, DEC, and DNCP

OFFICERS: (**NOTE:** New officers will be elected in April, 2019.)

Dale Lambert, President

Randolph EMC

Paul Spruill, Vice President

Tideland EMC

Greg Puckett, Secretary-Treasurer

Surry-Yadkin EMC

Joseph P. Brannan, Executive Vice President & CEO

North Carolina Electric Membership Corporation

\*\*\*\*\*

Chartered as Eastern North Carolina Electric Membership Corporation on April 4, 1949

Chartered as North Carolina Electric Membership Corporation on May 27, 1958

Counties covered by charter: All 100 North Carolina counties

**North Carolina Association of Electric Cooperatives, Inc.**

3400 Sumner Boulevard (27616)

Post Office Box 27306

Raleigh, North Carolina 27611

Telephone: 919-872-0800

In 1943, North Carolina's electric cooperatives formed the North Carolina Association of Electric Cooperatives, Inc. (NCAEC), a statewide association to promote training, safety and education among their consumers and the general public. These programs are arranged for and utilized by each of the twenty-six-member cooperatives.

**Functions of NCAEC:**

- Promote government relations in Raleigh and its local communities and in Washington, D.C.
- Develop and distribute the Carolina Country magazine, published monthly for consumer-members since 1946
- Provide training programs and conferences for co-op directors, managers and staff
- Encourage and promote youth scholarships, education programs and tours to Washington, D.C.
- Provide safety and job training for line workers
- Initiate strategic communications planning, advertising, branding and community relations efforts on behalf of the member cooperatives
- Provide IT and network services to support member cooperatives
- Provide member cooperatives with market research services through customized research initiatives and satisfaction tracking
- Discover and support local economic development opportunities and work with member cooperatives to secure USDA funds for projects that have created more than 4,000 jobs for North Carolina

**OFFICERS: (NOTE: New officers will be elected in April, 2019.)**

Bill Barbour, President  
Piedmont EMC

Max Walser, Vice President  
EnergyUnited EMC

Jeff Clark, Secretary-Treasurer  
Jones-Onslow EMC

Joseph P. Brannan, Executive Vice President & CEO  
North Carolina Association of Electric Cooperatives, Inc.

Nelle Hotchkiss, Senior Vice President, Association Services & COO  
North Carolina Association of Electric Cooperatives, Inc.

\*\*\*\*\*

Chartered as North Carolina Association of Electric Cooperatives, Inc., on October 3, 1977.

**Tarheel Electric Membership Association, Inc.**

8730 Wadford Drive  
Post Office Box 61050  
Raleigh, North Carolina 27661  
Telephone: 919-876-4603

The Tarheel Electric Membership Association, Inc. (TEMA) is a product of twenty-six North Carolina member cooperatives, eight Virginia member cooperatives and one Maryland member cooperative combining efforts to purchase material, equipment and supplies at competitive prices. The modern warehouse contains 112,000 square feet of storage space. Common carrier and contract haulers ship supplies, a system that assures economy, 24-hour-a-day service, and on-time delivery. TEMA maintains a multi-million-dollar inventory to respond rapidly to customer needs. Material on hand includes:

- Protective equipment: arrestors, cutouts, switches
- Conductor: primary overhead, underground, secondary
- Transformers: three-phase and single-phase
- Junction boxes: three phase and single phase
- Hardware
- Insulators
- Metering and AMR products
- Wood products: poles and crossarms
- Plant construction and maintenance materials
- Utility lighting

In the event of a storm or other emergency, TEMA goes to work immediately to direct materials and crews to where they are needed most. Cooperatives respond with teamwork, sending their crews and equipment, if necessary, to help other cooperatives.

Officers: (**NOTE:** New officers will be elected in April, 2019)

Bertice Lanier, President – Four County EMC  
Columbus Jeffers, Vice President – Roanoke EC  
Gregg Puckett, Secretary-Treasurer – Surry-Yadkin EMC

Lonnie Moore, Senior Vice President & COO  
The Tarheel Electric Membership Association, Inc.

# A SNAPSHOT OF SERVICE BY COUNTY

*A Microscopic View*

## **RURAL ELECTRIC AGENCIES BY COUNTY**

Alamance	Piedmont Electric Membership Corporation Randolph Electric Membership Corporation Duke Energy
Alexander	Blue Ridge Electric Membership Corporation EnergyUnited Electric Membership Corporation Duke Energy
Alleghany	Blue Ridge Electric Membership Corporation
Anson	Pee Dee Electric Membership Corporation Union Power Cooperative Duke Energy
Ashe	Blue Ridge Electric Membership Corporation
Avery	Blue Ridge Electric Membership Corporation French Broad Electric Membership Corporation Rutherford Electric Membership Corporation Mountain Electric Cooperative Duke Energy
Beaufort	Edgecombe-Martin County Electric Membership Corporation Tideland Electric Membership Corporation City of Washington Town of Belhaven Greenville Utilities Commission Duke Energy Dominion North Carolina Power
Bertie	Edgecombe-Martin County Electric Membership Corporation Roanoke Electric Cooperative Dominion North Carolina Power
Bladen	Brunswick Electric Membership Corporation Four County Electric Membership Corporation South River Electric Membership Corporation Duke Energy

Brunswick	Brunswick Electric Membership Corporation City of Southport Duke Energy
Buncombe	French Broad Electric Membership Corporation Haywood Electric Membership Corporation Duke Energy
Burke	Rutherford Electric Membership Corporation Mountain Electric Cooperative City of Morganton Town of Drexel Duke Energy
Cabarrus	EnergyUnited Electric Membership Corporation Union Power Cooperative City of Concord Duke Energy
Caldwell	Blue Ridge Electric Membership Corporation Rutherford Electric Membership Corporation Town of Granite Falls EnergyUnited Electric Membership Corporation Duke Energy
Camden	Albemarle Electric Membership Corporation City of Elizabeth City Dominion North Carolina Power
Carteret	Carteret-Craven Electric Membership Corporation Jones-Onslow Electric Membership Corporation Duke Energy
Caswell	Piedmont Electric Membership Corporation Town of Granite Falls Duke Energy
Catawba	EnergyUnited Electric Membership Corporation Rutherford Electric Membership Corporation City of Newton Town of Maiden Duke Energy



Chatham	Central Electric Membership Corporation Randolph Electric Membership Corporation Duke Energy
Cherokee	Haywood Electric Membership Corporation Blue Ridge Mountain Electric Membership Corporation Tri-State Electric Membership Corporation Duke Energy
Chowan	Albemarle Electric Membership Corporation Roanoke Electric Cooperative Town of Edenton Dominion North Carolina Power
Clay	Haywood Electric Membership Corporation Blue Ridge Mountain Electric Membership Corporation Duke Energy
Cleveland	Rutherford Electric Membership Corporation City of Kings Mountain Broad River Electric Cooperative, Inc. Town of Shelby Duke Energy
Columbus	Brunswick Electric Membership Corporation Four County Electric Membership Corporation Duke Energy
Craven	Carteret-Craven Electric Membership Corp. Jones-Onslow Electric Membership Corporation Tideland Electric Membership Corporation Greenville Utilities Commission City of New Bern Duke Energy
Cumberland	Lumbee River Electric Membership Corporation South River Electric Membership Corporation Duke Energy
Currituck	Albemarle Electric Membership Corporation Dominion North Carolina Power
Dare	Cape Hatteras Electric Membership Cooperative Dominion North Carolina Power Tideland Electric Membership Cooperative

