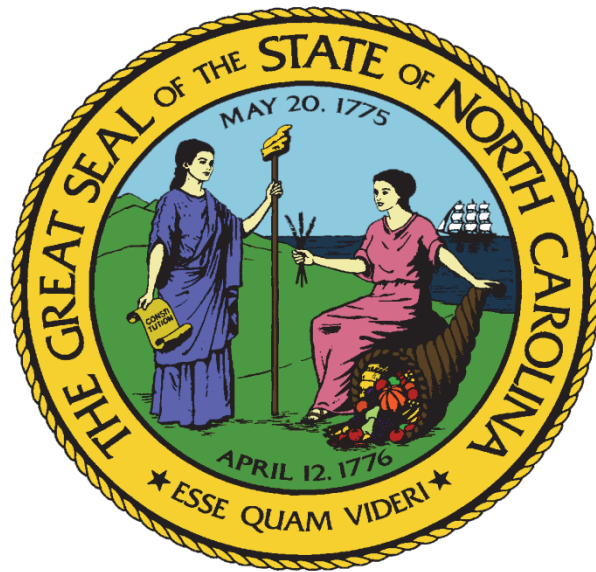


North Carolina Rural Electrification Authority

2020 Biennial Report of the
Electric and Telephone Cooperatives





NORTH CAROLINA DEPARTMENT OF COMMERCE

Roy Cooper, Governor

Machelle Baker Sanders, Secretary

March 29, 2021

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

Dear Governor Cooper:

Enclosed is the 2020 Biennial Report for the review of you and your staff that was prepared by the North Carolina Rural Electrification Authority ("the Authority"). 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 updates for our Agency as well as statistical data such as growth trends, revenues and important facts about the electric and telephone membership co-ops that operate and provide crucial 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) and we submit these requests along with our decision to the appropriate agency with the United States Department of Agriculture (USDA). For calendar year ending December 31, 2020, the Authority approved three Rural Utilities Service (RUS) loans in the amount of \$117.1 million and twelve Rural Economic Development Loans and Grants (REDLG), which totaled \$4.8 million. The funds from the RUS requests were used to provide loans to residential and commercial members for energy efficiency upgrades and for distribution and transmission projects for their construction work plans and the NCEMC will use their funds for projects at the Catawba Nuclear Station (CNS). Funds from the REDLG loans and grants are used for projects that contribute to economic development and create and retain existing jobs. The funds are also used for the purchase of emergency vehicles which improves the ISO rating for the insurance of homeowners as well as other benefits which are outlined in more detail in the report. The Agency is also responsible for the approval of loans and grants from the ReConnect, Community Connect and the Cares Act programs and funds from these requests are used for the deployment of broadband in very rural areas of our State. Our office is also responsible for receiving, researching and resolving member complaints of the cooperatives.

There are continual changes to the electric and telecommunications industries, both at the State and Federal level and our Agency strives to ensure that the members of the co-ops receive, safe, reliable and affordable service in compliance with G.S. 117. 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,

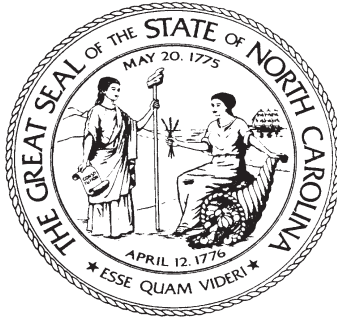
A handwritten signature in cursive script, appearing to read "Frances Liles".

Frances Liles, Administrator
North Carolina Rural Electrification Authority

Enclosure

CC: NCREA Board Members
Ms. Machel Sanders, 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 membership corporations (“EMCs”) and the telephone memberships corporations (“TMCs”) in predominately rural areas of the State as set forth in Chapter 117 of the North Carolina G.S. 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 membership corporation 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 TMCs 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 decisions for interconnection agreements and their amendments between the TMCs 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 TMCs receive the appropriate high-cost support. We also review and provide decisions from TMCs for Eligible Telecommunications Carrier (“ETC”) applications and Numbering Resource requests.
6. Oversee the application of the electric and telephone cooperative rules and regulations to ensure they are administered according to the manner in which they are written.
7. The Authority will advise cooperatives regarding recommended changes in rules and regulations.

8. Perform all other requirements of the North Carolina Rural Electrification Laws as documented in Chapter 117 of the General Statutes.

NCREA UPDATE

The Authority is responsible for providing oversight for the thirty-one electric and seven telephone co-ops that provide service to members in the rural areas of our State. Due to COVID-19, 2020 was a challenging and somewhat stressful year for all of us, which included our personal lives as well as our professional lives and our Agency continued to operate as normal to meet our commitments to the co-ops and their members. 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 through the operation of our daily responsibilities to the co-ops and their members and to the state of North Carolina as required in Chapter 117 of the NC General Statutes. Following are updates for 2020 that were completed by our organization and supports our overall purpose to secure dependable electric and telephone service to customers served by the co-ops in predominately rural areas of the State.

The Authority and the NCREA Board review and provide decisions for loan and grant requests that are received from the electric and telephone co-ops and the NCEMC. During 2020, the Agency approved three RUS loans which totaled \$117.1m for two electric co-ops and one for the NCEMC. The NCEMC is a joint owner in the Catawba Nuclear Station (CNS) and Duke Energy Carolinas is the operator of the CNS. The NCEMC is responsible for approximately 31% of the cost of capital additions at the CNS and the funds for their loan will be used at the CNS for general maintenance, upgrades for computer hardware and software and service water systems, security management, mandated regulatory projects, monitoring and/or control of radiation and the management of storage of nuclear fuel. One co-op will use their funds to provide loans to their residential and commercial members for energy efficiency upgrades, for solar photovoltaic and battery storage installations, to purchase smart grid devices and also purchase electric vehicle chargers. The other co-op will use the funds for distribution and transmission projects for their construction work plan.

The co-ops also apply for REDLG loans and grants and these projects provide economic development in the communities they serve and also create and retain jobs. In 2020, the Agency approved seven REDLG grants which totaled \$1.9m and five REDLG loans in the amount of \$2.9m. The funds from these loans and grants were used to purchase fire trucks, make loans to residential and small business members to be used for energy efficiency improvements, assist with the expansion and renovation of a fire station, purchase a garbage truck and for the development of an industrial park. In some situations, the purchase of new fire trucks reduces the insurance rates in those communities.

The Authority is responsible for the review and approval of loan and grant requests from the USDA's ReConnect, Community Connect and Cares Act programs and these funds are used for broadband deployment. Broadband is an important initiative for the leaders of North Carolina as well as the citizens of our great State and the co-ops have made that deployment a major part of their agenda as well. Fiber optics have been deployed by all telephone co-ops which is critical to ensure that North Carolina's rural customers receive many of the same services that the urban counterparts enjoy. Our responsibility for these requests includes review and approval for the initial application as well as the final award of funds from the USDA. During this time period, we approved seven ReConnect applications and awards that totaled \$115.2m; four Community

Connect applications and awards that totaled \$4.9m; and two Cares Act applications. The funds from these loans and grants will provide broadband to approximately 44,110 additional members or provide higher speeds to existing members. Some of the TMCs also applied for funds from North Carolina's Growing Rural Economies with Access to Technology ("GREAT") Program. The Authority is not responsible for approving requests from the GREAT program, but we do provide letters of support and appreciate the efforts the leaders of our State have made to make these funds available.

During 2020, the Authority received and conducted research for eighty-one complaints and this number was much lower than it normally is. Due to COVID-19, Governor Cooper issued Executive Orders which required the co-ops to delay non-payment disconnects and charging late fees to assist people who lost their jobs or whose businesses were closed due to the virus. Since members had the option to delay their monthly payments and service disconnections were delayed, the Authority received fewer complaints.

The Agency received and approved an application from one TMC for designation as an ETC, which will allow them to receive federal Universal Service funds that will assist them in providing broadband and voice services outside their serving area. As part of this designation, the TMC will be required to offer discounts to qualifying low-income members in compliance with the Federal Communications Commission's ("FCC") lifeline program.

The REA is also responsible for the review of and decision-making process for interconnection agreements that are negotiated between the TMCs and other local providers. These agreements provide terms and conditions and rates for the interconnection of the networks between the parties. During this time period, the Authority reviewed and approved five interconnection agreements that were filed by four TMCs.

The REA is responsible for the review of Numbering Resource Requests from the TMCs which allows them to request one thousand number blocks that can be used internally or for external customers and these requests are initially filed with NeuStar. If the request is denied by NeuStar, guidelines permit the TMCs to request approval from the Authority. During this time period, the Authority approved two requests that were originally denied by NeuStar. The Authority also rendered decisions to the TMCs for phase down and eventual termination of the Revenue Stability Fund and changes to the FCC's Connect America Fund.

A formal complaint was filed by an Incumbent Local Exchange Carrier ("ILEC") against one of the EMCs. The complaint cited issues with obtaining rights-of-way from other members of the EMC. The Authority conducted research into the issues outlined in the complaint, requested responses from both parties through issued orders and provided a final decision for the complaint.

