

## Cumberland Electric Membership Corporation

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**Chris A. Davis**,

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**Terry Odom**,

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**Gallatin office**

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District Operations Supervisor

**Portland/White House offices**

**Todd Hesson**,

District Operations Supervisor

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**Nicky Roberts**,

District Operations Supervisor

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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

# Make efficiency affordable

If you have recently purchased a new appliance, you probably found yourself comparing the annual energy consumption of various models. You probably also noticed that efficiency costs extra. When it comes to appliances, water heaters and HVAC systems, consumers face a classic dilemma: pay now or pay (more) later. The answer is simple: Make efficiency affordable.

Energy efficiency is part of Cumberland Electric Membership Corporation's DNA. More than 95 percent of electric cooperatives nationwide offer efficiency programs. As consumer-owned, not-for-profit utilities, co-ops are constantly looking for ways to keep members' bills low, including programs to make high-efficiency appliances and equipment more accessible.

Working together at the national level, electric co-ops advocate federal policies and programs that can reduce the upfront costs of energy efficiency. Co-ops are now partnering with the U.S. Department of Agriculture, for example, on a new, low-interest loan program targeted to rural consumers.

At CEMC, we want our members to be armed with the information you need to make cost-effective investments in efficiency. Good information will lead to smart choices, not only about appliances but about efficiency upgrades as well. A good place to start is CEMC's website, [www.cemc.org](http://www.cemc.org), where members can conduct an interactive energy audit and gain access to a library of energy-saving how-to videos and energy-saving tips.

What qualifies as smart efficiency investments will differ from member to member. Many factors will determine whether you should put your money into installing insulation, replacing your water heater or purchasing an ENERGY STAR-qualified appliance. There is no such thing as a one-size-fits-all efficiency solution. Our staff can help you sort out which energy-efficiency investments make sense for you and your situation.

CEMC strives to be a trusted energy partner for every single one of our members. Let's work together to make efficiency affordable.



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

### Energy Efficiency Tip of the Month



*Consider giving your home an energy checkup. A professional energy auditor checks for air leaks, inspects insulation, surveys heating and cooling equipment and more to diagnose where your house could be losing energy and where you can start saving money. After making efficiency upgrades, you could save 5 percent to 30 percent on your energy bills.*

*Source: EnergySavers.gov*

# Member Appreciation Days

Join us at your local CEMC office for free hot dogs, chips, cookies, soft drinks AND a chance to win an electric grill.

Wednesday, April 8 — Dover

Friday, April 10 — Springfield

Tuesday, April 14 — Portland

Wednesday, April 15 — Gallatin and White House

Thursday, April 30 — Ashland City

Friday, May 1 — Clarksville

*Lunch will be served from 10:30 a.m. to 1:30 p.m. at each location.*

## CEMC congratulates recent retirees

Cumberland Electric Membership Corporation said farewell to four dedicated employees in January as they prepared to embark on an exciting new chapter in their lives — retirement. These employees represent a combined total of 130 years of service to the cooperative and its members:

**Charlie Cook**, Springfield District serviceman, retired Jan. 15 with 31 years of service.

**Barbara Harper**, member services manager, retired Jan. 15 with 41 years of service.

**Judy Harris**, lead customer service representative, retired Jan. 15 with 13 years of service.

**Howard Whitaker**, district operations manager, retired Jan. 15 with 45 years of service.

While the presence and knowledge of these individuals will be missed, we wish them well as they begin this new journey. Congratulations and best wishes for a long, happy and healthy retirement from all of us at CEMC.



Charlie Cook



Barbara Harper



Judy Harris



Howard Whitaker

# New energy-efficiency program available

**C**umberland Electric Membership Corporation and the Tennessee Valley Authority are offering homeowners a new program to make it easier than ever to become more energy-efficient. This program, called eScore, provides members with a clear path to make their home a 10 — the highest energy-efficiency designation.

Participation in eScore gives members access to rebates on qualified energy upgrades for their homes — saving them money and increasing their homes' comfort while allowing them to work toward scores of 10 at their own pace. Best of all, members can utilize the eScore program as many times as needed to achieve their home's best possible energy performance.