Davidson	EnergyUnited Electric Membership Corporation City of High Point City of Lexington Duke Energy
Davie	EnergyUnited Electric Membership Corporation Duke Energy
Duplin	Four County Electric Membership Corporation Jones-Onslow Electric Membership Corporation Tri-County Electric Membership Corporation Duke Energy
Durham	Piedmont Electric Membership Corporation Wake Electric Membership Corporation Duke Energy
Edgecombe	Edgecombe-Martin County Electric Membership Corporation Pitt and Greene Electric Membership Corporation City of Rocky Mount City of Wilson Town of Fountain Town of Macclesfield Town of Pinetops Town of Sharpsburg Town of Tarboro Duke Energy Dominion North Carolina Power
Forsyth	EnergyUnited Electric Membership Corporation Surry-Yadkin Electric Membership Corporation Duke Energy
Franklin	Wake Electric Membership Corporation Town of Louisburg Duke Energy
Gaston	EnergyUnited Electric Membership Corporation Rutherford Electric Membership Corporation Town of Cherryville Town of Dallas City of Gastonia Duke Energy

Gates	Albemarle Electric Membership Corporation Roanoke Electric Cooperative Dominion North Carolina Power
Graham	Haywood Electric Membership Corporation Duke Energy
Granville	Piedmont Electric Membership Corporation Wake Electric Membership Corporation Mecklenburg Electric Cooperative Duke Energy Dominion North Carolina Power
Greene	Pitt and Greene Electric Membership Corporation Greenville Utilities Commission Town of Hookerton Town of Stantonsburg Town of Walstonburg City of Wilson Duke Energy
Guilford	EnergyUnited Electric Membership Corporation City of High Point Duke Energy UNC - Greensboro
Halifax	Edgecombe-Martin County Electric Membership Corporation Halifax Electric Membership Corporation Roanoke Electric Cooperative Town of Hobgood Town of Scotland Neck Duke Energy Dominion North Carolina Power
Harnett	Central Electric Membership Corporation South River Electric Membership Corporation Duke Energy
Haywood	Haywood Electric Membership Corporation Duke Energy
Henderson	Duke Energy

Hertford	Roanoke Electric Membership Corporation Dominion North Carolina Power
Hoke	Central Electric Membership Corporation Lumbee River Electric Membership Corporation South River Electric Membership Corporation Duke Energy
Hyde	Tideland Electric Membership Corporation Dominion North Carolina Power
Iredell	EnergyUnited Electric Membership Corporation City of Statesville Duke Energy
Jackson	Haywood Electric Membership Corporation Western Carolina University Duke Energy
Johnston	South River Electric Membership Corporation Tri-County Electric Membership Corporation Wake Electric Membership Corporation Town of Benson Town of Clayton Town of Selma Town of Smithfield Duke Energy
Jones	Carteret-Craven Electric Membership Corporation Jones-Onslow Electric Membership Corporation Tri-County Electric Membership Corporation City of New Bern Duke Energy
Lee	Central Electric Membership Corporation Duke Energy
Lenoir	Jones-Onslow Electric Membership Corporation Pitt and Greene Electric Membership Corporation Tri-County Electric Membership Corporation Town of La Grange City of Kinston Duke Energy

Lincoln	EnergyUnited Electric Membership Corporation Rutherford Electric Membership Corporation City of Lincoln Duke Energy
McDowell	Rutherford Electric Membership Corporation Mountain Electric Cooperative Duke Energy
Macon	Haywood Electric Membership Corporation Duke Energy Town of Highlands
Madison	French Broad Electric Membership Corporation Haywood Electric Membership Corporation Duke Energy
Martin	Edgecombe-Martin County Electric Membership Corporation Halifax Electric Membership Corporation Greenville Utilities Commission Town of Hamilton Town of Robersonville Town of Washington Dominion North Carolina Power
Mecklenburg	EnergyUnited Electric Membership Corporation Union Power Cooperative Town of Cornelius Town of Huntersville Town of Pineville Duke Energy
Mitchell	French Broad Electric Membership Corporation Rutherford Electric Membership Corporation Duke Energy
Montgomery	EnergyUnited Electric Membership Corporation Pee Dee Electric Membership Corporation Randolph Electric Membership Corporation Duke Energy
Moore	Central Electric Membership Corporation Pee Dee Electric Membership Corporation Randolph Electric Membership Corporation Duke Energy

Nash	Edgecombe-Martin County Electric Membership Corporation Halifax Electric Membership Corporation Wake Electric Membership Corporation City of Rocky Mount Town of Sharpsburg City of Wilson Dominion North Carolina Power Duke Energy
New Hanover	Duke Energy
Northampton	Roanoke Electric Cooperative Dominion North Carolina Power Mecklenburg Electric Membership Corporation
Onslow	Carteret-Craven Electric Membership Corporation Four County Electric Membership Corporation Jones-Onslow Electric Membership Corporation Duke Energy
Orange	Piedmont Electric Membership Corporation Duke Energy UNC – Chapel Hill
Pamlico	Tideland Electric Membership Corporation Duke Energy
Pasquotank	Albemarle Electric Membership Corporation City of Elizabeth City Dominion North Carolina Power Elizabeth City State University
Pender	Four County Electric Membership Corporation Jones-Onslow Electric Membership Corporation Duke Energy
Perquimans	Albemarle Electric Membership Corporation Roanoke Electric Cooperative Town of Hertford Dominion North Carolina Power
Person	Piedmont Electric Membership Corporation Duke Energy Mecklenburg Electric Membership Corporation

Pitt	Edgecombe-Martin County Electric Membership Corporation Pitt and Greene Electric Membership Corporation Town of Ayden Town of Farmville Town of Fountain Town of Washington Town of Winterville Greenville Utilities Commission Dominion North Carolina Power Duke Energy
Polk	Rutherford Electric Membership Corporation Broad River Electric Membership Corporation Duke Energy
Randolph	Central Electric Membership Corporation EnergyUnited Electric Membership Corporation Randolph Electric Membership Corporation City of High Point Duke Energy
Richmond	Pee Dee Electric Membership Corporation Duke Energy
Robeson	Brunswick Electric Membership Corporation Lumbee River Electric Membership Corporation South River Electric Membership Corporation City of Lumberton Town of Red Springs
Rockingham	EnergyUnited Electric Membership Corporation Duke Energy
Rowan	EnergyUnited Electric Membership Corporation Union Power Cooperative Duke Energy Town of Landis
Rutherford	Rutherford Electric Membership Corporation Town of Bostic Town of Forest City Broad River Electric Cooperative, Inc. Duke Energy