Current Board and Staff

RURAL ELECTRIFICATION AUTHORITY NORTH CAROLINA DEPARTMENT OF COMMERCE

4321 Mail Service Center
Raleigh, N.C. 27699-4321
Telephone: 919-814-0299

BOARD OF DIRECTORS

Donnie Spivey
Chairman
Wadesboro, NC

Eric Cramer
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Lewisville, NC

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Yadkinville, NC

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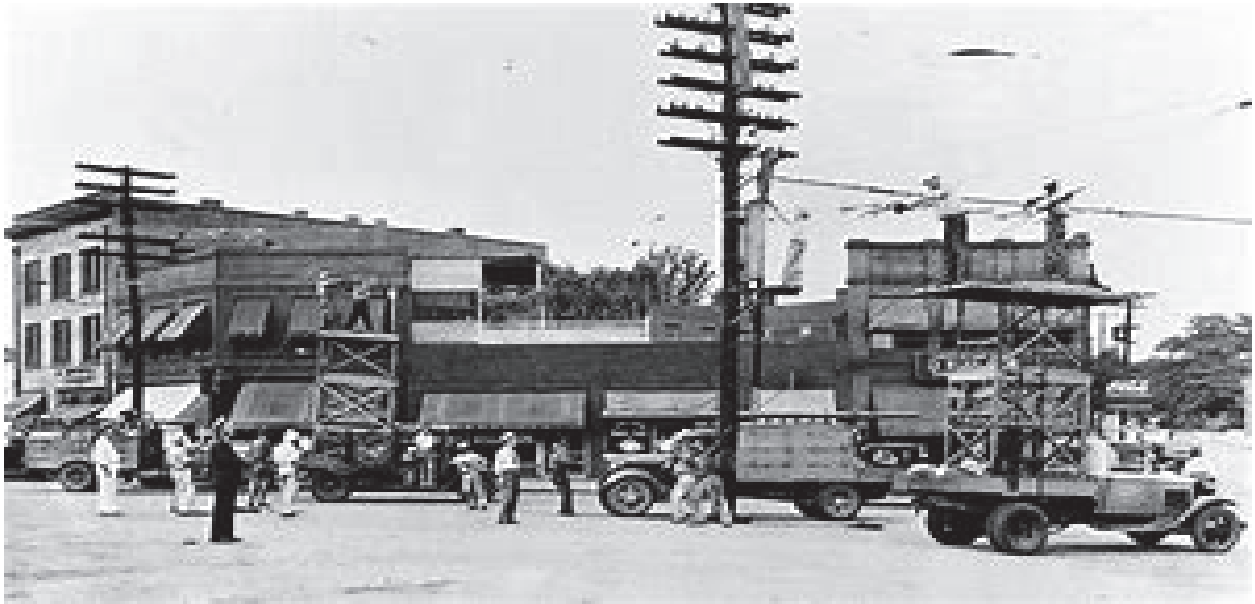
STAFF

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 MEMBERSHIP COOPERATIVE UPDATE

The thirty-one electric co-ops that provide service in North Carolina deliver energy to over 2.5 million consumers in 95 of North Carolina's 100 counties and maintains more than 105,000 miles of power lines in the state's most rural areas. 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. 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.

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 an increasingly 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.

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.

The NCEMC and the EMCs are deploying (or facilitating the deployment of) distributed energy resources/technologies ("DER") on their grids as well as edge-of-the-grid programs to promote reliability, affordability, sustainability, and resiliency for the benefit of the communities they serve. 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. The EMCs are also building electric vehicle charging stations across North Carolina in their serving areas to promote that renewable resource for electricity.

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 their power systems. The co-ops are utilizing existing and new resources and technologies to target net zero carbon emissions by the year 2050.

The electric co-ops continue to stand out as national leaders in their use of RUS and REDLG loans and grants which are reviewed and approved by the Authority and then submitted to the USDA for funding. The funds received from the REDLG program assists with economic development and

creates new jobs and retains existing jobs in the communities they serve. 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 funds received in 2020 were used for projects such as small business development, providing more efficient and faster response in emergency situations by the purchase of fire trucks, enhancement of educational services and provide loans to the members which allows them to make energy efficient improvements to their homes or businesses. The EMCs support and are involved with community colleges throughout the State and they understand the importance of broadband availability. The EMCs have deployed local Wi-Fi hot spots throughout our State in the communities they serve to assist with remote learning due to COVID19 and to make other activities for online access available. Some of the co-ops are currently offering broadband service to their members and others are researching the possibility of providing the service. Some of the EMCs have received funds from the USDA through the ReConnect and Community Connect programs to continue and enhance broadband deployment.

The EMC's will continue to look for new and innovative ways to provide reliable service at the lowest possible cost while also advancing the pursuit of sustainability goals.

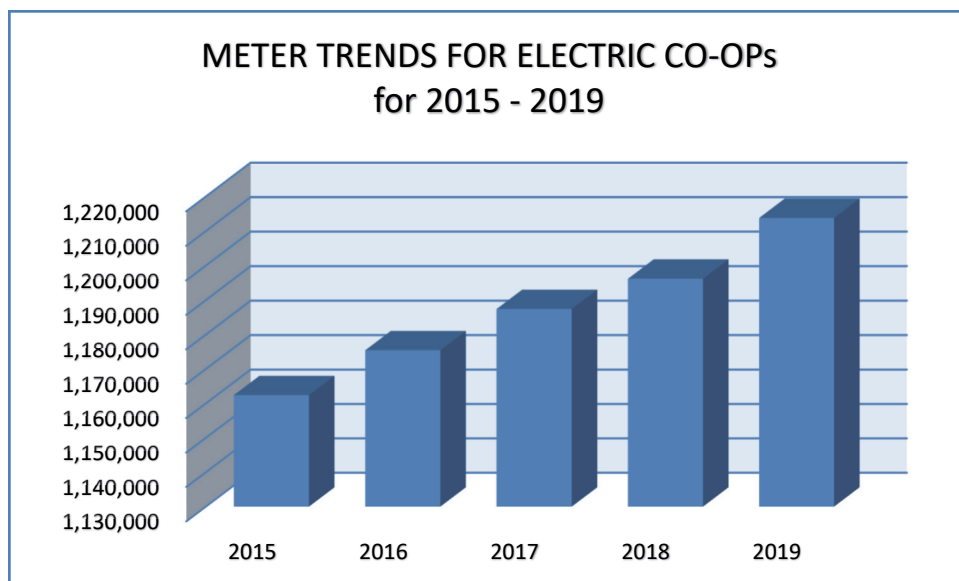
**KEY DATA AND ACTIVITIES
FOR THE ELECTRIC
CO-OPs TRACKED BY
THE AUTHORITY**

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

Member Inquiries to the Authority

INQUIRY TYPE			
	2017-2018	2018-2019	2019-2020
Bad Debt Transfer	4	2	1
Capital Credits	1	0	1
Charges	32	23	25
Deposit	7	1	2
Disconnect	8	17	12
High Bill	42	15	8
Insurance Claim	0	1	0
Meter Tampering	0	1	0
Miscellaneous	17	17	10
Outages	4	5	5
Payment Arrangement	31	36	18
Right of Way	4	4	6
Security Light	2	0	2
Service	0	5	1
Voltage	0	1	0
Tree Trimming	3	4	1
TOTAL	156	132	92

Numbers are listed by fiscal year (July 1st – June 30th)



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 2015 to 2019 as reflected on this chart. As of December 31, 2019, the co-ops were serving in excess of 1.2 million active meters to more than 2.5 million members which represents an increase of 4.42% since 2015.

INDIVIDUAL COOPERATIVE GROWTH TRENDS

CORPORATION	CONSUMERS ON RURAL LINES	CONSUMERS ON RURAL LINES	CONSUMERS ON RURAL LINES
	2017	2018	2019
ALBEMARLE	12,778	12,892	13,031
BLUE RIDGE MTN.*	17,849	18,078	18,228
BLUE RIDGE	76,093	76,466	77,170
BROAD RIVER*	417	404	434
BRUNSWICK	91,851	93,899	96,189
CAPE HATTERAS	7,743	7,774	7,787
CARTERET-CRAVEN	40,210	40,243	40,588
CENTRAL	22,681	22,851	23,058
EDGECOMBE-MARTIN	11,286	11,236	11,316
ENERGYUNITED	128,266	129,872	131,563
FOUR COUNTY	33,091	38,434	32,701
FRENCH BROAD	38,152	38,415	38,693
HALIFAX	11,718	11,745	11,772
HAYWOOD	27,109	26,884	27,127
JONES-ONSLOW	76,109	73,719	75,252
LUMBEE RIVER	60,825	61,427	62,240
MECKLENBURG*	135	137	133
MOUNTAIN ELECTRIC*	18,791	18,894	19,073
PEE DEE	21,063	21,088	21,175
PIEDMONT	31,956	32,288	32,720
PITT & GREENE	8,701	8,736	8,795
RANDOLPH	32,470	31,994	32,223
ROANOKE	14,323	14,215	14,119
RUTHERFORD	69,772	70,493	70,987
SOUTH RIVER	44,756	44,446	44,946
SURRY-YADKIN	27,947	27,992	28,278
TIDELAND	23,387	22,751	22,916
TRI-COUNTY	25,000	25,074	25,028
TRI-STATE*	1,345	1,405	1,421
UNION	75,609	77,041	78,414
WAKE	43,598	45,271	46,982
TOTAL	1,095,031	1,106,64	1,111,227

*Corporations Headquartered Outside North Carolina

OUTAGES RECORDED BY CORPORATION

EMC SERVICE INTERRUPTIONS 2019												
Average Minutes per Customer by Cause												
CORPORATION	Supplier		Extreme Storm		Pre-Arranged		All Others		Totals			
	Year 2019	5 Year	Year 2019	5 Year	Year 2019	5 Year	Year 2019	5 Year	Year 2019	5 Year	Year 2019	5 Year
ALBEMARLE EMC	45.630	13.710	173.800	183.000	3.710	2.300	108.790	62.180	331.930	261.190		
BLUE RIDGE EMC	4.100	5.370	60.030	136.810	3.940	3.790	63.340	66.940	131.410	212.910		
BRUNSWICK EMC	.208	.042	153.023	924.729	1.708	1.792	33.628	36.787	188.567	963.350		
CAPE HATTERAS EMC	166.430	231.400	2,371.600	1,312.520	56.880	24.260	26.680	28.970	2,621.590	1,597.150		
CARTERET-CRAVEN EMC	7.430	29.012	557.1910	1,286.296	11.050	3.586	72.180	94.166	647.850	1,413.060		
CENTRAL EMC	7.96	10.22	2.89	493.00	0.00	0.92	211.60	321.23	222.45	825.37		
EDGEcombe-MARTIN	0.0	18.700	70.120	114.890	0.0	3.470	161.310	121.860	231.430	258.920		
ENERGYUNITED	9.900	14.088	131.700	174.132	2.906	1.280	85.774	86.722	230.280	276.222		
FOUR COUNTY EMC	0.000	.870	80.080	1,944.040	0.000	.230	67.090	89.020	147.170	2,034.160		
FRENCH BROAD EMC	6.180	49.164	15.840	29.556	5.10	3.864	38.580	88.872	65.700	171.456		
HALIFAX EMC	12.360	50.700	0.00	32.700	28.690	9.090	165.680	174.430	206.730	266.920		
HAYWOOD EMC	271.476	348.330	53.418	330.573	23.352	14.983	340.698	323.992	688.944	1,017.878		
JONES-ONSLow EMC	2.48	4.71	82.26	1,423.94	6.68	17.50	119.34	76.68	210.76	1,522.83		
LUMBEE RIVER EMC	.458	5.346	19.355	1,446.150	.187	1.454	99.670	107.807	119.670	1,560.757		
PEE DEE EMC	31.210	16.100	165.070	645.710	8.340	4.520	97.260	136.340	301.880	802.670		
PIEDMONT EMC	8.850	18.444	224.220	444.063	1.000	4.080	96.396	95.178	330.466	561.765		
PITT & GREENE EMC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
RANDOLPH EMC	3.430	7.370	55.400	216.700	3.280	3.460	85.540	104.060	147.650	331.590		
ROANOKE EMC	82.960	23.340	120730	130680	41230	8210	131380	142730	376300	304960		
RUTHERFORD EMC	0.000	15.415	5.999	98.288	3.425	3.658	51.729	53.210	61.153	170.571		
SOUTH-RIVER EMC	0.54	32.40	139.20	8,352.00	9.41	565.20	67.20	4,032.00	216.35	12,981.60		
SURRY-YADKIN EMC	11.600	11.200	594.900	306.500	3.800	1.000	152.400	129.900	762.700	448.600		
TIDELAND EMC	34.140	59.180	1,858.890	1,159.800	27.850	13.720	181.680	145.490	2,102.560	1,378.190		
TRI-COUNTY EMC	10.000	40.000	270.000	1,201.000	0.000	26.000	209.000	106.000	489.000	1,373.000		
UNION EMC	0.000	2.500	17.300	71.700	1.100	1.100	36.400	53.600	54.800	128.900		
WAKE EMC	3.40	34.00	0.00	76.00	3.90	4.00	79.90	83.00	87.20	197.00		
BLUE RIDGE MTN. EMC*	1.081	2.588	73.418	262.708	8.257	7.529	218.724	185.749	301.480	458.574		
BROAD RIVER EMC*	9.870	25.590	18.170	52.480	20.920	6.590	71.690	88.000	120.650	172.660		
MECKLENBURG EMC*	0.000	10.040	103.530	321.300	9.190	6.820	202.160	189.970	314.880	528.130		
MOUNTAIN ELECTRIC EMC*				363.0	12.00	2.860	189.940	252.150	201.940	618.010		
TRI-STATE EMC*	67.770	76.800	15.930	58.700	9.340	5.390	0.000	0.000	93.040	140.890		
* Foreign Corporations domesticated in NC												

