

## Cumberland Electric Membership Corporation

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District Operations Supervisor

**Dover office**

**Terry Odom**,

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District Operations Supervisor

**Portland/White House offices**

**Todd Hesson**,

District Operations Supervisor

**Springfield office**

**Nicky Roberts**,

District Operations Supervisor

### CEMC Board of Directors

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**Wesley H. Aymett**,

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**Sheila K. Williams**,

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**Charles R. Hancock**, Stewart Co.

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**C. David Morgan**, Montgomery Co.

**Edward L. Oliver**, Montgomery Co.

**Joe H. Whitaker**, Sumner Co.

### Mission Statement

Cumberland Electric Membership Corporation is committed to providing dependable, affordable electric service through the expertise and dedication of competent leadership and a well-trained and responsive workforce.

## AS I SEE IT

Manager's Viewpoint

# Telling the story of rural Tennessee

**A**t the end of January, I, along with Assistant General Manager Chris Davis and eight board

members from Cumberland Electric Membership Corporation, traveled to Nashville to meet with state legislators who represent our area of Tennessee. We had great discussions about energy, our co-op and other issues that are important to rural and suburban Tennessee. You can read more about our visits on page 22.

CEMC provides safe and reliable power to more than 95,000 homes, farms and businesses in northern Middle Tennessee. That is a big part of what we do, but it's not all we do.

We are on a mission to make our service area stronger — to build up the communities we serve. That

means that our efforts reach far beyond energy. We are engaged in economic development efforts to bring new jobs and investment to our

service area. Our youth programs are designed to educate and inspire the next generation of community leaders. Even the taxes we pay and the jobs we provide have an impact.

Advocacy is another way we build up our communities.

Our elected officials are called to make decisions that can have a significant impact on our co-op and

the communities we serve. It is important that these lawmakers completely understand how their decisions will affect our members' pocketbooks and their way of life.

We have a great story to tell, and I am honored to speak up for our communities and our co-op.



*Jim Coode,  
General Manager,  
Cumberland  
Electric Membership  
Corporation*





## CEMC offers DIY energy-efficiency workshops

*Learn how to save on energy costs at home*

**J**oin Cumberland Electric Membership Corporation for a FREE do-it-yourself energy-efficiency workshop and learn easy energy-efficiency improvements that anyone can do at home.

These two-hour workshops will cover how electricity is consumed and billed and include suggestions on low- to no-cost upgrades that can be completed by homeowners to lower energy costs. Hands-on training will teach how to properly caulk, replace weather stripping, install spray-foam sealant and more.

These sessions are limited to the first 25 households that register, and each will receive a FREE energy-saving tool kit valued at \$25 to help you get started.

**Rebates and financing for home upgrades!**

**Learn easy ways to reduce energy use for FREE!**

**Receive a FREE energy-savings kit!**

*Register at [www.cemc.org](http://www.cemc.org) for the workshop in your area.*



Your Touchstone Energy® Cooperative  
The power of human connections®



Thursday, March 15

6-8 p.m.

CEMC Operations  
1810 Ashland City Road  
Clarksville

Saturday, March 17

9-11 a.m.

CEMC  
315 N. Main St.  
Ashland City

Friday, March 23

9-11 a.m.

Mid-Cumberland  
Community Action  
Agency  
600 Small St.  
Gallatin

# Co-ops tell story of rural Tennessee during 2018 Day on the Hill

**D**irectors and staff from Cumberland Electric Membership Corporation were among more than 200 electric co-op leaders in Nashville on Monday and Tuesday, Jan. 29 and 30, for the Tennessee Electric Cooperative Association's 2018 Legislative Conference. CEMC directors Tommy Whittaker, Wes Aymett, Shela Williams, Jeannie Beauchamp, Steve Douglass, Charlie Hancock, Andy Mason and Ed Oliver joined General Manager Jim Coode and Assistant General Manager Chris Davis in meetings with legislators on Capitol Hill to help them better understand electric cooperatives and the issues that impact rural and suburban Tennessee.

Lt. Gov. Randy McNally opened the meeting on Tuesday morning. "I'd like to welcome you here to Nashville," he said. "I appreciate the job you do."

Tennessee's electric cooperatives maintain a visible presence in Nashville and Washington, D.C., to protect the interests of co-op and their consumer owners. "We are here to give a voice to rural Tennesseans," said David Callis, CEO of the Tennessee Electric Cooperative Association. "We must tell the electric cooperative story and educate lawmakers about the impact of proposed legislation."