Sampson	Four County Electric Membership Corporation South River Electric Membership Corporation Tri-County Electric Membership Corporation Duke Energy
Scotland	Pee Dee Electric Membership Corporation Lumbee River Electric Membership Corporation Duke Energy
Stanly	Pee Dee Electric Membership Corporation Union Power Cooperative City of Albemarle Duke Energy
Stokes	EnergyUnited Electric Membership Corporation Surry-Yadkin Electric Membership Corporation Duke Energy
Surry	Blue Ridge Electric Membership Corporation Surry-Yadkin Electric Membership Corporation Duke Energy
Swain	Haywood Electric Membership Corporation Duke Energy
Transylvania	Haywood Electric Membership Corporation Duke Energy
Tyrrell	Tideland Electric Membership Corporation Dominion North Carolina Power
Union	Pee Dee Electric Membership Corporation Union Power Cooperative City of Monroe Duke Energy
Vance	Wake Electric Membership Corporation Mecklenburg Electric Cooperative Duke Energy



Wake	Wake Electric Membership Corporation Town of Apex Town of Wake Forest Duke Energy
Warren	Halifax Electric Membership Corporation Mecklenburg Electric Membership Corporation Duke Energy
Washington	Tideland Electric Membership Corporation Dominion North Carolina Power
Watauga	Blue Ridge Electric Membership Corporation Mountain Electric Cooperative New River Power and Light Company
Wayne	Pitt and Greene Electric Membership Corporation South River Electric Membership Corporation Tri-County Electric Membership Corporation Town of Fremont Town of Pikeville Town of Stantonsburg Duke Energy
Wilkes	Blue Ridge Electric Membership Corporation EnergyUnited Electric Membership Corporation Surry-Yadkin Electric Membership Corporation Duke Energy
Wilson	Edgecombe-Martin County Electric Membership Corporation Pitt and Greene Electric Membership Corporation Tri-County Electric Membership Corporation Town of Black Creek Town of Fountain Town of Lucama Town of Sharpsburg City of Wilson Town of Stantonsburg Duke Energy

Yadkin	EnergyUnited Electric Membership Corporation Surry-Yadkin Electric Membership Corporation Duke Energy
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Yancey	French Broad Electric Membership Corporation Duke Energy
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# **RURAL UTILITIES SERVICE**

**An Agency of the US Department of Agriculture Providing  
Loans for the Electric and Telephone Co-op Infrastructure**

## **Purpose of Rural Utilities Service for Electric and Telephone Cooperatives**

The United States Department of Agriculture's (USDA) Rural Utilities Service (RUS) administers programs that provide much-needed infrastructure or infrastructure improvements to rural communities. The programs include electric power and telecommunications services and all of these services play a critical role in helping to expand economic opportunities and improve the quality of life for rural residents. Utilities programs connect rural residents to the global economy by:

- Increasing access to broadband and 21<sup>st</sup> century telecommunications services;
- Funding sustainable renewable energy development and conservation;
- Financing reliable and affordable electric systems;
- Working to integrate electric smart grid technologies.

Any North Carolina electric or telephone co-op desiring to secure a grant or loan from any agency of the USDA must apply through the North Carolina Rural Electrification Authority, not directly to the United States agency and the Authority has the responsibility to provide those applications to the USDA for the co-ops. For calendar year 2018, sixteen co-ops in North Carolina and the North Carolina Electric Membership Corporation borrowed \$183 million from the USDA to make upgrades to their existing networks and/or provide rural economic development loans and grants in their respective service areas.

The electric program provides capital and leadership to maintain, expand, upgrade and modernize America's vast rural electric infrastructure. Under the authority of the Rural Electrification Act of 1936, the electric program makes direct loans and loan guarantees to electric utilities (wholesale and retail providers of electricity) that serve customers in rural areas. The loans and loan guarantees finance the construction of electric distribution, transmission, and generation facilities, including system improvements and replacement required to furnish and improve electric service in rural areas, as well as demand side management, energy efficiency and conservation programs, and on-grid and off-grid renewable energy systems. Providing reliable, affordable electricity is essential to sustaining the economic well-being and quality of life for all of the nation's rural residents.

Through the electric programs, the Federal government is the majority note-holder for approximately 700 electric system borrowers in forty-six states. The Rural Energy Savings Program (RESP) provides loans to entities that agree to make affordable loans to help consumers implement cost-effective, energy efficiency measures. RESP helps lower energy bills for rural families and businesses and reduces barriers to investment in energy efficiency projects or activities. The electric programs also provide financial assistance to rural communities with extremely high energy costs to acquire, construct, extend, upgrade, and otherwise improve energy generation, transmission, or distribution facilities.

The telecommunications program improves the quality of life in rural America by providing capital for the deployment of rural telecommunications infrastructure. The USDA rural development is committed to ensuring that rural areas have access to affordable, reliable, advanced telecommunications services comparable to those available throughout the rest of the United

States. With this access, rural America will see improved education opportunities, health care, safety and security and ultimately, higher employment. The USDA rural utilities programs provide a variety of loans and grants to build and expand broadband networks and deliver service to rural households and businesses, provide capital for rural telecommunications companies and broadband providers. Grants are reserved for communities with the highest need. Telecommunications loan and grant programs that are offered are:

- Community Connect grants
- Distance Learning and Telemedicine grants
- Rural Broadband Access Loan and Loan Guarantee
- Telecommunications Infrastructure loans and guarantees



# THE TELEPHONE MEMBERSHIP CORPORATIONS

Competition and Technology are Driving the Market



## **Telecommunications Industry Updates**

Communication is vital to everyone and has drastically changed through the years from operators answering and completing calls from switchboards to customers using smartphones, tablets and iPads which allows them to video chat with loved ones across the globe, track daily steps with a wrist watch and lock their cars with a cell phone. Technology for telecommunications has evolved and makes our lives easier and new gadgets will continue to be introduced to our society beyond our current expectations. The telephone co-ops in North Carolina provide local landline service to over 100,000 residence and business landline accounts and they also provide broadband service to over 90,000 accounts. The members of the co-ops live and work in twenty-six of the State's one hundred counties. Competition continues to cause a decline in the number of local access lines for the serving areas of the telephone co-ops which causes a decrease in those revenues and the losses have incited them to provide services outside of its core market in order to offset their losses. The co-ops have installed and maintain approximately 24,000 miles of copper and fiber and are committed to bring the next generation of connectivity to their members. The areas served are very rural with an average customer density of only five customers per route mile. The daily operation of their business model is exemplary of the Seven Cooperative Principles that are followed by all of the co-ops. They are in the process of completing Fiber-To-The-Home (FTTH) deployment which will allow higher internet speeds for their members and they are Competing Local Providers (CLP) which allows them to provide service outside of their local serving areas. The co-ops will continue to provide excellent customer service, state-of-the-art communications and upgraded technology to enhance the quality of life of the members they serve.