RUS LOANS
July 1 – June 30

Corporation Name	Year 2014-2015	Year 2015-2016	Year 2016-2017	Year 2017-2018	Year 2018-2019	Year 2019-2020
ALBERMARLE EMC					\$15,000,000	
BLUE RIDGE EMC			\$65,000,000			
BRUNSWICK EMC						\$97,472,200
CAPE HATTERAS EMC			\$19,438,000	\$19,437,000		\$13,499,000
CARTERET-CRAVEN EMC				\$9,200,000		
CENTRAL EMC						
EDGEcombe-MARTIN EMC						
ENERGYUNITED EMC			\$72,000,000			
FOUR COUNTY EMC			\$28,000,000			
FRENCH BROAD EMC			\$32,000,000			
HALIFAX EMC	\$6,944,000					
HAYWOOD EMC	\$22,000,000					\$24,000,000
JONES-ONslow EMC						
LUMBEE RIVER EMC			\$60,000,000			
N. C. ELECTRIC MEMBERSHIP		\$67,100,000	\$43,794,000	\$51,176,000	\$16,698,000	\$51,117,000
PEE DEE EMC		\$9,000,000			\$20,200,000	
PIEDMONT EMC		\$35,000,000				\$60,000,000
PITT & GREENE EMC						
RANDOLPH EMC	\$24,000,000				\$26,000,000	
ROANOKE EMC	\$6,000,000					\$6,000,000
RUTHERFORD EMC	\$18,500,000	\$16,000,000		\$20,000,000		\$25,000,000
SOUTH-RIVER EMC						
SURRY-YADKIN EMC	\$33,000,000					\$27,000,000
TIDELAND EMC	\$24,500,000					\$31,689,000
TRI-COUNTY EMC	\$19,000,000					
UNION EMC				\$50,000,000		
WAKE EMC						
BLUE RIDGE MTN. EMC**					\$11,641,493.23	
BROAD RIVER EMC**						
MECKLENBURG EMC**						
MOUNTAIN ELECTRIC EMC**					\$21,000,000	
TRI-STATE EMC**						
YEARLY TOTAL	153,944,000	\$127,100,000	\$320,232,000	\$149,813,000	\$95,539,493.23	\$322,278,200

**Corporations Headquartered
Outside of NC
Fiscal Yearly Activity for
2014-2020

RURAL ECONOMIC DEVELOPMENT LOANS AND GRANTS
JULY 1 – JUNE 30

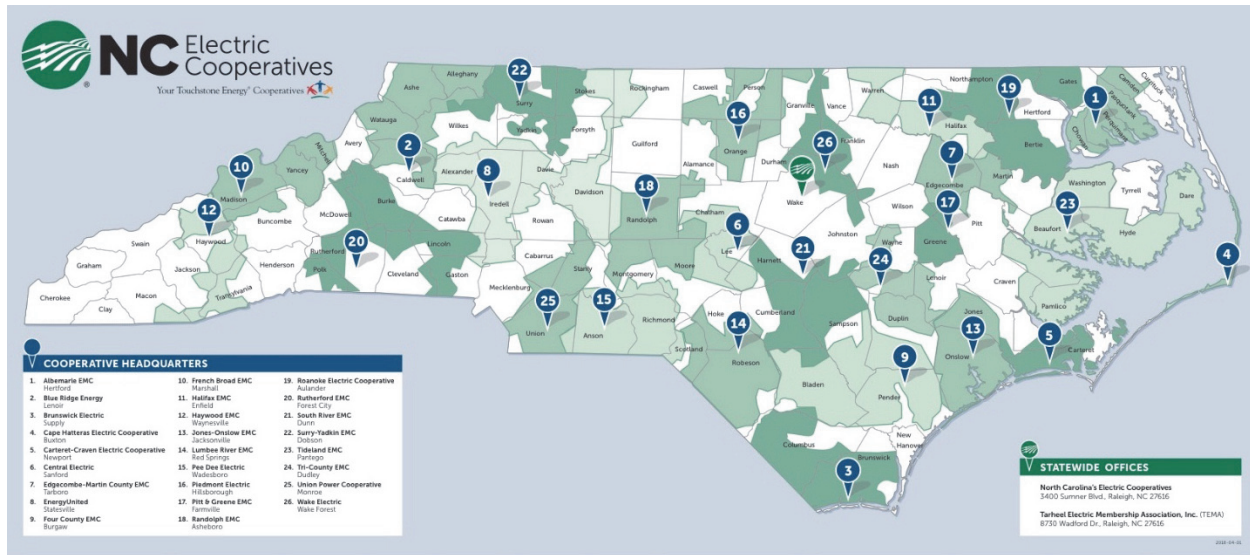
Cooperation Name	Year 2014-2015	Year 2015-2016	Year 2016-2017	Year 2017-2018	Year 2018-2019	Year 2019-2020
Albemarle EMC						
Blue Ridge EMC		\$850,000	\$3,715,000	\$540,000	\$300,000	\$2,496,000
Brunswick EMC	\$652,000					
Cape Hatteras EMC				\$300,000	\$300,000	
Carteret Craven EMC						
Central EMC				\$360,000		
Edgemcombe Martin EMC	\$1,450,000					
Energy United EMC		\$1,000,000	\$741,667	\$1,360,000		
Four County EMC	\$2,240,000		\$1,600,000	\$900,000	\$600,000	
French Broad EMC	\$300,000		\$209,000			
Halifax EMC		\$300,000		\$682,500	300,000	\$700,000
Haywood EMC						
Jones Onslow EMC	\$200,000					
Lumbee River EMC	\$1,100,000	\$772,000				
Pee Dee EMC	\$940,000	\$300,000	\$160,000	\$1,501,000	\$412,829	\$442,832
Piedmont EMC	\$2,298,000	\$3,422,000	\$1,807,500	\$1,109,600	\$704,000	
Pitt & Greene EMC						
Randolph EMC		\$300,000	\$300,000		\$4,000,000	\$300,000
Roanoke EMC			\$1,300,000	\$300,000	\$439,166	
Rutherford EMC						
South River EMC						
Surry Yadkin EMC	\$372,000					\$300,000
Tideland EMC	\$840,000	\$170,000				\$1,000,000
Tri County EMC	\$100,000	\$1,300,000	\$1,300,000	\$600,000	\$390,000	\$1,440,000
Union Power EMC	\$380,000	\$300,000		\$217,083		
Wake EMC		\$180,000		\$709,421		
Blue Ridge Mtn EMC**	\$10,872,000					\$2,000,000
Yearly Total		\$8,894,000	\$10,833,167	\$8,579,604	\$7,445,995	\$8,678,832

**Corporations Headquartered
Outside of NC
Fiscal Yearly Activity for
2014-2020

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

Website www.aemc.coop

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: 13,031

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 annually hosts a Light Up Christmas golf tournament to raise money 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) 929-2068

Key Staff

Douglas W. Johnson, Chief Executive Officer

Jeff Joines, President

Alan Merck, Senior Vice President, 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: 77,844

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

Current and Future Plans

In 2020, Blue Ridge Energy is continuing 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 is being upgraded for reliability and capacity. The \$40 million project includes a substation and upgrading to a 230 kV line that stretches from Ashe County to Watauga County.

The cooperative also completed construction on a new corporate office, marking the last of a company-wide building modernization effort to efficiently serve a growing consumer base. The office is the headquarters for not only the cooperative but also is Propane and Fuels subsidiary and RidgeLink telecommunications subsidiary. As the hub of the company's technology, security and communications, the corporate office includes 24/7 system operators, a member/customer contact center, engineering, IT, operations, accounting, public and community relations, energy solutions, safety and human resources.

Blue Ridge Energy in 2020 also announced plans for a utility scale solar site that will be in addition to the cooperative's five community solar gardens. In 2019, the cooperative secured 3 REDLG loans for local emergency services such as fire trucks, fire departments, and fire safety training trailer totaling \$4.4 million. And, in 2020, the cooperative refunded over \$5 million in capital credits to members.

In 2020, the cooperative remained ranked among top performing utilities in the nation for customer satisfaction, reliability and safety. Blue Ridge Energy also enjoyed seven straight years without a rate increase and, in conjunction with a statewide electric cooperative initiative, rolled out A Brighter Future with the following goals: enrich the lives of communities and members, low carbon goals of 50% carbon reduction by 2030 and net 0% by 2050 along with additional solar, battery storage and special rate programs, and a final goal of remaining committed to providing the lowest cost electricity for members.

