

Introducing CEMC's new general manager

It is a great honor to have been selected as the seventh general manager at Cumberland Electric Membership Corporation.

It was equally as great an honor to have been accepted as an employee just out of engineering school 31 years ago. The privilege of providing a service so vital to so many is humbling regardless of the position on the team, and the employees of CEMC are a team with a common mission:

“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.”

After just two weeks on the job, it may be too soon to determine whether my leadership skills are “competent,” but I can assure you of

one thing right now: The employees at CEMC are very well trained in their jobs and are extremely responsive to the needs of our members. If you ever have to report a problem with your electric service, we are going to send help right away — not as soon as it stops raining, not when the sun comes up in the morning and not right after lunch, but now, when you need us. That’s a promise.



Jim Coode
General Manager
Cumberland Electric
Membership
Corporation

We had a chance to demonstrate “rapid response” when Hurricane Gustav roared into the Gulf Coast in September. Nine members of our construction crew spent a week repairing the damage to the Washington-St. Tammany Electric Cooperative in Louisiana. Co-ops always help other co-ops in times of trouble. That’s one reason I’m proud to be a co-op man and proud to be on the team at Cumberland Electric.



Standing, from left, are Ronnie Fuqua, John Quick, Trey Hoover, Steven Highers, Mark Heathman, Chad Crabtree and Bryan Barrow. Rounding out CEMC’s “Gustav Busters” are Brandon Hix, on truck, and Jack DeBerry, crouching.

CEMC Management and Staff

Jim Coode, General Manager
Randy Holt, Operations Division Manager
Lynne Wilson, Admin. Services Div. Manager
Chris Davis, Engineering Division Manager
Michael Batson, Financial Services Manager
Barbara Harper, Member Services Manager
Howard Whitaker, Eastern Regional Manager
Kevin Cain, Western Regional Manager

CEMC Co-op News Editor
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Open Monday – Friday, 7:30 a.m. – 4:30 p.m.
800-987-2362

Ashland City office
Nicky Roberts, District Operations Supervisor

Clarksville office
J.D. Bumpus, District Operations Supervisor

Dover office
Terry Odom, District Manager

Gallatin office
Allan Cook, District Manager

Portland/White House offices
Homer Mayes, District Operations Supervisor

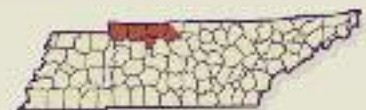
Springfield office
Larry Richardson, District Manager

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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.



Cumberland Electric Membership Corporation

Serving Cheatham, Montgomery, Robertson, Stewart and Sumner counties.

CEMC presents 'Giants of Electrical Science'



Neil Spencer (center) of the Educational Touring Theatre teaches Coopertown Middle School sixth-graders about Benjamin Franklin's role in the discovery of electricity. Spencer's one-man show, "The Giants of Electrical Science," was performed recently at 13 middle schools throughout the CEMC service area. In addition to Franklin, the performance features Spencer's characterizations of Alessandro Volta, Michael Faraday and Thomas Edison, whose 1,368 patents and discovery of the filament used in light bulbs earned him the Coopertown audience's vote as the greatest giant of electrical science.



Neil Spencer, in character as Thomas Edison, enlists the help of a Coopertown Middle School sixth-grader as part of the "Giants of Electrical Science" program.



London inventor Michael Faraday, portrayed by Neil Spencer, is assisted by a pair of Coopertown sixth-graders during a "Giants of Electrical Science" demonstration.

Don't get burned by energy scams

By Christine Grammes

The devices could not be simpler — small gray boxes that plug into an electrical outlet in the home. The accompanying advertising insisted that these products, costing up to \$300, could shrink electric bills by 10 percent and reduce energy consumption by 25 percent. In times of rising energy prices, who wouldn't want to try them?

In May 2008, the Texas Office of Attorney General took legal action against the firm offering what it called the Xpower Energy Saver or Mega Power Saver, which sell for \$200 and \$300, respectively. A lab at the University of Texas at Austin tested the units and concluded that they could not live up to their promises.

In addition, the lab revealed that the products are, in reality, ordinary capacitors. Capacitors are regularly used by electricians, and they can be purchased for less than \$20.

Electric cooperatives warn consumers to beware of such claims.

"When energy prices go up, people get flooded with ads about gadgets and gizmos that claim to save money," says

Heidi Smith, director of public relations at Tideland Electric Membership Corporation in Pantego, N.C. "We urge people to check with their local electric cooperative first before they buy these products."

The Federal Trade Commission (FTC) also warns consumers to be careful about marketers or home-improvement contractors aggressively trying to sell energy-saving products. According to the agency, consumers should look carefully and check independent information — such as from state or local consumer protection offices like the Better Business Bureau — about companies selling such items.