The telephone co-ops are active and involved in the communities they serve and they are passionate about improvements to education and they offer scholarships to high school seniors to attend schools located in their serving areas, such as community colleges. They collect and distribute school supplies to students in need and they contribute to economic development in their respective serving areas. The co-ops collect necessities for victims of hurricanes and host blood drives. They are also involved in causes such as the American Cancer Society and the United Way, they contribute to local food drives and they are actively involved with their local chambers of commerce and contributing their time and resources to other community organizations.

The co-ops have received many accolades and awards for the many services they provide and for the contributions they make to their serving areas and the State. They provide jobs to hundreds of citizens in these rural areas and have an economic impact in all the communities they serve. Following are some of those accomplishments:

- In 2018, there was a merger between two of the co-ops and it was the first nationally voluntary merger of two telephone co-ops in recent memory. This merger expanded the “footprint” of the standing co-op from the mountains to the coast and allowed the two companies to combine their resources and staff;
- One co-op purchased two investor-owned companies and some of the co-ops have purchased other telecommunications companies outside of North Carolina and their existing serving areas in order to increase their revenue base and provide enhanced services to those customers;
- One of the co-ops completed a fiber-to-the-premise (FTTP) overbuild which has

- 99-percent fiber availability across their serving area;
- One co-op was recognized as a top-performing broadband provider;
- One of our co-ops established a subsidiary that publishes directories; and
- A co-op was named Best Customer Service in the area they serve.

Notwithstanding these successes, however, the co-ops continue to face challenges such as loss of access lines, the reduction in long distance service and access charge revenues and the continued push for the implementation of technological innovations and the further deployment of FTTH and IPTV services. Facebook, skype, Google voice, twitter, texting, instant messaging apps, social networking sites and other technologies have replaced voice calling as the dominant means of communication which has caused a decrease in subscription to local access lines.

One initiative for the leaders of North Carolina is the deployment of broadband to the most rural areas of our State. Fiber optics has now been deployed by all North Carolina co-ops which is critical to ensure North Carolina's rural area customers receive many of the same services that the urban counterparts enjoy. Their vision, courage and determination has allowed them to make their companies better by being innovative and offering new services to their members such as Broadband, cable TV, Voice Over Internet Protocol (VOIP), IPTV services along with DVR capability as well as high-definition programming which allows customers to be on the cutting edge of technology and service. The co-ops now offer broadband service to their members and their rates are comparable to other areas in the State. All of the State's seven telephone co-ops provide voice, video, high speed Internet, IPTV, 4G wireless, camera surveillance, computer services, business networking, FTTH, security and other state-of-the-art communications services in all or part of twenty-six counties in North Carolina. Their customers are served with digital technology and high-speed internet service is universally available. It has been said that the internet era is history's fourth great network revolution, following the printing press, the railroad, and electronic communications led by the telegraph. Each of these revolutions forever changed the world, but the internet revolution promises to be the most transformative of all. The internet has brought and will continue to bring wonderful and helpful innovations to our society and the co-ops will continue to invest in the network that serves their customers and the communities with the best of connected communications and they will continue to deploy fiber optics and advanced means of communications daily.

The competitive pressures from wireless providers, cable television providers and other local competitors are impacting rural co-ops just as they are impacting more urban telephone companies. The difference is that rural co-ops do not have the large volume of customers or, with few exceptions, access to wireless spectrum that helps larger companies offset competitive losses. Today, state-of-the-art connectivity is no longer defined by a basic telephone but by broadband services that connect rural consumers to the Internet at speeds that are equivalent to access provided to consumers that live in urban areas. Even amid constant technological change and challenges, the co-ops will continue to provide high quality service with the best and most innovative services available because they know that is what their rural customers expect and deserve. The co-ops continue to pursue federal and state grant opportunities for fiber connectivity in unserved and underserved areas. The telephone co-op story is filled with vision, courage, and determination and that statement continues to be true in 2019 and beyond.



# **KEY DATA AND ACTIVITIES TRACKED BY THE AUTHORITY FOR THE TELEPHONE CO-OPs**

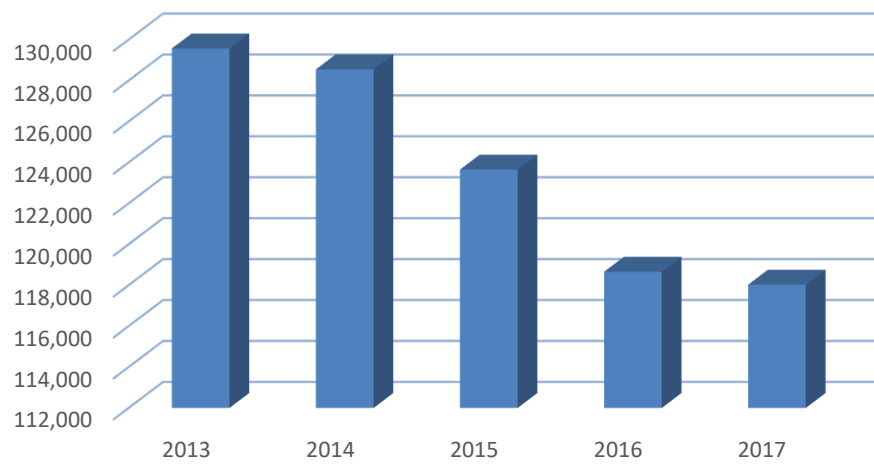
**Number/Type of Inquiries, Growth/Loss Trends for  
Local Access Lines and Broadband, Revenue Data and Other Statistics**

### Member Inquiries to the Authority

INQUIRY TYPE	Year	Year	Year
	2015-2016	2016-2017	2017-2018
Cable TV	0	0	0
Charges	1	1	1
Delinquent Bill	0	0	0
Deposit	0	0	0
Disconnects	0	1	0
Final Bill	0	0	0
High Bill	0	0	0
Insurance Claim	0	0	0
Internet Service	1	0	0
Miscellaneous	2	1	2
Outages	0	0	0
Capital Credits	0	0	0
Payment Arrangements	0	0	0
Right of Way	1	0	0
Service	2	0	1
Number Portability	0	0	1
<b>TOTAL</b>	<b>7</b>	<b>3</b>	<b>4</b>

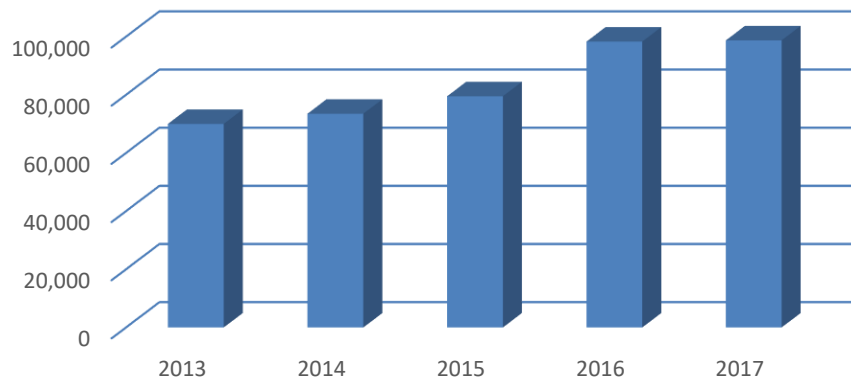
Numbers are listed by fiscal year (July 1<sup>st</sup> – June 30<sup>th</sup>)

## LOCAL ACCESS LINE TRENDS FOR TELEPHONE CO-OPs



As the chart above demonstrates, access lines have decreased considerably between 2013 and 2017 and that line loss continues to be a concern for the North Carolina telephone co-ops. It is apparent that wireless subscriptions and other forms of new technology as well as competitive offerings from other local providers takes a significant toll on the co-ops which is evidenced by the total reduction in their local access lines. Since the rural areas served by the co-ops are predominately residential service, this makes these areas particularly vulnerable to landline substitution and it is expected that technology and competitive pricing will continue to erode the need for landline phones in the marketplace. The co-ops have experienced an 8.9% decrease in local access lines between 2013 and 2017.