Learn more at 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

Key Staff

Joshua L. Winslow, Chief Executive Officer & General Manager
Fred Tedder, President of the Board of Directors
Corey Thurlow, Chief Operating Officer
Scott Thomas, Vice President, Corporate Services
Lisa Fitzgerald, Vice President, Finance
David Reel, Vice President, Technical Services
Lewis Shaw, Vice President, Engineering & Operations

Active Meters: 103,298

Counties Served: Brunswick, Columbus, Bladen and Robeson

Current and Future Plans

BEMC was an industry leader offering a prepaid power option to our membership and currently has 9,203 prepaid accounts representing approximately 10% of all active meters. In addition to the budgetary benefits inherent in the program, members become smarter and more efficient energy consumers as they monitor and better understand their energy usage. BEMC serves as a resource to co-ops interested in developing similar programs.

The co-op's Weatherization Loan program provides low-interest loans for approved energy efficiency improvements to member homes and businesses. Often the energy savings are enough to cover the loan payment included in their monthly bills, with the savings continuing after the term of the loan. BEMC has provided approximately \$15 million in Weatherization Loans over the past 30 years, from the following sources: \$7.0 million in ERC loans from BEMC; \$3.7 million from the REDLG/USDA program; \$2.3 million from repayments of original REDLG/USDA loans; and \$1.6 million from RCSC internal funding.

BEMC's renewable energy portfolio includes 150 solar installations generating approximately 950kW per month. Two 100kW community solar farms with a total of 738 panels provide an option for members who want to participate in solar power without a home installation.

BEMC analyzes data to improve load management capabilities through their Ecobee smart thermostat pilot program; 637 members have received discounted Ecobee units and are participating. In June of 2019, a Time-of-Use rate option was introduced, and currently have around 70 members signed up and lowering their monthly bills. They also recently implemented a Beat the Peak initiative, where members receive an alert via email and text and are encouraged to reduce energy usage during that time. Social media posts reinforce the alerts.

Research has begun on several behind the meter initiatives designed to control peaks. Part of their three-year strategic plan includes assessing an expanded Wi-Fi enabled thermostat program, an inside-the-home battery pilot project, and a water heater demand-control project. They are preparing for these opportunities by investing in a Distributed Energy Resource Management System (DERMS). They envision a time when a large percentage of the membership has enrolled in multiple programs, managed through DERMS, and making maximum use of the grid and minimizing member bills.

Looking to the decade ahead and beyond, BEMC remains focused on providing reliable, affordable, and environmentally responsible electricity. To achieve this low-cost, low-carbon future, they are working with other electric cooperatives in N.C. toward two significant carbon reduction goals, a 50% reduction in carbon emissions by 2030 and net-zero carbon emissions by 2050.

The cooperative continues an industry-standard Right of Way maintenance program, and system reliability exceeds 99.9%. BEMC's American Customer Satisfaction Index (ACSI) score routinely exceeds electric industry benchmarks.

BEMC's commitment to community efforts include a utility assistance program (Warm Homes, Warm Hearts) that has provided more than \$1 million in assistance to those in need; the Bright Ideas education grants 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.

Cape Hatteras Electric Cooperative

Mailing Address

47109 Light Plant Rd
PO Box 9
Buxton, NC 27920

Website: 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
Stephanie Snead, Manager of Finance
Laura Ertle, Director of PR & Marketing
Richard Midgett, President

Annual Meeting: May

Active Meters: 7,750

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 Marc Basnight Bridge at Oregon Inlet from Dominion North Carolina Power. CHEC delivers the power south across the 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 in Hyde County. CHEC operates in an extreme coastal environment with wind, salt and flooding constantly threatening the electric system's reliability. The cooperative continues to explore new technologies and construction techniques to both harden the infrastructure, making it less susceptible to storm damage, and smart grid devices, to improve response time when outages do occur.

CHEC is actively working with NCDOT and their contractor Flatiron Construction, to coordinate the installation of new 115kV transmission cables on a new bridge running from the Pea Island Wildlife Refuge into Rodanthe. Once this new bridge is constructed, the existing portion of NC

Highway 12, the dunes and protective sandbags will be removed. This area continues to be highly susceptible to erosion and ocean overwash. Attaching transmission cables to the new bridge will provide greater reliability for electric members on both Hatteras and Ocracoke Island. Installation of the new cables is expected to be complete in 2022.

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.ccemc.com

Key Staff

Jake Joplin, Chief Executive Officer & General Manager
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
Tara Alderman, Director of Finance & Accounting
Ben Ball, President, Board of Directors

Annual Meeting: First Thursday in May

Active Meters: 41,362

Counties Served: Carteret, Craven, Jones, Onslow

Current & Future Plans

Carteret-Craven Electric Cooperative is defining a future for its members and the communities we all share – a brighter future that continues our commitment to delivering reliable electricity at the lowest possible cost while also advancing the pursuit of responsible sustainability goals.

While our members’ interests form the bedrock of our planning, CCEC believes the benefits of our initiatives in the next decade and beyond will extend to this entire community, and it starts with our business model.

The member-owned electric cooperative business model works. As a not-for-profit business located in and governed by the communities we serve, we put people and those communities first.

The brighter future we are defining must strike a careful balance in providing electricity that is not only sustainable, but also reliable and affordable. CCEC, along with the network of North Carolina’s electric cooperatives, have established a goal of achieving net-zero carbon emissions by 2050 with an interim step of reducing emissions by 50 percent from 2005 levels by 2030.

We commit to these goals voluntarily and know that to achieve them while upholding our promise of delivering reliable electricity at the lowest possible cost, we must: continue to leverage our existing investments in carbon-free power sources like nuclear energy; work with our members through energy services to manage when and how electricity travels across the grid; incorporate

new sources of energy, including solar; utilize low-cost natural gas to expand renewable energy growth; and support the advancement of new technologies that effectively capture carbon emissions.

As a local business CCEC is not only powering, but also empowering this community. We are in tune with – and responsive to – the needs of this community because we live here and know firsthand how access to essential services and opportunities for economic growth will strengthen this region.

Here are just a few examples of CCEC empowering the communities we serve:

- Providing members with economic relief during the COVID-19 pandemic through the largest capital credit retirement – **\$5,591,069** – in the co-op's history.
- Supporting Relay for Life as a sponsor and raising funds throughout the year. The CCEC Relay for Life team has raised more than **\$364,000** for cancer patients and their families over the years.

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®. 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 100 high school seniors and community college students and more than 380 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.

Carteret-Craven Electric Cooperative will continue to support our local communities and develop new ways to deliver reliable, affordable, sustainable power. Our success hinges on preserving the cooperative business model because it keeps us close to the needs of our community, is flexible and always puts people first.

Most importantly, we will never lose sight of the fact that the brightest parts of our future are the people and communities we serve. We are truly powered by our members.

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

Eddie Oldham, Manager & CEO
Rebecca Cogan, President, Board of Directors
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: 23,208

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 – 11,286

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

Current and Future Plans

Supporting our members, as well as the local communities we serve, is a vital part of our mission. 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.

Over the past several years, Edgecombe-Martin County EMC has been investing in technology, streamlining and automating business processes to save our members money, and become more efficient to ensure we can continue to operate the business in case of a disaster. In 2020 we completed our AMI installation. The new AMI system automatically notifies the Cooperative when there is a loss of power, rather than members having to notify the Cooperative.

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
Thomas Golden, Chief Operating Officer
Alec Natt, Chief Financial Officer
John McMurray, VP Energy Delivery
Pam Britt, Vice President of Human Resources
Brett Alkins, VP Energy Services

Annual Meeting: Third Week in September

Active Meters: 131,700

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 200 miles of transmission, 8,100 miles of overhead distribution and 4,900 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.).

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
Greg Sager, Vice President of Member Services
Gary Chitwood, Vice President of Finance & Accounting
Scott Cook, Vice President of Operations
Gregg Cohn, Vice President of Engineering
Don Gatton, Vice President of Human Resources
Anthony Kent, Vice President of Information Technology

Active Meters: 33,091

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

Current and Future Plans

Today, 32,701 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 5,096 miles of line: 214 miles of transmission, 3,952 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. 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 2020, the cooperative returned \$2.1 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: 39,200

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 29,715 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 0.7% increase in member growth annually and about 1.0% growth in sales. As the economy has stumbled due to COVID-19, kilowatt hour sales decreased to the Large Power and Small Commercial accounts, but an increase was observed in the Residential class of service.

Future plans and improvements include an upgrade to our automated meter reading system from Tantalus. This new system will take advantage of our fiber network, which will allow for faster and a more reliable transmission of data. 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 to date has received over \$8 million in grant funding to provide Fiber to the Home service to many of its customers in Madison County, and now has over 3,000 high speed internet and telephone customers. 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: 11,745

Counties Served: Warren, Nash, Halifax, Martin and Mecklenburg, VA

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

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 and 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 nine zero-interest loans funded by the USDA's Rural Economic Development Loan & Grant program for volunteer fire departments, a sheriff's department and one health and rehabilitation facility to purchase much needed equipment. In addition, we have an established 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.

Recently, Halifax EMC worked with North Carolina's Electric Cooperatives in an ongoing effort to expand a statewide cooperative electric vehicle charging network. Halifax EMC partnered locally with New Dixie Oil Corporation and Robbie's fuel and convenience station to strategically install a DC fast charger for public charging at Robbie's on Highway 561 at I-95, Exit 160. Bringing this charging station to Halifax EMC's service area is an example of our commitment to building a brighter future for the people and communities we serve.