Here's how it works:

**Step 1** — Participants can register online at [www.2eScore.com](http://www.2eScore.com) to get started.

**Step 2** — The participant contacts a Quality Contractor Network (QCN) member to complete desired upgrades. A list of QCN members is available on CEMC's website, [www.cemc.org](http://www.cemc.org), and eScore's website, [www.2eScore.com](http://www.2eScore.com). A QCN contractor can discuss options, rebates and program details with the participant.

**Step 3** — A first-time eScore participant receives a FREE eScore evaluation of the home AND a quality-



assurance inspection of the work performed by the QCN contractor. A TVA-certified energy adviser will visit and evaluate the home to provide an eScore and a customized list of upgrades and rebates available. An eScore evaluation includes a detailed eScore report, that contains:

- An eScore card, which ranks the home from 1 to 10 — 10 being the best.
- A customized list of recommended energy-efficiency

upgrades that can be made over time, helping the home achieve a 10.

- Photos of the evaluated areas.
- A list of rebates for all qualified energy-efficiency upgrades.

Participants who wish to have an eScore evaluation performed on their homes before any work is done can do so for a nonrefundable fee of \$75. These evaluations can also be requested by registering online as outlined in Step 1. A representative from CEMC will contact the participant to schedule the evaluation.

Financing is available for eligible recommended improvements, subject to credit approval. Additional information and program details and restrictions are available at [www.cemc.org](http://www.cemc.org) and [www.2eScore.com](http://www.2eScore.com).

## Roberts heads Member Services Department

**S**eth Roberts is the new manager of Member Services at Cumberland Electric Membership Corporation, succeeding Barbara Harper, who retired Jan. 15 after 41 years of service. Roberts has been with CEMC for 13 years, most recently as energy consultant, a position he held for four years.

Roberts' career began in 2002 when he was hired as a supervisory control and data acquisition dispatcher. In July 2004, he assumed the position of customer service representative in the contact center. Roberts worked in the contact center for two years before transferring to the Member Services Department as energy advisor in 2006. In 2010, he was promoted to the position of energy consultant,

remaining in that position until his recent promotion to manager of Member Services on Nov. 16.



Seth Roberts

"I'm very excited for this new opportunity," says Roberts. "Barbara set some great standards for our department, especially when it comes to community involvement. I hope to build on those standards. It's definitely going to be a challenge, but I've got a great team, and often the greatest rewards in life come from the greatest challenges. I'm excited to see what we can accomplish."

Roberts is a 2005 graduate of Austin Peay State University where he received a degree in marketing. He is currently seeking his master's degree in business administration at Murray State University. He and wife Marisa live in Clarksville.

# What is a load forecast?

By: Abby Berry

When we hear the word “forecast,” we typically think of the weather. But electric cooperatives are tasked with managing a different type of forecast — a load forecast.

A load forecast is exactly what it sounds like — an estimate or prediction of how much electricity will be needed in the future. We all depend on power to meet our daily needs, but the amount we use varies from season to season, day to day and even hour by hour. This is why the Tennessee Valley Authority, Cumberland Electric Membership Corporation’s power supplier, plans far in advance to make sure there is enough power available to meet electricity demands.

Believe it or not, growth of electricity demand has actually decreased each decade since the 1950s, according to the U.S. Energy Information Administration. Rising demand for electric services is offset by efficiency gains from new appliance standards and investments in energy-efficient equipment.

As demand fluctuates, TVA is prepared to maintain electrical loads and keep the system running efficiently. The agency performs load forecasting as a component of its Integrated Resource Plan, a document that outlines TVA’s power generation strategy for 20 to 30 years into the future. The plan incorporates not only load forecasting and power generation needs but also considers the environmental