## BROADBAND TRENDS FOR TELEPHONE CO-OPs



Broadband subscription for the co-ops has increased for the years 2013 through 2017 and it allows the co-ops to recover a small amount of the lost revenue from local access lines. The largest increase for broadband is coming from customers who desire higher speeds due to improved technology and the customers have the need for more devices in their homes and the devices provide better results at a higher speed. As this chart shows, there has been an increase of 41% for co-op broadband subscription from 2013 to 2017.

## TELEPHONE CO-OP ACCESS LINE DATA

COMPANY	TOTAL ROUTE MILES	SUBSCRIBERS PER MILE	OPERATING REVENUES PER SUBSCRIBER	NET INCOME PER SUBSCRIBER
			\$	\$
ATMC-ATLANTIC TELEPHONE MEMBERSHIP CORPORATION	4,258.07	6.02	1,107.71	705.08
RANDOLPH COMMUNICATIONS	3,034	3.72	968.36	238.30
SKYLINE TELEPHONE MEMBERSHIP CORPORATION D/B/A SKYLINE MEMBERSHIP CORPORATION	3,801	7	878.65	314.38
STAR COMMUNICATIONS	4,947	3	854	(182)
SURRY TELEPHONE MEMBERSHIP CORPORATION	3,614.46	3.30	893.25	638.45
TRI-COUNTY TELEPHONE MEMBERSHIP CORPORATION D/B/A TRICOUNTY BROADBAND	977	2.90	942.48	56.81
WILKES TELEPHONE MEMBERSHIP CORPORATION D/B/A WILKES COMMUNICATIONS/RIVERSTREET NETWORKS	2,694.23	3.28	1,401.61	457.14
YADKIN VALLEY TELEPHONE MEMBERSHIP CORPORATION D/B/A YADTEL	1,681	10.29	1,011.95	136.95

\*Data extracted from RUS Form 479 for year ending 2017

## TELEPHONE CO-OP REVENUE DATA

COMPANY	LOCAL SERVICE REVENUES	NETWORK ACCESS AND LONG DISTANCE REVENUES	NET OPERATING REVENUES	RUS FUNDS ADVANCED	NET WORTH PERCENT OF TOTAL ASSETS
	\$	\$	\$	\$	%
ATMC-ATLANTIC TELEPHONE MEMBERSHIP CORPORATION	8,236,730	14,342,950	28,400,592	0	85.53
RANDOLPH COMMUNICATIONS	3,992,623.23	6,598,779.72	11,215,526.46	0	75.84
SKYLINE TELEPHONE MEMBERSHIP CORPORATION D/B/A SKYLINE MEMBERSHIP CORPORATION	6,791,171	13,159,608	23,371,333	0	87.35
STAR COMMUNICATIONS	3,724,548	7,107,994	17,495,667	0	72
SURRY TELEPHONE MEMBERSHIP CORPORATION	2,796,800	6,251,415	10,667,248	0	84.12
TRI-COUNTY TELEPHONE MEMBERSHIP CORPORATION D/B/A TRICOUNTY BROADBAND	977,706	1,536,387	2,674,784	10,707	27.46
WILKES TELEPHONE MEMBERSHIP CORPORATION D/B/A WILKES COMMUNICATIONS/ RIVERSTREET NETWORKS	4,040,160	6,989,286	12,391,675	0	69.83
YADKIN VALLEY TELEPHONE MEMBERSHIP CORPORATION D/B/A YADTEL	6,384,054	6,797,792	(768,004)	0	58.74

\*Data extracted from RUS Form 479 for Year Ending 2017

# TELEPHONE MEMBERSHIP CORPORATIONS

With Telecommunication Systems  
in North Carolina

# **Telephone Membership Corporation**

## **Atlantic Telephone Membership Corporation**

### **Mailing Address**

P. O. Box 3198  
Shallotte, NC 28459

### **Website**

[www.atmc.com](http://www.atmc.com)

### **Phone**

(910) 755-1603

### **Key Staff**

Douglas H. Hawes, Board President  
Keith Holden, Chief Executive Officer  
Kim Edwards, Vice President – Accounting & Finance  
Jody Heustess, Vice President – Marketing & Customer Service  
Joseph Kardos, Vice President – Human Resources  
Clint Berry, Vice President – Network Operations  
John Lerch, Vice President – Plant Operations  
Jeremy Noble, Vice President – Information Services

**Annual Meeting:** October

**County Served:** Brunswick

## **Current and Future Plans**

As cooperative owned by its members, ATMC is committed to providing excellent value and technology backed by award-winning customer service. The company has been named ‘Best Customer Service’ in the Best of Brunswick Awards annually for the past decade. Four key services make up its product portfolio: digital cable television, high speed Internet, home security and automation and telephone service. ATMC also supports a diverse array of businesses through a variety of offerings including: business-class broadband, managed and hosted services, Ethernet services and IT Support.

ATMC is a leader in the deployment of broadband services with availability of internet speeds of 300 Mbps or faster to over 95% of its customers in Brunswick County and southeastern Columbus County. ATMC has been designated as a ‘Smart Rural Provider’ and ‘Gig-Certified Provider’ by the Rural Broadband Association. The company offers 1 Gig Internet service over fiber optics to approximately 20% of its members and a growing number of customers through subsidiary operations.



ATMC is currently in the midst of an aggressive project to expand its reach into neighboring communities. In the past 24 months the company has expanded availability of its fiber optic network to over 20,000 additional homes in the towns of Leland, Oak Island and Ocean Isle Beach. To ensure Brunswick County businesses have access to internet resources that are second to none, ATMC has committed to build fiber optics to all major business districts in the county by 2023. This goal is well underway with fiber optics already available to businesses in the towns of Leland, Shallotte and Ocean Isle Beach. Further expansion of fiber optics will continue in 2019 and 2020 in Holden Beach, Boiling Spring Lakes and Whiteville. As part of its Project 2019, the cooperative is upgrading its cable TV network to make broadband speeds of up to 300 Mbps available to its most rural customers with availability of 1 Gig service over DOCSIS in these areas as the goal by 2021.