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
Danielle Wittekind, Chief Administrative Officer
John Boate, Chief Financial Officer

Annual Meeting: First Thursday in August

Active Meters: 27,735

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, as well as an operations center in Scaly Mountain, NC. Haywood EMC has grown from 18 employees and 3,936 services in 1953 to 74 employees, plus approximately 76 contractor employees serving just under 28,000 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 is allowing the co-op to 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 that 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 Innovation Energy Solutions
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 4210
Pembroke, N.C. 28372

Phone

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

Fax

(910) 843-2079

Key Staff

Shawn Hunt, President & Chief Executive Officer
Spencer Locklear, Chairman - Board of Directors
Chris Locklear, Vice President of Engineering & Operations
Lea Hewett, Vice President of Finance
Cynthia Stiles, Vice President of Human Resources
Walter White, Vice President of Corporate Service
Mark Walters, Director of Safety

Annual Meeting: Second Thursday in October

Active Meters: 61,897

Counties Served: Scotland, Hoke, Robeson, Moore, & 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 54,187 individuals, Lumbee River EMC continues to provide safe, reliable, affordable and resilient electric service to the residents of Cumberland, Hoke, Robeson, Moore, 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 & Administration
Cathy Page, Vice President of Member Services & Marketing
Janet Carson, Vice President of Information Technology

Annual Meeting: First Thursday in October

Active Meters – 21,289

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 3,416 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 Milsoft'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. Over 1500 members participate in the pre-pay metering. 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 long-term strategic vision became clearer as the cooperative completed the installation of a new AMI system and made the decision to consolidate the two offices and build a new facility near the center of the service territory. The new facility is scheduled for completion

in early 2022. The reliability strategy includes the constructing of a new 230 kV substation in northwestern Anson County.

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: 32,720

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.

At the time of this update, the cooperative is working on the new Cherry Grove substation, as well as circuit upgrades for the Buckhorn and New Sharon Road areas, new breakers for the Hyco, Baynes and North Roxboro substations are being added. All of these projects strengthen our electric grid. The cooperative's Cherry Grove substation will significantly enhance reliability in the Cherry Grove and surrounding Caswell communities. Piedmont Electric was able to keep the lights on for 99.98 percent of the year and projects like the new Cherry Grove substation help improve reliability and meet the needs of growing communities.

Additionally, Piedmont Electric continues to work 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 in growth areas; providing for redundant systems in substations; and upgrading or replacing some existing substations. Piedmont Electric also installed 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 has embarked on a new endeavor with RiverStreet Networks to provide reliable internet service to unserved and underserved areas. While this project will take years to fully mature, RiverStreet and Piedmont Electric are looking to provide a quality, sustainable project. In December 2019, the Join.BuildPiedmont.com website was launched to provide information to RiverStreet on where interest for this new service exists.

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 most of the last two years. This credit has been made possible through several 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 smart 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 2020, Piedmont Electric received grants from the VW Settlement to install two DC Fast Chargers for electric vehicles to promote beneficial vehicle electrification.

In 2018, Piedmont Electric opened board elections to online and mail-in balloting. These new methods enabled more members to participate in the governance of their cooperative. As the result of the pandemic, Piedmont Electric held a virtual Annual Business Meeting on April 17, 2020.

The Piedmont Electric Helping Hand Foundation, established in 2017, continues to strengthen the co-ops commitment to the community. 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 third year of existence, the foundation awarded more than \$181,000 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. In addition to the foundation, Piedmont Electric made three USDA Rural Economic Development loans for more than \$856,000 in 2019 to improve the communities we serve and since its first loan in 2013, forty loans totaling more than \$13.9 million have been made to improve our rural communities.

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. Starting in the fall of 2020, the cooperative will begin the pilot phase for 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 & Executive Assistant
Tony Barrow, Director of Engineering
Milton Grant, Director of Operations
Austin Dixon, Chief Financial Officer, Director of Finance and Accounting

Annual Meeting: First Thursday in November

Active Meter: 8,830

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 8th 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 14th 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 8,830 and the corporation serves 1,087.84 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 Economic Development & Compliance

Annual Meeting: Third Friday in June

Active Meters – 32,570

Current and Future Plans

Randolph EMC seeks to deliver superior energy solutions to improve our members' quality of life by:

- Providing safe, reliable and affordable energy
- Offering services that empower our members
- Strengthening our communities
- Practicing environmental responsibility
- Implementing innovative technologies
- Having a dedicated team of employees and directors

Randolph Electric Membership Corporation's history reveals that in 1938, nine men gathered at a small gas station in downtown Asheboro to talk about building an electric cooperative. Those nine founders signed their names on the line to borrow \$300,000 to build what is now one of 26 electric cooperatives in North Carolina.

Today Randolph EMC serves more than 32,500 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 544 million kWh of electric energy annually with an annual peak capacity of 125 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. Randolph EMC makes this and other account management features extremely easy by offering a free mobile app for access at members' convenience.

FlexPay is a program that lets members pre-pay for electricity, which eliminates late payment fees and the need for deposits. In addition, members enjoy services such as electronic and automatic bill payment, budget billing, and bank draft. Members may access their account information at any time online, via mobile app or through an automated phone line, and REMC's dispatch center has a representative available 24-hours-a-day to answer member calls, as well.

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 solar energy at their homes or in the cooperative's SunPath Community Solar[®] program. Participants in the community solar 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.

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 2020, more than \$150,000 has been given to individuals and families in need of support.

People Helping People has also implemented a Community Grants branch of support for local nonprofit agencies. Funding for this program is garnered by partnering with cooperative lender CoBank as part of their Sharing Success Matching Grant Program. Since its inception in 2015, more than \$65,000 has been distributed locally to help community organizations whose programs may benefit Randolph EMC members.

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 \$258,000 to teachers over the past 25 years through the *“Bright Ideas”* program, which assists local teachers with educational programs. 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

Phone

828-245-1621 or
800-521-0920

Fax

828-248-2319

Key Staff

S. Dirk Burleson, General Manager
J. Dean Carpenter, President
Tommy Chapman, Office Services Manager
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: 77,147

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

Current and Future Plans

Rutherford EMC is proud to celebrate 83 years of service to its members in 2020. What began with a handful of determined farmers, 10 miles of line and 30 members, has grown to provide electricity to more than 77,000 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.

As our country adapts to the new safety guidelines created by the Covid-19 pandemic, our Rutherford EMC offices have also adopted new practices to lessen the financial burden placed on some of our members during this trying time. Our employees have remained flexible and compassionate towards our members as we all navigate the challenges that have arisen throughout the year thus far.

Today, all meters are read electronically by an Automated Meter Reading system. This meter reading system also allows us to remotely connect and disconnect services from our office. We have invested in digital line inspection software for iPads used by our servicemen and engineers. The addition of this new technology has improved our efficiency and workflow. Our newly installed radio system uses GPS tracking for improved safety and more efficient communication

during power outages. While making these changes Rutherford EMC continued to keep our members' power on 99.99% of the time.

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, make payments 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 153 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

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 & Operations
Tim Peede, Vice President of Information Technology

Number of Employees - 105

Annual Meeting: April

Active Meters – 45,012

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

Current and Future Plans

In 2020, South River EMC celebrates its 80th anniversary. Unfortunately, due to the COVID-19 virus, the annual meeting was canceled. Director elections were conducted through mail-in and online balloting. The virus led to a complete shift in the way the Cooperative conducts day-to-day operations. For the first time in history, South River EMC had to close lobbies to walk-in traffic; the majority of employees transitioned to working remotely; and the operations department discovered ways to get their jobs completed, while maintaining social distancing.

In order help alleviate some of the financial burdens experienced by members due to COVID-19 shut-downs, South River EMC provided an early retirement of Capital Credits. The board of directors voted to retire \$4,060,024 in July rather than November 2020. All refunds less than \$2,500 were applied to active electric accounts. This retirement brought the 10-year retirement total to \$34,057,956.

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 work in concert with the drive-thru window to enable members to make cash, credit and check payments and post them to the member's account immediately.

South River EMC participates in the TSE Services satisfaction benchmarking surveys. The surveying was conducted by telephone exclusively until 2018 when online surveys were introduced. The online survey take rate grew so quickly that in 2021, the surveys will be conducted via online only.

According to the most recent member satisfaction survey, South River EMC continues to score an 87 on the American Consumer Satisfaction Index (ACSI) and South River EMC receives an overall satisfaction score of 8.94 (out of 10). The Cooperative 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 (2020 was a virtual meeting due to COVID-19 on October 27th, 2020) The 2021 Annual Meeting has been Board Approved to remain Virtual.

Active Meters: 27,022

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

Current and Future Plans

Surry-Yadkin EMC has grown from its modest beginnings to serving 27,022 plus meters and operating 17 substations. Currently, Surry-Yadkin has 107 miles of transmission line and 4,003.71 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 70 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

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Key Staff

Paul Spruill, General Manager and Chief Executive Officer

J. Douglas Brinson, 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

Heidi Smith, Manager of Marketing & Communications

Annual Meeting: May

Active Meters: 23,314

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

Current and Future Plans

Tideland is not only focused on its core business function in 2021 specific to the safe and reliable delivery of affordable electric service, but we are also supporting our communities with capital investment in technology and infrastructure to better prepare for natural disaster and better enable our members with information. Since 1999, Tideland has made substantial investments in system upgrades including the construction of a 115 kV transmission line traversing Beaufort and Hyde counties. In 2020 Tideland completed construction of a 1.8 mile armored submarine cable extension replacing overhead conductor vulnerable to erosion at the southern tip of Hatteras Island. This capital investment greatly improved the reliability for Ocracoke island. 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 solar project. Technology, information, and reliability will drive our future as we provide member focused solutions to meet the diverse energy needs for our communities.

Tri-County Electric Membership Corporation

Mailing Address

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

Website

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 Grantham, 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 \$2 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, 981 high school seniors have received scholarships totaling \$422,650. 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 \$1,685,743.81 to teachers in our service area to fund 1,874 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 Blackwell, 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: 79,926

Counties Served: Union, Stanly, Cabarrus, Mecklenburg, and 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 nearly 80,000 member accounts and 6,000 miles of lines, the co-op serves an average of 13 members per mile of line.

Union Power continues to be one of the fastest-growing electric cooperatives in the nation. To meet the demands of 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. Recent investments made in our electric infrastructure give us the capacity to serve and meet existing and fast-growing membership needs. Significant system investments included installing new protective equipment and system communication technologies, rebuilding the Flowes Store substation, and completing the Weddington to Marvin transmission line, all of which have a distinct goal of improving our system's reliability. System reliability helps us prevent and

minimize widespread outages, restore power sooner if outages occur, detect patterns and problems quicker, and correct minor issues before turning them into more significant, costlier problems. These investments also contributed to 2019 being a record-breaking year, where we had a system reliability rating of 99.99%.

Just as we are committed to increasing our system's reliability, the cooperative remains committed to financial strength. In 2019, members received \$3.52 million in capital credits, which is an excellent benefit of being a Cooperative member.

Another benefit to our members is our active involvement in local schools and communities throughout our five-county service area and our ongoing investments in education grants, scholarships, programs, and opportunities to strengthen our communities.