"Advocating for our members doesn't stop at the edge of our service territory. It is critically important that our elected leaders keep cooperatives in mind when crafting laws and regulations that impact us," says Coode. "We have a responsibility to our communities to tell their story." Attendees reminded legislators that co-ops are not-for-profit, consumer-owned private businesses that impact rural and suburban Tennessee in many ways.

Co-ops addressed three specific issues during their visits this year:



*Cumberland Electric Membership Corporation staff and directors meet with Rep. Tim Wirtgen during the 2018 Legislative Conference in Nashville. From left are Wes Aymett, Charlie Hancock, Ed Oliver, Jeannie Beauchamp, Shela Williams, Steve Douglass, Wirtgen, Andy Mason and Chris Davis.*

- Co-ops asked lawmakers to support Senate Bill 1646 and House Bill 1591 that will speed the deployment of broadband by allowing co-ops to utilize existing easements for nonelectric purposes such as telecommunication services.
- Co-ops expressed support for Senate Bill 1752 and House Bill 1773 that will elevate the charges of assaulting a utility worker and make them consistent with penalties already in place to protect other first responders.
- While legislation has not yet been filed, a final issue discussed was an effort by the Department of Revenue to apply sales tax to fees paid by utility consumers. Co-ops asked the General Assembly to enact legislation to protect utility consumers from these additional taxes.

"Educated and informed legislators are necessary for us to provide low-cost, reliable power, and our legislators listen when we come to visit," says Callis. More than 100 legislative visits were made during the conference, and dozens of legislators from across the state attended a reception honoring members of the Tennessee General Assembly.

# Why we plan outages

**H**ave you ever received a notification from Cumberland Electric Membership Corporation informing you of a “planned outage?” You may have wondered, “What is a planned outage?” and, “Why does my electric utility need to perform one?” Occasionally, the equipment we use to bring power to your home needs to be replaced, repaired or updated. When this happens, we plan an interruption to electric service as a way to keep our crews and our members safe.

We do our best to plan these outages during times when you will be least inconvenienced, so we often perform planned outages during school and business hours. We also try to avoid planning these outages during winter or summer months. We understand these are peak times of the year when you depend on running your heating and cooling units the most.



*System repairs and upgrades improve service but sometimes require a planned outage.*

While they may sound slightly inconvenient, planned outages are actually beneficial. Regular system upgrades are necessary for optimal performance, and they increase reliability. Repairing and upgrading our equipment are also critical to maintaining public safety. If older lines need to be replaced, we plan for the project and then repair or replace the line; that keeps everyone safe.

Planned outages also allow us to keep you informed of when and how long you will be without power. We will notify you at least two

days prior to a planned outage so you can be prepared.

We want to make sure we are doing everything we can to keep you safe and to keep our system running smoothly. So, the next time you hear about a planned outage, know that it is one of the best ways we can provide you with quality electric service.

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## Is your information up-to-date?

**I**n the utility business, we know rough weather will occur. And sometimes power outages simply can't be avoided. But did you know there are steps you can take to ensure your electricity is restored as quickly and safely as possible? By keeping your contact information up-to-date, you can take full advantage of the services Cumberland Electric Membership Corporation offers.

Not having the correct phone number linked to your home address makes it more difficult for you to report an outage. CEMC uses the phone number you provide to link your service address to our outage management system. For example, if you call us to report an outage, our automated system instantly recognizes your phone number and can determine the particular service address from which you are reporting an outage. Once you give our system a

response, your outage is reported. It's that simple! But remember — this only works if your current phone number is linked to your service address.

Updating your contact information is helpful because it also speeds up the power restoration process. With correct information, our outage management system can predict the location and the possible cause of an outage, making it easier for our crews to correct the problem.

Having your correct contact information also allows us to notify you in the event of planned outages. If we have your correct contact information, we can notify you ahead of time so you can make arrangements, if needed, to prepare for the outage.

To check your contact information and update it if needed, visit our website, [www.cemc.org](http://www.cemc.org), and click on “My Account.” Or call us at 1-800-987-2362.

# The value of electricity continues to shine

By Derrill Holly

How many of us remember dropping into a Cumberland Electric Membership Corporation office with our parents and grandparents to pay the light bill? Whether today you do that in person, by mail or online, paying your monthly bill does a lot more than just keep the lights on.