ATMC is a growing and dynamic company that is focused on the future.

**Randolph Telephone Membership Corporation**  
**d/b/a Randolph Communications**

**Mailing Address**

317 East Dixie Drive  
Asheboro, N.C. 27203

**Phone**

(336) 879-5684

**Fax**

(336) 879-2100

**Key Staff**

Kimberly L. Garner, CEO & General Manager  
Kim Garner, Assistant Manager  
Wm. Joe Allen, President  
Dee Lowe, Accounting Manager  
Glenn Garner, Business Services Manager  
Allen Shaw, Plant Manager  
Daniel Nicodemus, COE Manager  
Anita Wright, Customer Care Manager  
Stephanie Gee, Marketing Director

**Annual Meeting:** Second Saturday in August

**Counties Served:** Randolph, Chatham, Moore, Davidson, Montgomery, Alamance, Guilford and Lee

**Current and Future Plans**

Locally owned and operated, Randolph Communications is proud of its more than 60 years of providing services to exchanges in Badin Lake, Bennett, Coleridge, Famer, High Falls, Jackson Creek, Liberty and Pisgah.

Randolph Communications is a full-service communications provider offering High-Speed Internet, Voice, IPTV, Computer Services, VOIP Services, Business Networking, Camera Surveillance, Security and much more. We are committed to providing the most advanced communications technology and services. Currently, Randolph is deploying fiber throughout its network to bring faster broadband services, better quality phone service and digital television entertainment services. In August 2014, Randolph Telephone Telecommunications Inc. (RTTI), a subsidiary of Randolph Telephone Membership Corporation, began operating as a CLEC, offering services to residents and businesses contiguous to our boundaries.

On July 16, 2015, Randolph Communications, LLC was established as a wholly-owned affiliate of Randolph Telephone Membership Corporation. Randolph Communications operates under the same values, same service and same dedication to our members. We will always be a member-owned cooperative. What started over 60 years ago has evolved into a communications company offering not just traditional phone service, but other highly demanded services such as high-speed

internet, IPTV, 4G Wireless, Camera Surveillance, Computer Services, Business Networking and most importantly fiber to the home.

Today, Randolph Communications serves eight exchanges and provides services throughout eight different counties in the central, rural communities of North Carolina that include Alamance, Chatham, Davidson, Guilford, Lee, Montgomery, Moore and Randolph. Through October 2018, Randolph has completed 75 percent of its fiber mainline in their ILEC territory.

**Skyline Telephone Membership Corporation**  
**d/b/a Skyline Membership Corporation**

**Mailing Address:**

P.O. Box 759  
West Jefferson, NC 28694

**Website**

[www.skybest.com](http://www.skybest.com)

**Phone**

336-877-3111

**Fax**

336-877-2020

**Key Staff**

Kim Shepherd, Chief Executive Officer  
Brian Tester, Executive Director of Customer Operations  
Robbie Farmer, Executive Director of Engineering Operations  
Cindy Rothstein, Executive Director of Finance  
Edward Hinson, Executive Director of Competitive Operations

**Annual Meeting:** Last Saturday in September

**Counties Served:** Ashe, Avery, Alleghany, Watauga

**Current and Future Plans**

SkyLine marked its 67<sup>th</sup> year as a member-owned cooperative in 2018 and continues to fulfill its mission ‘to provide state-of-the-art communications and technology solutions, enabled by a culture of excellence in customer service.’

Last year marked the completion of one of the company’s most important initiatives that will have a far-reaching impact across the region-its fiber-to-the-premise (FTTP) overbuild, which has 99-percent fiber availability across SkyLine’s five-county, cooperative footprint. SkyLine further hold the national distinctions through NTCA-the Rural Broadband Association as being a certified Gig-Capable Service Provider and is a Nation Smart Rural Community (SRC) Award and SRC Collaborative Challenge Award winner. These awards programs recognized SkyLine as a top-performing broadband provider for helping to build unique, successful rural communities using broadband as a critical tool and for deploying broadband-enabled solutions within their community, respectively.

Service expansion and growth have been recent key strategic goals for SkyLine and its wholly-owned subsidiary, SkyBest Communications, Inc. Over the past couple of years, SkyBest has further extended its service footprint to the business community of Lenoir (Caldwell County), along the business and medical corridor in Boone along Hwy 321. (Watauga County) and two additional CLEC communities in West Jefferson and Jefferson (Ashe County). In 2017, SkyLine

acquired Chesnee Communications, a family-owned telecommunications company in upstate South Carolina (Spartanburg County), and in 2018, SkyBest Holdings, LLC, a wholly-owned subsidiary of SkyBest Communications, acquired Loretto Telecom, a family-owned telecommunications company in middle Tennessee (Lawrence County).

Recognizing that neighboring communities beyond the co-op's traditional service footprint are greatly lacking in broadband accessibility, SkyLine continues to aggressively pursue federal and state grant opportunities to extend fiber connectivity to unserved or underserved areas in Watauga and Avery counties in North Carolina and Grayson County, Virginia.

SkyLine remains committed to providing the very latest in telecommunications and the most advanced fiber broadband infrastructure across the region and to being an engaged community partner, supporting education, rural healthcare, economic development and numerous charitable and community organizations.

## **Star Communications**

### **Mailing Address**

P.O. Box 348  
Clinton, NC 28329

### **Phone**

(910) 564-4194

### **Fax**

(910) 564-4199

### **Key Staff**

Jeffrey A. Nethercutt, Executive Vice-President & General Manager

Clark D. Honeycutt, Vice President-Operations (Plant and Engineering)

Phoebe McGavock, Vice President-Human Resources

Kyle W. Randleman, Vice President-Customer Service Operations and Sales and Business Operations

Jeffrey A. Shipp, Vice President-Competitive and Subsidiary Operations

**Annual Meeting:** Second Saturday in November

**Counties Served:** Bladen, Columbus, Cumberland, Duplin, Sampson

### **Current and Future Plans**

Star Telephone is in the process of overbuilding our current outside plant facilities with fiber-optic technology. This project, better known as Fiber to the Home (FTTH), will provide the future needs of our fast-growing technological industry. In its infancy, this project provided fiber-to-the-home in limited areas. This is an ongoing long-term project that will eventually replace copper to the home; therefore, providing increased bandwidth for high-speed Internet and IPTV with high definition capabilities.

As a good neighbor, Star Telephone is a corporate sponsor of the American Cancer Society's Relay for Life, the United Way and our local Chamber of Commerce. We also support community recreation leagues and various educational projects. Through its scholarship program, Star Telephone provides scholarships to deserving students who reside within the service area and attend Sampson Community College or Bladen Community College. Nothing makes the Star family of companies shine brighter than its employees and board members. Even with the most modern equipment available, the real "backbone" of the company remains the men and women who give their very best. Star's employees live in the communities they serve, which makes Star proud of its motto, "Neighbors Serving Neighbors".