Our commitment to the communities we serve ensures we are ready and prepared to continue providing members with electric power and energy services at an exceptional value today and for many years to come.

Wake Electric Membership Corporation

Mailing Address:

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

Website

www.wemc.com

Phone Number:

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

Fax:

(919) 863-6479

Key Staff:

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

Annual Meeting: Fourth Friday in March

Accounts: 48,000

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

Current and Future Plans

Wake Electric provides electric service to approximately 48,000 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 3,700 miles of distribution lines (1,879 miles overhead and 1,915 miles underground). Our customer service office is located in Wake Forest and our engineering/operations personnel are located in Youngsville.

For six of the past seven years, Wake Electric has been the fastest growing electric cooperative in North Carolina. To date, 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 use and history, including daily and hourly energy use for all meters with AMI technology.
- View monthly electricity use and history through the My Usage tab, which includes information on daily and hourly energy use for all meters with AMI technology, allowing members to make informed decisions about energy use.
- 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.

Wake Electric has installed advanced meters that automatically report outages for all members. Members can still report outages using the automated phone system, mobile and web devices, or talk directly with a customer service representative. With this technology available, linemen and meter technicians have easy-to-access and accurate information in the field and can 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.

In addition, these meters allow members to sign up for special rates, like time-of-use or electric vehicle rates, which help the member save, making it easier for the cooperative better control demand for electricity across the grid. As a Touchstone Energy cooperative, we offer members' access to [TogetherWeSave.com](https://www.togetherwesave.com), an energy efficiency website that features numerous articles and interactive videos 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.

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 2020, Wake Electric returned \$2,000,000 in patronage capital to existing and former members for their individual share of the capital credits earned between 1995 and 2019, as well as approximately \$160,000 to the estates of deceased members.

Along with keeping costs down, Wake Electric is working hard to keep electric bills affordable by controlling costs through innovation. In partnership with local builder Winslow Homes and North Carolina's Electric Cooperatives, Wake Electric developed the cooperative's first microgrid at the Eagle Chase neighborhood in Youngsville, NC. This microgrid will include a 300 kilowatt propane powered electric generators and a 1 megawatt-hour/500 kW Tesla PowerPack battery system. The microgrid will be able to support the neighborhood for up to 36 hours during outages and will also remain connected to the main grid during normal operations to provide power diversity and increased reliability. This residential microgrid was built with the goal of providing enhanced electric service reliability and resiliency, as well as reducing peak electricity costs.

At Wake Electric, we are continuing to put our members first by developing practices to make everyday business as efficient as possible. 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. In addition, members can visit local stores in their community like CVS and Wal-Mart to make real-time payments to their account.

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
(828) 837-1017

Fax

(706) 379-4834

Key Staff:

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

Annual Meeting: Second Saturday in September

Active Meters – 18,428 (In North Carolina as of end of August, 2020) – 33.91% of total

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, a broadband subsidiary company was spun off in 2019, and several substation upgrades have either been completed or are currently underway. The Co-op has seen considerable growth over the years, presently serving approximately 54,331 electric meters as of the end of August, 2020. 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 1.2% - 1.4% per year in the number of member-customers served, and approximately 1.2% - 1.5% 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 August, 2020, BRMEMC is serving just over 10,000 consumers with broadband (fiber optic) services, and supports over 1,400 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

Phone

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

Fax

(864) 487-7808

Key Staff:

Terry Mallard, CEO
Cary Johnson, Senior VP Operations
Kenny Griswold, VP Information Technology
John Fowler, VP Member Services
Jeff Humphries, VP Economic Development

Annual Meeting: First Saturday in May

Active Meters - 493

(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
James Guy, General Counsel & V.P. of Administration
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
Christopher Stoia, 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 – 19,304

(In North Carolina)

Counties Served: Avery, Burke, McDowell, Watauga

Current and Future Plans

Since March 2020 due to the COVID-19 pandemic MEC has responded by dropping all credit card and e-check fees for customers. Late charges were also suspended. Our lobbies were closed for 2 months and staff rotated with full pay. Several of our employees and their family members have tested positive for the virus and been quarantined in accordance with the CDC and governmental guidelines.

MEC completed the 4.3 Sugar Mountain Transmission Line and associated substation in 2020.

MEC's eScore program allows customers to arrange a virtual 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 Switch* program provides a method for members to purchase green power as part of their individual energy usage. The *Green Connect* 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 35,000 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 homeowners 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

Key Staff:

Stacy Chastain, General Manager
Jerry Pack, President
Christy Setser, Manager, Finance
Chuck Thomas, 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: 1,574

(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

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

- Since 1980, NCEMC has been a part owner in the Catawba Nuclear Station located in York County, South Carolina. Duke Energy operates and maintains the station, which has been operational since 1985. NCEMC's ownership interests consist of 61.51% of Unit 1, approximately 700 megawatts (MW), and 30.75% in the common support facilities of the station. NCEMC's ownership entitlement is bolstered by a reliability exchange between the Catawba Nuclear Station and Duke Energy's McGuire Nuclear Station located in Mecklenburg County, NC.
- NCEMC is also a part owner in the Lee combined cycle (CC) plant located in Anderson, South Carolina. NCEMC's ownership interest consists 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. Duke Energy operates and maintains the plant. NCEMC's ownership entitlement is bolstered by a reliability exchange between Lee CC and Duke Energy's Dan River and Buck CC plants.
- Additionally, NCEMC owns and operates approximately 680 MW of combustion turbine (CT) generation at sites in Anson and Richmond Counties, NC. These peaking resources operate on natural gas as primary fuel, with diesel storage on-site as a secondary fuel. NCEMC also owns and operates two diesel-powered generating stations on the Outer Banks of North Carolina (located on Ocracoke Island and in Buxton), with a combined capacity of 18 MW, which are used primarily for peak shaving and voltage support. NCEMC purchases from wholesale markets, primarily PJM, and wholesale suppliers such as Duke Energy Progress (DEP), Duke Energy Carolinas (DEC), American Electric Power (AEP), Southern Power and Dominion North Carolina Power (DNCP).
- Most of NCEMC's member co-ops also receive an allocation of hydroelectric power from the Southeastern Power Administration (SEPA).
- Finally, NCEMC and its member co-ops are deploying (or facilitating the deployment of) distributed energy resources/technologies (DER) on their grids as well as edge-of-the-grid programs to promote reliability, affordability, sustainability, and resiliency for the benefit of the communities they serve. These technologies and programs include but are not limited to the following:
 - 10 solar + energy storage sites totaling 18.5 MW/45.1 MWh in development;
 - 19 community solar facilities;
 - operational microgrids located on Ocracoke Island, at Butler Farms in Harnett County, and in the Heron's Nest residential neighborhood in Brunswick County, as well as two microgrids in development, as of Q3 2020, at Eagle Chase in Wake County and at Rose Acre Farms in Hyde County;

- aggregated demand response (DR) programs that, as of Q3 2020, reduce peak load via deployment of:
 - (a) over 4,500 member-owner Wi-Fi enabled thermostats, and
 - (b) over 1,300 smart controllers on existing electric resistance water heaters;
- energy efficiency (EE) programs that, in 2019, collectively produced 271,820 EE credits (the equivalent of 271,820 MWHs, or 1.95% of the prior year's retail sales, in reduced consumption by member-owners);
- approximately 50 MW of conservation voltage reduction capability with the feasibility of additional capability being actively studied;
- cooperative-owned electric vehicle charging infrastructure including, as of Q3 2020:
 - (a) 9 DC fast chargers (with 9 charging ports)
 - (b) 49 "level 2" chargers (with 91 charging ports);
- approximately 220 MW of third-party-owned or member-owner-owned solar facilities that are operational and interconnected to the EMCs' grids as of October 2020; and
- ongoing development and operation of a Distributed Energy Resource Management System (DERMS) for the aggregated forecasting, notification, execution, analysis, and report of DR and DER programs.

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

- Power supply planning
- Grid modernization planning and coordination;
- Provide IT and network services to support member co-ops;
- Storm restoration coordination; and
- Transmission coordination with transmission providers, including DEP, DEC, and DNCP

OFFICERS: (**NOTE:** New officers will be elected in April 2021.)

Paul Spruill, President
Tideland EMC

Greg Puckett, Vice President
Surry-Yadkin EMC

Susan Flythe, Secretary-Treasurer
Cape Hatteras EMC

Joseph P. Brannan, Executive Vice President & CEO
North Carolina Electric Membership Corporation

Amadou Fall, Senior Vice President, Power Supply and COO
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 in Washington, D.C.
- Develop and distribute Carolina Country magazine, published monthly since 1946, engaging members with their electric co-ops through platforms including the print publication and carolinacountry.com.
- 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 training for all co-op employees and specialty training for line workers
- Initiate strategic marketing and communications planning, advertising, branding and community relations efforts on behalf of the 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. Over the past five years, cooperative work has contributed to more than 100 economic development projects with more than \$60 million in grants and loans. These projects have resulted in 5,000+ jobs and over \$1 billion of new capital investment in rural North Carolina.

OFFICERS: (NOTE: New officers will be elected in April 2021.)

Jeff Clark, President

Jones-Onslow EMC

Suzy Morgan, Vice President

Wake EMC

Tom Batchelor, Secretary-Treasurer

Haywood 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 2021):

Columbus Jeffers, President – Roanoke EC

Greg Puckett, Vice President – Surry-Yadkin EMC

Greg Andress, Secretary-Treasurer – Union Power EMC

Jason Caudle, 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

Yancey French Broad Electric Membership Corporation
 Duke Energy

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. These include electric and telecommunications services. All of these services play a critical role in helping to expand economic opportunities and improve the quality of life for rural residents. Utility programs connect rural residents to the global economy by:

- Increasing access to broadband and 21st 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 cooperative desiring to secure a grant or loan from any agency of the USDA must first apply through the North Carolina Rural Electrification Authority and not directly to the United States agency and the Authority has the responsibility to provide those applications to the USDA for the cooperatives.

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 or improvement of electric distribution, transmission and generation facilities in rural areas. The Electric Program also provides funding to support demand-side management, energy efficiency and conservation programs, and on-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.

RUS also provides loans through the Rural Energy Savings Program (RESP) which provides loans to co-ops that agree to make affordable loans to help consumers implement cost-effective, energy efficiency measures. RESP will help lower energy bills for rural families and businesses and will reduce barriers to investment in energy efficiency projects and activities.