Electricity keeps us connected to our modern world. Consider all the necessities and conveniences we enjoy in large part because of the power lines running to the electric meter outside your home.

Count up your televisions; desktop, laptop and tablet computers; printers; gaming consoles; music and video players; and personal assistant devices. Whether they get used every day or just occasionally, the electricity that keeps them working comes from CEMC.

Have you looked around your kitchen lately? Between the coffee-maker and toaster and the microwave and electric skillet, a lot of us have added several other modern small appliances.

If you have a craft nook or workshop, the power tools and machines you use to cut and shape your projects are either plugged in or recharged from the outlets connecting your household wiring to CEMC.

You use electricity to run all these devices, and we still keep the lights on; use the stove, heating and air conditioning; and get hot water from the tap. The good news is that even as we rely more on electricity, it's still a bargain, especially compared to other things we pay for regularly.

Since 2011, medical care, residential rental rates and education have increased at rates of 3 percent or more per year. Butter, meat and egg costs have risen by more than 1 to 2 percent annually, and even bread costs are up more than a half percentage point, on average.

Electricity costs rise about 1 percent a year, but co-ops across the country have reported a decline in average residential use per household since 2010. That means we're doing more things with less energy.

Kilowatt-hour use per household dropped by 8 percent between 2010 and 2016, slightly less than the 9 percent decline reported by all electric utilities nationwide.

When it comes to value, electricity is a clear winner, and we're always looking for ways to work with you to make it even better. That's why CEMC urges energy efficiency, encourages you to look for Energy Star-rated appliances and promotes technology — such as energy performance dashboards, smart thermostats and power strips and appliances with programmable settings — designed to give members more control over their electricity use.

That's good for families, couples and individuals trying to live within their budgets. And it's going to become even more important as digital devices and internet-connected technologies become even more important in our lives.

The average home now has 10 Wi-Fi connected devices. That number is expected to explode to 50 by 2020. Technology and the gateways that keep it working use electricity, so you'll depend upon Cumberland Electric Membership Corporation for more than the power that keeps the lights on.

That's why we're always working to provide service that's reliable, keep it affordable and make it even more valuable to our members — you, your family and your neighbors.

*Derrill Holly writes on cooperative issues for the National Rural Electric Cooperative Association, the Arlington, Virginia-based service arm of the nation's 900-plus consumer-owned, not-for-profit electric cooperatives.*

## Energy Efficiency Tip of the Month

*In spring and summer months, set your ceiling fans to turn in the counterclockwise direction. This will create a cool breeze. Remember: Ceiling fans cool people, not rooms. Turn them off when you leave the room.*

*Source: energystar.gov*



## CFL or LED?

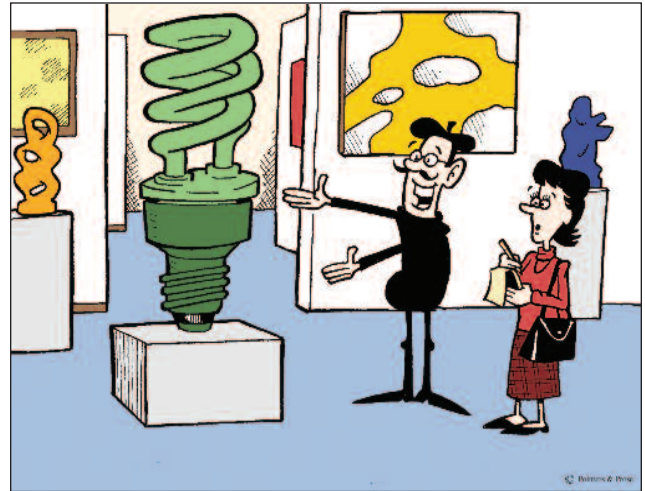
**I**ncandescent light bulbs — the ones that we screwed into table lamps and overhead fixtures since the beginning of electricity — have become relics since the U.S. government ordered that manufacturers stop making most of them in 2014. Is the compact fluorescent lightbulb next?

The twisty CFL bulbs, which can last up to five years and are much more energy-efficient than the old incandescents, were once hailed as the latest and greatest energy- and money-savers for household lighting. But LEDs — which come in lightbulb form and also are built into many light fixtures so you'll never have to change a light bulb again — have proven to be a better energy value.