## **Surry Communications**

### **Mailing Address**

P.O. Box 385  
Dobson, N.C. 27017

### **Phone**

(336) 374-5021

### **Fax**

(336) 374-5031

### **Key Staff**

Curtis R. Taylor, Chief Executive Officer  
Amy R. Hanson, Chief Operating Officer  
Richie Parker, Chief Technical Officer  
Frankie Southard, Commercial Manager  
Melanie Senter, Marketing Manager  
Sunny Chrismon, Accounting Manager  
Mike Lawson, Plant Manager  
Scott Mosley, Network Manager  
Andy Hull, Engineer Manager

**Annual Meeting:** Third Saturday in March

**Counties Served:** Surry, Stokes & Davidson

## **Current and Future Plans**

Today, with 50 plus employees, Surry Communications serves over 30,000 members and customers with Traditional Landline, High Speed Internet, IPTV, Wireless, Home Networking, Fiber to the Home (FTTH), Home Security and Medical Alert. A top priority at Surry Communications is the focus on Information Technology. Through acquiring personnel with IT backgrounds and experience and retraining their current staff in these areas, Surry plans to have the best-of-the-best serving their customers. In addition to serving customers with superior service, Surry Communications is committed to the communities they serve through involvement by their management and staff and sponsorships that help assist communities. Surry Communication employees have worked to collect food and supplies for hurricane victims, toys for Christmas, host Blood Drives and host an Annual Turkey Day Fun Run in which we give the funds raised to a charity of our choice each year. Surry Communications is proud to be a part of the communities they serve and hope to better these areas through their involvement and the technology they offer.

As growth in the rural areas and towns continues to be modest short-term and in efforts to remain profitable, Surry Communications has adjusted the work force to compensate for declining access lines. Demand for cutting-edge services is anticipated and the Cooperative plans to meet those demands by providing the services where sound economics prove feasible and financing resources are available.

Through the years, Surry has continued to grow their market area and increase their service options. As the pace of technological advancements continues to hasten, the management team and staff at Surry Communications are committed to remaining at the forefront of the marketplace. For more information on Surry Communications, please visit online at [www.surry.net](http://www.surry.net).



**Wilkes Telephone Membership Corporation**  
**d/b/a Wilkes Communications/Riverstreet**  
**Networks**

**Mailing Address**

1400 River Street  
Wilkesboro, NC 28697-2108

**Phone**

(336) 973-3103

**Website**

[www.riverstreetnetworks.com](http://www.riverstreetnetworks.com)

**Key Staff**

Jimmie Church - Board Chairman  
Eric Cramer - President and CEO  
Greg Coltrain - Vice President of Business Development  
Kimberley Johnson - Chief Financial Officer  
Amanda Perry - Vice President of Sales and Marketing  
Jody Call - Chief Technology Officer  
Jody Souther – Vice President of Network Engineering

**Annual Meeting:** September or October

**Counties Served:** Alexander, Alleghany, Anson, Beaufort, Buncombe, Caldwell, Catawba, Columbus, Forsyth, Henderson, Hoke, Hyde, Madison, Montgomery, Moore, Polk, Richmond, Robeson, Rutherford, Scotland, Stokes, Washington, Watauga, Wilkes

**Current and Future Plans**

Today, the co-op serves more than 11,700 residential and business access lines, and a total of over 23,400 total lines across the parent cooperative and subsidiaries. Wilkes Communications was created as a subsidiary of Wilkes Telephone Membership Corporation in 2004 to better reflect the wide range of services now offered. Wilkes Communications' goal is to continue growth in and out of its core market in Wilkes County. Wilkes offers a variety of services, including local and long distance voice, high speed Internet, digital television, security and fire monitoring, business phone systems, VoIP, directory advertising, wireless broadband and wireless networking. Wilkes has finished a complete over build of its existing ILEC service area with a Fiber-To The-Home (FTTH) deployment, allowing for Internet speeds of up to 1-Gig to each subscriber. Wilkes also operates an all fiber optic CLEC expansion into the remainder of Wilkes County.

**Merger with Tri-County Telephone Membership Corporation**

In November of 2017 the respective boards and members of Wilkes TMC and Tri-County TMC approved a merger of the two cooperatives. The event marked the first nationally voluntary merger

of two cooperatives in recent memory. While Wilkes has already connected its members to its Fiber To The Home Network, Tri-County has also passed all of its customers with its own Fiber Optic Network and should be completed in the next few years. The merger expanded the cooperative service area from the mountains to the coast including new members located in eastern North Carolina in Beaufort, Hyde and Washington counties. Although Wilkes TMC was the surviving entity of the merger, Tri-County Communications continues to expand CLEC services in and around the surrounding counties. The company most recently acquired Red's Cable TV located in the adjoining historic Town of Bath near the Tri-County service area.

### **Creation of RiverStreet Management Services and RiverStreet Networks**

In 2014 Wilkes created RiverStreet Networks and shortly thereafter acquired three other North Carolina ILECs – Saluda Mountain Telephone Company, Barnardsville Telephone Company and Service Telephone Company in 2015. Wilkes | RiverStreet has already started a complete FTTH overbuild of these legacy copper properties transforming them into broadband service areas. Also, in 2015 Wilkes | RiverStreet entered into a public private partnership with Stokes County Government to build and expand an all Fiber Optic network to serve over 5,500 residents in unserved and underserved areas of the county.

In 2018, in addition to the merger with Tri-County TMC, Wilkes | Riverstreet acquired Ellerbe Telephone and ETComm located in Ellerbe, North Carolina, serving customers in six surrounding rural counties in south central North Carolina. The company also acquired Peoples Mutual Telephone Company and Gamewood Technology Group located in Gretna and Danville, Virginia, in Pittsylvania County. The acquisition of Gamewood included a pre-existing public private partnership with King and Queen County, Virginia, as well as the City of Danville, Virginia, through the Danville Fiber Optic Network expansion partnership throughout the citywide electric service footprint.

The company was recently recognized as the selected Fiber Optic service provider by the West NGN and Land of Sky Regional economic development initiative in the City of Hendersonville, Town of Fletcher, Town of Biltmore Forest, the Town of Laurel Park and the four surrounding rural North Carolina counties in the southwest region of the state. The company is committed to this project as well as other public private partnerships throughout the state and region.

The company has also established a ground-breaking endeavor via the creation of the jointly owned RBN (Rural Broadband Networks) with the North Carolina Electric Membership Cooperatives. The partnership was created to help deploy and expand broadband services through a joint partnership with participating coops throughout the state to help provide service to the unserved and underserved in rural areas who lack reliable and affordable high speed broadband Internet access.

### **Federal Funding for Fiber Optic Network Expansion**

Both Wilkes and Tri-County TMCs were previously awarded over a combined \$25 Million in AARA Federal Stimulus grant funding for Fiber Optic network expansion in its core cooperative service areas. Most recently the company was awarded over \$32 Million in Connect America Fund

(CAF) Phase II funding in the FCC auction 903 for expanding fiber optic service to over 14,500 locations in nine rural counties in Virginia and three in North Carolina.