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 development's rural utilities programs provide a variety of loans and grants to build and expand broadband networks. Loans to build 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:

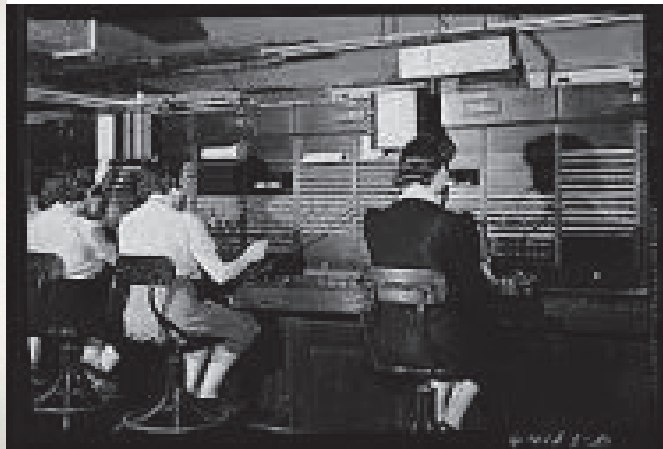
- Community Connect grants
- Distance Learning and Telemedicine grants
- Rural Broadband Access Loan and Loan Guarantee
- Telecommunications Infrastructure loans and guarantees

USDA Rural Development is committed to ensuring that rural areas have access to affordable and reliable telecommunications services comparable to those available throughout the rest of the United States. With this access, rural America will see improved educational opportunities, health care, safety, security, and higher employment.



THE TELEPHONE MEMBERSHIP CORPORATIONS

Competition and Technology are Driving the Market



Telephone Cooperative Update

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 and receive messages and have conversations from their Smart watch. 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 175,000 residence and business landline accounts and they also provide broadband service to over 100,000 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 some of the co-ops which causes a decrease in those revenues. Due to changes in the telecommunications market, the co-ops now provide service outside of their normal serving area as a Competing Local Provider (CLP). 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. The telephone co-ops have completed Fiber-To-The-Home (FTTH) deployment which will allow higher internet speeds for new and existing members. The co-ops will continue to provide excellent customer service, state-of-the-art communications and upgraded technology to enhance the quality of life in the communities they serve.

The co-ops continue to pursue federal and state grant opportunities for fiber connectivity in unserved and underserved areas. In 2020, the telephone co-ops applied for loans and grants from the USDA's ReConnect, Community Connect and Cares Act programs and also applied for and received funds from North Carolina's GREAT program. The awarded funds will be used by the co-ops for deployment of broadband in the rural areas of our State. The co-ops are actively involved with community events, with higher learning opportunities for schools and to promote economic development in the areas they serve.

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. During the COVID19 pandemic, the co-ops have provided free Wi-Fi hotspots in the communities they serve to assist student and teachers with remote learning; allows telemedicine appointments between doctors and patients and is also used with other applications. Their vision, courage and determination has allowed them to make their companies better by being innovative and offering new services which allows customers to be on the cutting edge of technology and receive the same technology that is available in urban areas of our 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. It has been said that the internet era is history's fourth great network revolution and there have been many other revolutions that have 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 story of the telephone co-op is filled with vision, courage, and determination and that statement continues to be true in 2021 and beyond.

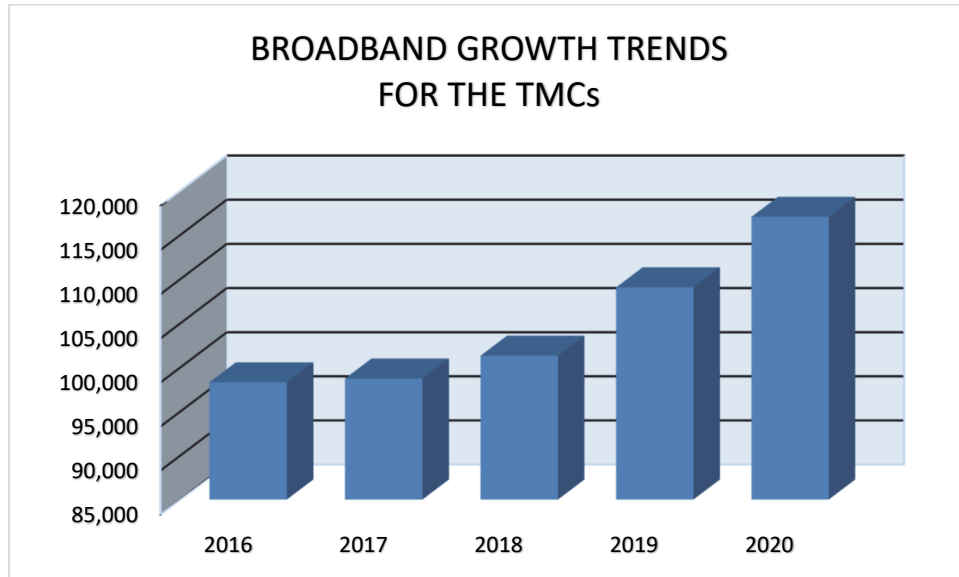
KEY DATA AND ACTIVITIES TRACKED BY THE AUTHORITY FOR THE TELEPHONE CO-OPs

**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
	2017-2018	2018-2019	2019-2020
Cable TV	0	0	0
Charges	1	1	0
Delinquent Bill	0	0	0
Deposit	0	0	0
Disconnects	0	1	0
Final Bill	0	1	0
High Bill	0	0	0
Insurance Claim	0	0	0
Internet Service	0	0	0
Miscellaneous	2	2	0
Outages	0	0	0
Capital Credits	0	0	0
Payment Arrangements	0	0	0
Right of Way	0	0	0
Service	1	0	0
Number Portability	1	0	0
TOTAL	4	5	0

Numbers are listed by fiscal year (July 1st – June 30th)



Broadband subscription for the co-ops has increased for the years 2016 through 2020. 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. Due to the virus pandemic in 2020, broadband was a tremendous asset for remote learning for students and teachers and also for telemedicine appointments. As this chart shows, there has been an increase of 19% for co-op broadband subscription from 2016 to 2020.

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	4.34	1,803.22	1,400.44
RANDOLPH COMMUNICATIONS	2,976	3.80	1,012.82	394.48
SKYLINE TELEPHONE MEMBERSHIP CORPORATION D/B/A SKYLINE MEMBERSHIP CORPORATION	3,869	5.92	1,147.80	685.15
STAR COMMUNICATIONS	5,100	2.57	1430.36	168.10
SURRY TELEPHONE MEMBERSHIP CORPORATION	5523	2.07	1116.94	452.14
TRI-COUNTY TELEPHONE MEMBERSHIP CORPORATION D/B/A TRICOUNTY BROADBAND	353	7.05	1,214	(806)
WILKES TELEPHONE MEMBERSHIP CORPORATION D/B/A WILKES COMMUNICATIONS/RIVERSTREET NETWORKS	2,606	3.20	2,689	1,095
YADKIN VALLEY TELEPHONE MEMBERSHIP CORPORATION D/B/A YADTEL	3,290	3.32	1,269.05	343.44

*Data extracted from RUS Form 479 for year ending 2019

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	9,112,528	14,820,097	33,339,794	0	84.54
RANDOLPH COMMUNICATIONS	3,721,867	7,247,519	11,464,157	0	87.74
SKYLINE TELEPHONE MEMBERSHIP CORPORATION D/B/A SKYLINE MEMBERSHIP CORPORATION	6,101,302	16,522,837	26,307,543	0	80.86
STAR COMMUNICATIONS	4,149,304	7,427,785	18,643,273	0	73
SURRY TELEPHONE MEMBERSHIP CORPORATION	2,548,140	6,949,346	12,752,086	61,368	84.68
TRI-COUNTY TELEPHONE MEMBERSHIP CORPORATION D/B/A TRICOUNTY BROADBAND	1,089,617	1,294,082	3,184,464	0	55.46
WILKES TELEPHONE MEMBERSHIP CORPORATION D/B/A WILKES COMMUNICATIONS/ RIVERSTREET NETWORKS	3,120,522	11,567,990	21,893,113	0	86.03
YADKIN VALLEY TELEPHONE MEMBERSHIP CORPORATION D/B/A YADTEL	3,932,625	10,150,023	14,416,519	0	69.57

*Data extracted from RUS Form 479 for Year Ending 2019

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

Phone

(910) 755-1603

Key Staff

Jamie Milliken, 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, Columbus, Robeson, Duplin, Pender

Current and Future Plans

ATMC has grown into one of the largest communications cooperatives in the nation serving over 50,000 customers in its cooperative and competitive local provider service areas. ATMC is committed to providing excellent value and technology backed by award-winning customer service and has been named ‘Best Customer Service’ in the Best of Brunswick Awards each year for the past 12 years. Providing fast, reliable, and affordable broadband internet is the company’s primary focus. ATMC is a local leader for residential and business security services, business-class broadband, cable television, managed and hosted services, ethernet services, and IT Support.

Since 2016 ATMC has expanded availability of its fiber optic network to over 20,000 additional homes in the towns of Leland, Oak Island, Ocean Isle Beach, Brunswick and Whiteville. To support local businesses ATMC has built fiber optics to business districts in Leland, Oak Island, Shallotte, Holden Beach, Boiling Spring Lakes, Ocean Isle Beach, Brunswick and Whiteville. Further expansion of fiber optics will continue in Tabor City, north Whiteville, Calabash and Southport.

ATMC has been very aggressive in working to expand broadband internet into unserved and underserved areas of rural North Carolina. Since 2019, ATMC has won four NC GREAT Grants and two USDA ReConnect Grants totaling approximately \$34.4 million. With additional investment from ATMC, these projects will invest over \$50 million in rural North Carolina and have the potential to serve approximately 12,000 addresses in need of better internet connectivity.

The company has been designated as a ‘Smart Rural Provider’ and ‘Gig-Certified Provider’ by the Rural Broadband Association.

