

## Cumberland Electric Membership Corporation

### CEMC Management and Staff

**Jim Coode**, General Manager

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Operations Division Manager

**Chris A. Davis**,  
Administrative Division Manager

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800-987-2362

#### Ashland City office

**Josh Gill**,  
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Clarksville office  
**Kenny Davis**,  
District Operations Supervisor

Dover office  
**Terry Odom**,  
District Operations Supervisor

Portland/White House offices  
**Travis Akins**,  
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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**K. Jean Beauchamp**, Robertson Co.,  
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#### 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

# Spring cleaning delivers safe, reliable power

Spring gives us a chance to thaw out after a downright cold winter. I know many of us take advantage of longer

daylight hours by doing a little spring cleaning and yard work. But the seasonal shift isn't all good news. The rapid change from harsh, cold air to warmer temperatures can trigger severe weather. To protect our lines and keep power flowing safely to your home, Cumberland Electric Membership Corporation maintains our rights of way. Think of it as spring cleaning for power lines.

Right-of-way (ROW) maintenance keeps tree limbs and other obstacles away from high-voltage power lines. It's an important part of the service we provide to you, our members, for three reasons: safety, reliability and cost.

Our primary concern is the safety of our workers and members. A properly maintained ROW keeps our crews safe when they are restoring service and maintaining our system. Keeping trees clear of power lines also keeps your family safe. From making sure a child's treehouse doesn't hit power lines to creating a safe environment while doing yardwork, a well-maintained ROW helps avoid tragedy.

Power lines are a constant part of our landscape; it's easy to forget they are around. We work hard to keep the area around our lines clear, but we

need your help. Be alert this spring. Don't plant trees or tall vegetation under power lines, and keep an eye out for power lines when working in your yard.

If severe spring weather blows through, a well-maintained ROW leads to fewer outages and faster response time. Trees are less of a threat. When trees

do fall, crews are able to restore service more quickly than they could in poorly maintained areas.

CEMC strives to keep costs affordable for you, our members. Maintaining our ROW is an important part of controlling costs. Fewer and shorter outages save money for everyone. When crews work in well-maintained areas, we can reduce risks for employees and equipment, too — another way to keep costs low.

Safety, reliability and cost: This is why we believe in ROW "spring cleaning." If we compromise on one of these areas, it impacts the others. Maintaining our ROW is a priority for your safety, comfort and pocketbook.



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

# Outage alerts available

**T**hat vibration or ring tone from your mobile phone could be a text message from Cumberland Electric Membership Corporation indicating your power is out and crews are on the way!

No one likes it when their power goes out. Unfortunately, power outages are a part of life and occur for various reasons such as severe weather, vehicle accidents, downed tree limbs, animals (yes, squirrels really are responsible for many outages!) and more.

While CEMC makes every effort to restore your power as quickly and safely as possible, we also want to keep you informed during outages. We can do just that by offering Outage Alert, a free text-messaging service (standard messaging and data rates apply) that sends a series of messages to your mobile phone informing you that your power may be out.

Here's how the Outage Alert system works: If your electric service is part of an outage predicted by our Outage Management System, you will receive an initial text message stating that you may be part of a power outage in your area. Once the power outage has been confirmed by one of our line crews, you will receive a second text message stating this confirmation. As soon as the power has been restored and the onsite crews have reported this information to the CEMC Control Center, you will receive a final text message informing you that your power is back on and what time it was restored. (The property address for the account that was entered during enrollment will be listed in all text messages sent from the Outage Alert service.)

If for some reason your electric service was not affected by the originally predicted outage in your area, you will receive a text message stating that your power was not impacted. While it is CEMC's intention to inform our members as soon

as possible of the events that surround a power outage, certain variables can and will affect the timing of these text messages.

Enrollment is quick and easy and can be completed via our website, [www.cemc.org](http://www.cemc.org), by clicking on "Outage Alert" on the home page. You will need to provide the account number of the electric service for which you wish to receive text messages, along with your mobile phone number(s) and the name of your mobile phone carrier. If the address at which you receive electric service and/or your mobile phone information change, you will be responsible for updating this information on our website.

For more information or to see a list of frequently asked questions, please visit our website. And don't forget to sign up for Outage Alerts while you're there!