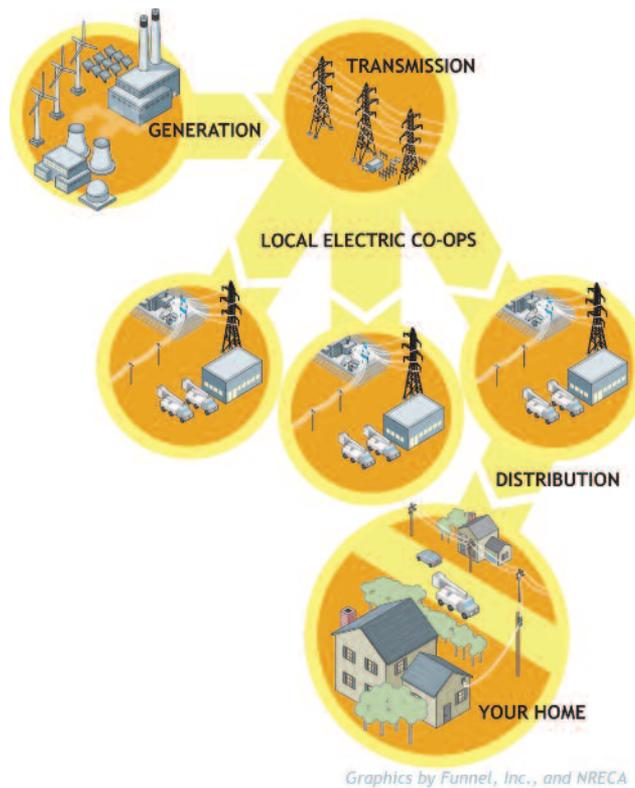
impact of these sources (read more about the plan at [www.tva.com/environment/reports/irp](http://www.tva.com/environment/reports/irp)). Tennessee’s electric cooperatives work with TVA to evaluate areas of growth and predict demand patterns for local communities.

For example, if a new subdivision or residential area is constructed in CEMC’s service territory, it’s our responsibility to ensure that adequate power supply will be provided to the members of that community. This type of growth may mean installing new poles and running electrical lines to the site or even building a new substation. Whatever the need, CEMC is prepared and will continue to provide members with safe, reliable electric service.

In addition to working with CEMC, TVA collects data from other electric co-ops and power providers in the Valley, and from there the agency projects future demand. Planning ahead improves reliability, and projecting the amount of electricity that will be purchased ensures the best economic price for power.

At CEMC, we can’t predict the future, but we can be prepared for what it holds. So leave the forecasting to us, and we’ll continue to provide safe, reliable electricity to power your life.

*Abby Berry writes on consumer and cooperative affairs 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.*



*The Tennessee Valley Authority generates the electricity Cumberland Electric Membership Corporation delivers to members. TVA and co-ops regularly partner in load forecasting to ensure adequate power supply.*

# Clearing for reliability

By: Meghaan Evans

**T**here are many ways that Cumberland Electric Membership Corporation provides you with safe, reliable electric service. One of the most common — and crucial — is referred to as right-of-way clearing (or vegetation management).

A right of way (ROW) refers to a strip of land underneath or around power lines that your electric cooperative has the right and responsibility to maintain and clear.

Trees must grow at a distance far enough from conductors that they will not cause harm to individuals or disruption to electrical service. Specifications can vary, but a general guideline of maintaining a safe ROW is 15 feet of clearance on either side of the primary conductors and 20 feet of overhead clearance above the highest wire on the pole.

Clearing the ROW is critical to keeping our members' lights on. An average of 15 percent of power interruptions occur when trees, shrubs or bushes grow too close to power lines.

If a tree encroaches on this safe distance, our vegetation management team will trim back branches and brush using chainsaws, bucket trucks, tree climbers, brush chippers and mowers. Chemical control methods can also be used as a way to support the growth of low-growing plant species that will outcompete the tall trees growing beneath power lines.

ROW clearing also keeps your family safe by ensuring that tree branches do not become energized



*Clearing the right of way is critical to keeping our members' lights on. Trees must grow at a distance far enough from conductors that they will not disrupt electrical service. For example, they must be far enough away that, should branches break under the weight of frozen precipitation, they won't bring down power lines and cause outages.*

due to close contact with a downed power line. Power lines can carry up to 34,500 volts, and an energized tree branch is incredibly dangerous — even deadly. Be mindful when around trees close to power lines, and make sure your children know that climbing trees near power lines is extremely dangerous.

ROW clearing is also critical to ensuring that we provide members with affordable electricity. Staying ahead of the game keeps us from having to come out after a storm to restore power due to fallen trees.

Remember to contact CEMC if you decide to trim or remove trees near any power service or line. And never trim a tree in the right-of-way zone on your own.

ROW clearing just makes sense.

*Meghaan Evans writes on consumer and cooperative affairs 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.*