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
Mel Nunn, President
Dee Lowe, Accounting Manager
Glenn Garner, Operations Director
Jeff Rice, Plant Manager
Daniel Nicodemus, COE Manager
Rachel Bowman, 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, Computer Services, VOIP Services, Business Networking, Camera Surveillance, Home 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 66 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 2020, Randolph has completed 84 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

Phone

336-877-3111

Fax

336-877-2020

Key Staff

Kim Shepherd, Chief Executive Officer
Brian Tester, Chief Operations Officer
Robbie Farmer, Chief Technology Officer
Laura Shepherd, Chief Financial Officer
Edward Hinson, Chief Marketing and Sales Officer

Annual Meeting: first Tuesday in October

Counties Served: Ashe, Avery, Alleghany, Watauga

Current and Future Plans

In spite of the unprecedented challenges of a major worldwide pandemic in 2020, SkyLine has been a beacon of stability, strength and adaptability during this period. The company's historic 2003 decision to build a fiber-to-the-premise (FTTP) network has enabled our company to respond rapidly and effectively, where remote work and remote learning became a priority for communities across the U.S.

Continued adoption of broadband (and the fiber-rich speeds we offer through our services) continues to be in great demand across our region, and the company has maintained a busy work schedule for its entire staff by further employing additional telework applications and experiencing no reduction in staff or hours during this period.

While COVID-19 brought a state of uncertainty and unprecedented challenges to our community, state, country and world in mid-March, SkyLine found itself among the 'essential' businesses that undergirded the region. SkyLine joined with the FCC in its "Keeping Americans Connected" Pledge, provided more than 200 new broadband connections to families with children at home so they could receive school instruction remotely in the spring, and it provided support to economic development efforts to keep local businesses open and joined a local school system in provided WiFi hotspots in anticipation of remote internet access needs for the 2020-21 public school year.

With the focus on broadband connectivity further elevated by necessity during COVID-19, SkyLine continues to work collaboratively with various public and community entities to expand our robust network's assets to underserved or unserved communities in contiguous communities and counties beyond our traditional service footprint. Our company and its subsidiaries continue to pursue federal and state grant funding to construct fiber to more areas, and we were the recipient this year of multiple state grants to expand fiber services in Johnson County, Tennessee and in Lawrence County, Tennessee.

As we approach our 70th year as a cooperative in 2021, the cooperative spirit of serving and caring for our members and communities remains resilient as ever. We are 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 Nethercutt, Executive Vice President & CEO
Jeffrey Shipp, Vice President of Operations (Plant, Engineering, and Subsidiary)
Phoebe McGavock, Vice President of Human Resources
Kyle Randleman, Vice President of Marketing and Customer Relations
Donna Bullard, Vice President of Corporate Operations

Annual Meeting: Second Saturday in November

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

Current and Future Plans

Star recently received broadband funding opportunities through the North Carolina Great Grant and the USDA/RUS Reconnect Programs. With these programs, Star will overbuild its current outside plant facilities with fiber optic technology. These long-term projects provide high speed Internet with 1 gig capabilities and increase bandwidth for IPTV with high-definition abilities. Star is completing its NC Great Grant Project in Bladen County. This project allowed us to provide fiber to more than 400 homes, businesses, and farms. Also, in process, is the beginning of our USDA/RUS Reconnect Fiber Project. This 5-year project in its entirety will allow us to provide fiber to over 8,600 locations in Sampson and Bladen counties upon completion. Star will continue to pursue grant opportunities as they become available and strive to provide cutting edge technology to our serving area.

Star is a corporate sponsor of the American Cancer Society's Relay for Life, the United Way and the local Chamber of Commerce. Star supports various community recreational leagues and educational projects. Its scholarship program provides opportunity to deserving students who reside within its serving area and plan to attend college. Most recently, Star provided free wi-fi hot spots to multiple community-based locations and schools to assist those in need of broadband access for remote learning during the COVID-19 pandemic. Star proudly stands by its moto of "Neighbors Serving Neighbors" and will continue to invest in the communities it serves.

Surry Communications

Mailing Address

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

Phone

(336) 374-5021

Fax

(336) 374-5031

Key Staff

Richie Parker, Chief Executive Officer
Amy R Hanson, Chief Operating Officer
Melanie Senter, Marketing Manager
Frankie Southard, Commercial Manager
Sunny Chrismon, Account Manager
Mike Lawson, Plant Manager
Scott Mosely, 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.

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

Key Staff

Jimmie Church - Board Chairman

Eric Cramer - President and CEO

Jody Call - Chief Technology Officer

Greg Coltrain - Vice President of Business Development

Kimberley Johnson - Chief Financial Officer

Amanda Perry - Vice President of Sales and Marketing

Jody Souther – Vice President of Network Engineering

Annual Meeting: September or October

Counties Served: Alexander, Alleghany, Anson, Avery, Beaufort, Buncombe, Burke, Caldwell, Catawba, Cherokee, Clay, Columbus, Forsyth, Henderson, Hoke, Hyde, Graham, Lincoln, Madison, Montgomery, Moore, Person, Polk, Richmond, Robeson, Rutherford, Scotland, Stokes, Washington, Watauga, Wilkes

Current and Future Plans

Today, the co-op serves more than 11,500 residential and business access lines over 2,959 miles of fiber optics, totaling 10,836 accounts. The cooperative and subsidiaries combined serve a total of over 23,500 access lines. Wilkes Communications was created as a subsidiary of Wilkes Telephone Membership Corporation in 2004 to better reflect the wide range of services 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.

Reliable broadband no longer is a luxury, but rather a necessity. Currently the co-op and its subsidiaries serves 24,413 total broadband customers. This total broadband count consists of 9,224

cooperative customers and 15,189 CLEC customers. Of the CLEC customers, 7,009 are wireless broadband customers.

Merger with TriCounty Telephone Membership Corporation

In November of 2017 the respective boards and members of Wilkes TMC and TriCounty TMC approved a merger of the two cooperatives, which occurred on October 1, 2018. This event marked one of only a few known nationally voluntary mergers of two cooperatives in recent memory. While Wilkes has already connected its members to its Fiber To The Home Network, TriCounty 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, TriCounty Communications continues to expand CLEC services in and around the surrounding counties. The company acquired Red's Cable TV located in the adjoining historic Town of Bath near the TriCounty service area in 2019.

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. This network continues to expand and with a recent acquisition of Stokes WiFi, plans to reach further into rural parts 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 nDaviile Fiber Optic Network expansion partnership throughout the citywide electric service footprint.

In 2019 RiverStreet completed the acquisition of SkyTek Communications in Murphy, NC, Mountain Broadband in Barnardsville, NC and North Carolina Wireless in Hickory, NC. RiverStreet recently acquired Electronic Services Company of Hamlet NC and Acelanet / SCS Broadband of Arrington VA in January of 2021. All combined RiverStreet Wireless of NC and VA have over 7,000 fixed wireless broadband subscribers.

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.

State Funding for Fiber Optic Network Expansion

Utilizing the North Carolina GREAT Grant program, the company and subsidiaries were awarded \$366,080 allowing fixed wireless coverage for 256 locations in Person County, another \$761,788.80 grant to assist in the construction of a Fiber-to-the-Home network passing 114 customers in the Service Telephone Exchange in Columbus County and an additional special supplemental round award in Caswell County in the amount of \$1,541,800.00 to build a fixed wireless coverage overlaying 2,918 potential customers.

Federal Funding for Fiber Optic Network Expansion

Both Wilkes and TriCounty TMCs were previously awarded over a combined \$29 Million in ARRA Federal Stimulus grant funding through the USDA administered BIP program for fiber optic network expansion in its core cooperative service areas. In 2019 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. The company was also awarded a \$48M broadband loan from the USDA ReConnect Broadband program in 2020 to a FTTH project covering over 20,000 locations. Although it is still being finalized, the company and its subsidiaries are expecting an award of just over \$42 Million in Rural Digital Opportunity Funded (RDOF) subsidies to assist in passing over 27,000 customers in rural North Carolina and Virginia with fiber based broadband service beginning in 2021 / 2022.

In late 2019, Service Telephone received a USDA Community Connect award to serve the rural parts of Columbus County in part of the Service Telephone Company exchange, a subsidiary of the Wilkes TMC subsidiary RiverStreet Management Services. This award, in the amount of \$1,933,204.00, constructed fiber-based broadband service passing 347 customers.

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 Wilkes was awarded the Smart Rural Community designation by NTCA in 2018 for its efforts in the TriCounty service area. Wilkes was recognized as being “Fiber Certified” by the Fiber Broadband Association in the latter half of 2018. Wilkes received recognition as a Smart Rural Community by NTCA in September of 2019.

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
Janet Culpepper, VP of Human Resources & Public Relations
Seth Dunlap, VP of Finance
Tony Palma, VP of Product Marketing & Business Development
Brad Worthen, VP of Special Projects
Sandy Bates, Director of Customer Solutions
Allen Barker, Director of Engineering
Kyle Martin, Director of Plant Operations
Ryan Gardner, Director of IT
Denise Yunkun, Director of Product Marketing
Zane Riddle, Director of Support Services
Ron Schwartz, Director of IoT

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 made a complete transformation. 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 in its trade area who are not members. Yadtel provides residential telephones and in-house wiring as an ILEC and a CLEC, Internet access, wireless service, VOIP, long distance, Internet Protocol Television (IPTV), security systems, managed wi-fi, home automation services, and managed business services.

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 2020, approximately 75% 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, VOIP, and business systems.

Currently, the Cooperative has three retail stores located throughout its service territory where the primary focus is reselling the top 2 (in the nation) wireless providers' services.

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.

Carolina-Virginias Telephone Membership Association, Inc.

OFFICERS - 2019-2021

Scott Sherman, President
Hardy Telecommunications
Lost River, West Virginia

Greg Sapp, Vice President
Citizens Telephone
Floyd, Virginia

Whitney E. King, Secretary-Treasurer
ATMC
Shallotte, North Carolina

Kim Shepherd, Asst Secretary-Treasurer
SkyLine Membership Corporation
West Jefferson, North Carolina

William Joe Allen, Past President
Randolph Telephone Membership Corporation
Asheboro, North Carolina

BOARD OF DIRECTORS – 2019-2021

Keith Holden, Atlantic TMC
Doug Hawes, 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.
Tony Easton, 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
Richie Parker, 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 Broadband Cooperative Coalition, (formerly the North Carolina Telephone Cooperative Coalition Inc.) was organized in 2000 to bring more public awareness to the efforts made by the member cooperatives who serve all or part of 36 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. In recent years and also due to the COVID-19 pandemic, increasing emphasis has been placed on the need for rural broadband service. 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:

4030 Wake Forest Road

Suite 115

Raleigh, NC 27609

info@carolink.org – (919)838-0529

Web Site: 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
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- 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 Yadtel, Yadkinville
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