*Note: We still encourage members to call the CEMC Control Center at 1-800-987-2362 to report power outages via our automated phone system. These calls from you feed our Outage Management System. All calls are received or monitored by a dispatcher and will be included in the power outage predictions. Once you hear the message, "An incident has been created," you can rest assured that CEMC is aware of your power outage and is working toward restoring your power.*



## Member Appreciation Days scheduled

**M**ember Appreciation Days are returning this spring and headed to a Cumberland Electric Membership Corporation office near you!

Members are invited to join us at their local district office for lunch consisting of hotdogs, chips, cookies and soft drinks. In addition to a free lunch, members will also have an opportunity to register for an electric grill to be given away at each location.

CEMC employees will be serving lunch between 10:30 a.m. and 1:30 p.m. on these dates:

- Tuesday, April 8 — Ashland City
- Thursday, April 10 — Clarksville
- Friday, April 11 — Dover
- Tuesday, April 15 — Gallatin and White House
- Thursday, April 17 — Springfield
- Tuesday, April 22 — Portland

CEMC is proud to serve the best members anywhere, and we look forward to the chance to express our appreciation for the privilege of doing so!



Members in Portland enjoy lunch, courtesy of CEMC, during last year's Member Appreciation Day cookout.

## Mark your calendars

**M**ake plans to attend the 2014 Annual Member Meeting of Cumberland Electric Membership Corporation. This year's meeting will be Saturday, Sept. 20, at Portland High School in Sumner County and will include registration, voting in director elections, breakfast, entertainment, the Youth Corner, exciting door prizes and more.

Watch for more details in the coming months.

## CEMC hosts QCN contractors' luncheons

**C**umberland Electric Membership Corporation recently held appreciation luncheons for members of the Quality Contractor Network, heating, ventilation and air-conditioning contractors authorized to install residential heat pumps according to Tennessee Valley Authority standards. Luncheons were held in Clarksville and Portland for the convenience of the contractors throughout the five counties served by CEMC. Clarksville Department of Electricity co-hosted the meeting in Clarksville.

Todd Thompson, TVA's program manager, attended both sessions and discussed updates on the heat pump loan program. Implemented by CEMC, the program offers low-interest financing on new energy-efficient heat pumps and allows members up to 10 years to pay off the loans in convenient monthly installments added to their electric bills.

For an application or additional details about the heat pump loan program, visit [www.cemc.org](http://www.cemc.org) or call CEMC at 800-987-2362.



A large group of contractors meet for the West Region QCN luncheon at Outback Steakhouse in Clarksville.



Todd Thompson addresses QCN members at the East Region meeting at 5 Chefs Restaurant in Portland.



# CEMC loses former board member Peacher

**J**erry Thomas Peacher, former member of the Cumberland Electric Membership Corporation board of directors, passed away Jan. 15 at the age of 91. Mr. Peacher represented North Stewart County on CEMC's board from Dec. 27, 1974, when he was appointed to replace W.T. Lovelace, until his retirement on May 24, 2013. He served as assistant secretary-treasurer for 27 years.

Mr. Peacher, son of the late Ernest William and Eddie Vaughan Peacher, was born March 15, 1922, in Indian Mound.

He was a World War II U.S. Army veteran and a former teacher, administrator and supervisor with the Stewart County School System. He served as chairman of the Election



Jerry T. Peacher  
1922-2014

Commission and was a director and president of Farmers Bank and Trust in Indian Mound. He was a member of the Indian Mound Masonic Lodge as well as a lifelong farmer, raising cattle, hay and tobacco.

In addition to his parents, he was preceded in death by his wife, Hallie Marie Chandler Peacher, and siblings William Tedie Peacher, Essie Ernestine Moore, Joseph William Peacher and Nancy Aline Wortham. Survivors include his son, Dan Jerry Peacher and his wife, Dabney; daughters, Anita Peacher Hawkins and her husband, Samuel, and Eva Marie Peacher Smith and her

husband, Barry; and seven grandchildren and eight great-grandchildren.

## Member scam alert

**C**umberland Electric Membership Corporation is warning its members to be on alert for scams that continue to target utility consumers.

Scam artists, often posing as CEMC employees, are using various methods to approach individuals and businesses demanding payment on supposed past-due accounts.



CEMC has been notified that members have received telephone calls asking for immediate credit/debit card payments, emails requesting credit/debit card information and phone calls asking that members make cash payments to employees who are being sent to their home.