Both CFLs and LEDs use up to 75 percent less energy than incandescents. But LEDs last much longer than CFLs — up to 25,000 hours compared with about 10,000.

Here's why LEDs are quickly becoming America's favorite lightbulb:

- They don't get hot to the touch while they're on. LEDs waste little heat, but incandescents release about 90 percent of their energy as heat, and CFLs release about 80 percent as heat, according to the U.S. Department of Energy.
- Unlike CFLs, LEDs contain no mercury, so their environmental impact is minimal.



- The Department of Energy has said that LED lighting “has the potential to fundamentally change the future of lighting in the United States.”
- You can buy LED bulbs, but an LED fixture has the light built right into it, so no bulb is visible, and no bulb will ever need changing.
- The price of LED bulbs has dropped from about \$100 a bulb five years ago to around \$5 today. As the popularity of LEDs grows, could the CFL become a museum piece — a relic of a bygone and less-energy-efficient era?

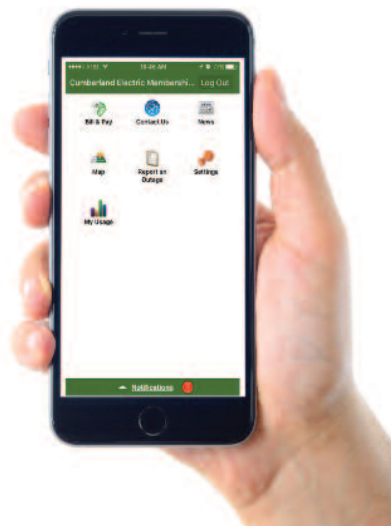
## Payment methods

**A**t Cumberland Electric Membership Corporation, we understand that convenience is a must when it comes to managing your electric account. That's why we are making it easier than ever to do just that by offering a number of convenient ways to pay your electric bill, including:

### **Bank Draft Payment:**

Payments are automatically drafted from your checking/savings account each month on your due date.

**Auto Pay:** Payments are automatically drafted from credit or debit card each month on your due date.



*CEMC's SmartHub mobile app is an easy and convenient way to pay your electric bill, even while on the go.*

### **Credit/Debit Card by Phone:**

Pay your bill by phone using your credit card or debit card. There is no fee for this service.

**Mail:** Mail your payment in the return envelope included with your monthly statement.

**SmartHub:** Pay your bill through the app or online with a credit/debit card for no additional fee.

**District offices:** You can make payments at our district offices. Our district offices are open 7:30 a.m. to 4:30 p.m. Monday through Friday. For your convenience, each district office is equipped with a payment kiosk station that is available 24/7. Kiosks accept cash and credit/debit cards.

# Include electrical safety in spring cleaning

**A**s you give your house a good cleaning this spring, don't overlook your appliances and electrical fixtures. Here are five items you might not have thought to clean:

- 1. The stove's exhaust hood.** A year's worth of home cooking — especially after the holidays, when your home has been full of company — can leave grime and grease buildup on the hood. That buildup, which also includes food particles and dust, can catch fire. Remove the hood, and clean the filter and all surfaces.
- 2. The back of the refrigerator.** When is the last time you pulled your fridge away from the wall and vacuumed the coils? A rule of thumb: Do that every two or three months. Dust on the coils prevents the appliance from operating efficiently. Once the coils are clean, push the fridge back toward the wall, but don't let it touch. Air needs to circulate around those coils.
- 3. The dryer vent.** The lint that collects in the dryer duct presents a fire hazard. Snake it out at least twice a year.
- 4. Ceiling fans.** It's easy to overlook dirt and dust you can't see. Drag a small ladder into the house so you can climb high enough to wipe down the tops of the blades. If your fan has a built-in light, remove the decorative cover and rinse out the dust and dead bugs. Let it dry completely before replacing it.
- 5. Baseboard heaters.** They're a catch-all for dust, pet hair and whatever falls off of a nightstand or end table that's pushed against the wall. Baseboard heaters that are dirty enough can prevent the heat from operating efficiently and can even leave black stains on the nearby walls. To clean them, shut the power off to the heater, remove the cover, lift out debris (and retrieve any lost items you find in there) and vacuum inside with a soft brush attachment.

Stay connected  
with your  
electric co-op.



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community events, youth  
opportunities and more!