### **Awards and Recognitions**

Wilkes Communications was awarded the Excellence in Business Award by the Chamber of Commerce for 2005, and the Duke Energy Citizenship and Service Award in 2010. Wilkes was one of the first thirteen cooperatives recognized by NTCA (The National Telecommunications Cooperative Association) as a Smart Rural Community “Trail Blazer” in 2014 and one of first 12 companies to receive the NTCA Gigabit Certification as well. In 2017 Wilkes was awarded the Excellence in Management Innovation Award from NTCA, the NTCA Tele-Choice award for Excellence in Marketing for the RiverStreet Networks website and was also awarded the Excellence in Business Award from the Wilkes County Chamber of Commerce. Most recently the company was awarded the Smart Rural Community designation by NTCA in 2018 for its efforts in the Tri-County service area. Finally, the company was recognized as being “Fiber Certified” by the Fiber Broadband Association in the latter half of 2018.

**Yadkin Valley Telephone Membership Corporation**  
**d/b/a Yadtel**

**Mailing Address**

P.O. Box 368  
Yadkinville, N.C. 27055

**Phone**

(336) 463-5022

**Fax**

(336) 463-5005

**Key Staff**

Michael R. Morton, President  
Mitzie S. Branon, Chief Executive Officer  
Ken Mills, Chief Operating Officer  
Pepper Younts, Chief Financial Officer  
Sandy Bates, Director of Customer Service and Store Operations  
Mark Campbell, Director of Engineering  
Kay Dunn, Director of Human Resources and Administration  
Kyle Martin, Director of Product Marketing  
Zane Riddle, Director of Plant Operations  
Paul Jones, Director of Information Systems

**Annual Meeting:** Determined annually by Board of Directors

**Counties Served:** Alexander, Davie, Iredell, Rowan, Wilkes, Yadkin

**Current and Future Plans**

Since 1950 when Yadkin Valley Telephone Membership was incorporated, the Cooperative has seen many changes. It evolved from being only a voice provider for regulated services to also a provider of deregulated services. A subsidiary company was established to provide non-regulated services to both Yadkin Valley Members and customers who are not members. It provides residential telephones and in-house wiring as an ILEC and a CLEC, Internet access, wireless service, voicemail, long distance, Internet Protocol Television (IPTV) and security systems. Another subsidiary was established whose primary business is directory publishing. Currently about 20 books are published annually through the Yadtel Publishing division.

In 2006, the Cooperative ordered the materials to begin a Fiber-to-the-Home build out project. By July 2008, the first customers were serviced by fiber. The goal of the cooperative is to eventually provide Fiber-to-the-Home to the entire serving area. As of year-end 2018, approximately 70% of the total structures in the serving area have fiber available. Service provided over fiber includes high-speed Internet up to 2 Gig, voice services, home security and Internet Protocol Television. Business class services are also offered including dedicated circuits, IT services, and business systems.

Currently, the Cooperative is branded as Yadel. It has four retail stores located throughout its service territory where the primary focus is reselling AT&T mobile phones and services.

# STATEWIDE ORGANIZATIONS

Strength in Numbers

## **Carolina-Virginia Telephone Membership Association, Inc.**

The Carolina-Virginias Telephone Membership Association, Inc. (CVTMA) was incorporated on May 27, 1957 as a non-profit, tri-state, trade association for the rural telephone companies in North Carolina, Virginia and West Virginia. The mission of the CVTMA is to provide education and dissemination of information to managers and directors of member companies. The Association is comprised of the rural telephone cooperatives in North Carolina, Virginia and West Virginia, as well as businesses (associate members) that provide goods and services to the telecommunications industry. The Secretary of the State of North Carolina chartered the Association on May 27, 1957. The website address is [www.cvtma.org](http://www.cvtma.org).

## **Carolina-Virginias Telephone Membership Association, Inc.**

### **OFFICERS - 2017-2019**

William Joe Allen, President  
Randolph TMC  
Asheboro, North Carolina

Scott Sherman, Vice President  
Hardy Telecommunications  
Lost River, West Virginia

Greg Sapp, Secretary-Treasurer  
Citizens Telephone  
Floyd, Virginia

Whitney E. King, Asst Secretary-Treasurer  
Atlantic TMC  
Shallotte, North Carolina

Lyman Horne, Past President  
Star Communications  
Clinton, North Carolina

### **BOARD OF DIRECTORS – 2017-2019**

Keith Holden, Atlantic TMC  
Whitney King, Atlantic TMC  
Michele Taylor, Buggs Island TC  
Ed Smith, Jr. Buggs Island TC  
Greg Sapp, Citizens TC  
Shelby Quesenberry, Citizens TC  
Scott Sherman, Hardy Telecommunications, Inc.  
Greg M. Zirk, Hardy Telecommunications, Inc.  
Lisa W. Epperley, Pembroke TC  
Leon A Law, Pembroke TC  
Kim Garner, Randolph TMC  
William Joe Allen, Randolph TMC

William Franklin, Scott County TC  
John Kilgore, Scott County TC  
Kim Shepherd, Skyline TMC  
R. C. Mitchell, Skyline TMC  
Jeff Nethercutt, Star TMC  
Robert G. Hester, Star TMC  
Curtis Taylor, Surry TMC  
Gary Brown, Surry TMC  
Eric Cramer, Wilkes Comm  
Jimmie Church, Wilkes Comm  
Mitzie Branon, Yadkin Valley TMC  
Michael Howard, Yadkin Valley TMC

## **North Carolina Telephone Cooperative Coalition (“CarolinaLink”)**

CarolinaLink, the trade name for the North Carolina Telephone Cooperative Coalition, Inc. was organized in 2000 to bring more public awareness to the efforts made by North Carolina's Telephone Membership Corporations (“TMCs”) who serve all or part of twenty-six rural North Carolina counties to provide modern communications services to rural areas. Those services include voice, broadband, video, web hosting, alarm and other state-of-the-art services. CarolinaLink also assists member companies in advocating public policy goals that will assure the rural areas continue to have the same state-of-the-art communications services available in urban areas at reasonably comparable prices. Each member of CarolinaLink is organized as a member owned, not for profit cooperative; however, some member companies operate under different names and manage subsidiary companies to reflect the changing nature of their businesses.

Address:

1514 Glenwood Avenue

Suite 200

Raleigh, NC 27608

[info@carolink.org](mailto:info@carolink.org) – (919)838-0529

Web Site: [www.CarolinaLink.org](http://www.CarolinaLink.org)

The members of CarolinaLink providing these state-of-the-art services and the locations of their headquarters are listed below:

- ATMC-Atlantic Telephone Membership Corporation, Shallotte
- Randolph Communications, Asheboro
- SkyLine Telephone Membership Corporation d/b/a Skyline Membership Corporation, West Jefferson
- Star Communications, Clinton
- 
- Surry Telephone Membership Corporation, Dobson
- Wilkes Telephone Membership Corporation d/b/a Wilkes Communications/Riverstreet Networks, Wilkesboro
- Yadkin Valley Telephone Membership Corporation d/b/a Yadel, Yadkinville