Please note that CEMC does not contact members demanding payment over the phone or in person, nor does CEMC send emails asking for credit card information.

Members who have doubts about the legitimacy of a phone call or email should contact CEMC directly at 1-800-987-2362, even if it appears the call or email is coming from CEMC.



## Energy Efficiency

### Tip of the Month

*Programmable thermostats can save up to \$160 a year in energy costs. Match thermostat settings to your schedule: In the winter, cold when you're away and warm when you're at home. Set the thermostat to 68 degrees during the day (lower at night when you're snug in bed). By turning your thermostat down 10 to 15 degrees for at least eight hours, you can shave 5 percent to 15 percent from your heating costs.*

*Sources: TogetherWeSave.com,*

*U.S. Department of Energy*

# When to pull the plug

By Luann Dart

**S**aying goodbye to an old friend can be daunting. But pulling the plug on an outdated refrigerator or dishwasher might save you money; new appliances are often considerably more energy-efficient.

A new refrigerator consumes 75 percent less energy than a 1970s model. Replace a vintage clothes washer and save \$60 on utility bills and nearly 5,000 gallons of water a year, according to the Association of Home Appliance Manufacturers. Not every new appliance is a good bet; always look for the ENERGY STAR label. It signals energy-efficient models.

Ready to save? Walk through your home to find opportunities to pull the plug!

## Cleaning kitchen, laundry costs

In the laundry room, a full-sized ENERGY STAR-certified clothes washer uses 15 gallons of water per load, compared to the 23 gallons used by a standard machine. During the machine's lifetime, this saves 27,000 gallons of water.

Replace your kitchen's classic refrigerator with an ENERGY STAR-certified model to save between \$200 and \$1,100 in lifetime energy costs. Today's average refrigerator uses less energy than a continually lit 60-watt lightbulb. Resist the urge to move the old refrigerator to the basement or garage. Instead, say goodbye and recycle the energy-guzzler.

Was your dishwasher built before 1994? If so, you're paying an extra \$40 a year on your utility bills compared to neighbors with ENERGY STAR-qualified models.

## Screen savings

Televisions might be a little more baffling. As screen sizes increase, energy consumption may also rise. You can still be a savvy shopper. ENERGY STAR-certified TVs are about 25 percent more efficient than conventional models. LED screens use 20 percent less energy than LCD TVs.

Once you purchase a TV, calibrate it by adjusting the contrast and brightness to a moderate level. By default, new televisions are set to dynamic, high-contrast settings. This consumes more power than standard, lower-contrast settings.

## Smart settings

Attached to old appliances? You can still save with smart settings. For example, heating water creates the greatest expense when washing dishes or clothes. Set your

water heater at 120 degrees, and be sure your clothes washer or dishwasher is full whenever used.

Here are a few other ways to save without buying new appliances:

- **Not-too-cool food:** In the kitchen, don't keep your refrigerator or freezer too cold. Recommended temperatures are 37 to 40 degrees for the fresh food compartment and 5 degrees for the freezer section.
- **Toast, don't roast:** Use toaster ovens or microwave ovens rather than your large stovetop or oven for small meals.
- **Air-dry dishes:** Use the dishwasher's "eco" option or use a no-heat, air-dry feature. Scrape food pieces off the plates rather than rinsing them.
- **Cold clothes:** In the laundry room, wash your clothes in cold water using cold-water detergents whenever possible. Adjust load settings for smaller loads.
- **Lose lint:** Clean the lint screen in the dryer after every use to improve the dryer's efficiency.

For other tips on how to save energy, visit Cumberland Electric Membership Corporation's website, [www.cemc.org](http://www.cemc.org). You can also find out how little changes add up to big savings at [www.TogetherWeSave.com](http://www.TogetherWeSave.com).

*Sources: Energy Star, Consumer Electronics Association, Association of Home Appliance Manufacturers, U.S. Department of Energy, Natural Resources Defense Council. Luann Dart writes on energy-efficiency issues for the National Rural Electric Cooperative Association, the Arlington, Va.-based service arm of the nation's 900-plus consumer-owned, not-for-profit electric cooperatives.*



*In the laundry room, wash your clothes in cold water using cold-water detergents whenever possible. Adjust load settings for smaller loads. Source: Layn Mudder*