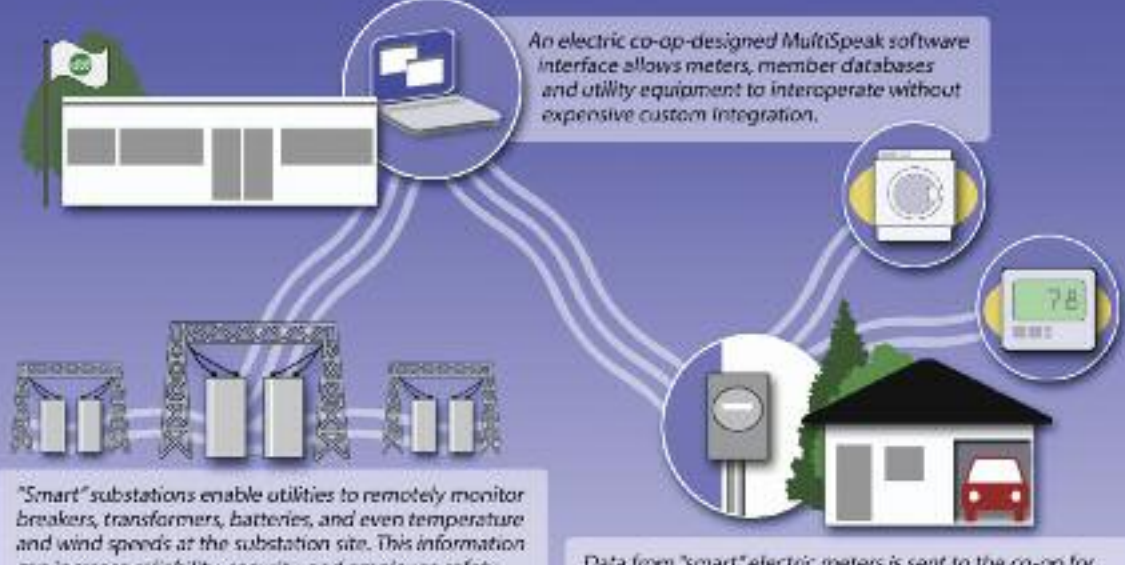
The FTC warns consumers to beware of high-pressure sales pitches from contractors or door-to-door salespeople.

Smith reminds consumers of the role that electric co-ops can play in helping them to lower energy costs.

"Your electric cooperative is your advocate," she says. "We are here to help you make sense of energy-savings claims and also help you find real ways to save on your electric bill such as through free energy audits."

The Smart Grid

By enabling both new and existing electric grid components to communicate with each other, electric utilities can better monitor conditions, collect information, and remotely control devices over a distribution network. Often called the *Smart Grid*, this system can utilize various technologies, as shown here.



An electric co-op-designed MultiSpeak software interface allows meters, member databases and utility equipment to interoperate without expensive custom integration.

"Smart" substations enable utilities to remotely monitor breakers, transformers, batteries, and even temperature and wind speeds at the substation site. This information can increase reliability, security, and employee safety.

Data from "smart" electric meters is sent to the co-op for tracking outages as well as analyzing and billing purposes. Alerts can be sent back through the meter to notify advanced appliances when power use should be limited.

Source: National Rural Electric Cooperative Association



Personal contact helps make a difference

America's electric cooperatives are facing a huge energy challenge: meeting the nation's growing appetite for energy, reducing emissions of greenhouse gases and keeping electric bills affordable.

The time has come for us to ask some tough questions and get some real answers about what our officials and newly elected representatives are doing to help us meet the growing demand for electricity while addressing climate change goals.

You can make a difference by starting a conversation with your elected officials about reliable, affordable and environmentally responsible electric power.

"Never underestimate the power of personal contact with policy-makers and newly elected members of Congress," says Glenn English, chief spokesman for the nation's electric cooperatives as head of the National Rural Electric Cooperative Association.

Take time to talk to your representatives about our energy future and what they are doing to help us keep the lights on and electric bills affordable. Attend rallies and town-hall meetings when members of Congress visit.



Our Energy, Our Future
A Dialogue With America

The major questions to ask elected officials are:

1. Experts say that our nation's growing electricity needs will soon go well beyond what renewables, conservation and efficiency can provide. What is your plan to make sure we have the electricity

we'll need in the future?

2. Our country faces a crisis as electricity use increases faster than available supply. I believe that by unleashing American ingenuity we can solve this problem. What are you doing to speed the development of new technology that will allow me to have the electric power I need while meeting national climate policy goals?

3. Balancing electricity needs and environmental goals will be difficult. How much is all this going to increase my electric bill, and what will you do to make it affordable?

In addition to personal contact, letters make a difference, too, according to English. "In this electronic age, it's easy to stay in touch," he notes. "Electric co-op consumers can lead the way in discussing energy issues by going to www.ourenergy.coop and asking those critical questions."

Project Help also makes a difference

Try to imagine the frustration, the anxiety, even the fear of the onset of winter heating bills when you know you don't have the financial resources needed to keep your family warm. Where would you turn for help?

Fortunately, people who live in the Cumberland Electric Membership Corporation service area have Project Help to lend them a helping hand when times are hard.

Project Help is a program designed to help defray emergency energy costs for elderly and disabled citizens as well as those who are not economically self-sufficient.

The program works like this: CEMC members may contribute \$1 or more per month on their electric bills. The money collected by CEMC is turned over to an independent agency to determine who will receive these funds. All monies collected

in your community are distributed in your community. Recipients may only receive help once or twice per year, depending upon their circumstances. The decision is left entirely to the local distribution agency.

Last year, CEMC members contributed nearly \$69,000 to Project Help. The amount distributed in each county is shown below.

Signing up as a Project Help contributor is easy. Look for the Project Help authorization form on your CEMC bill, indicate the amount you would like to give, sign it and send it in with your payment. Your dollars will start helping people in your community almost immediately.

With today's higher energy costs, the need for Project Help has never been greater. Thank you for your help!

County	Amount raised	Participating distributor
Cheatham	\$11,687.41	Mid-Cumberland Community Action Agency
Montgomery	\$11,687.41	Clarksville-Montgomery County Community Action Agency
Robertson	\$13,062.39	Cooperative Outreach for Personal Emergencies (COPE)
Stewart	\$5,499.95	Highland Rim Community Action Agency
Sumner	\$26,812.25	Mid-Cumberland Community Action Agency



Tips to help you from being an energy hog

Want to save money on your next electric bill? Here are some no-cost tips from the Alliance to Save Energy that are guaranteed to help you cut costs this coming winter:

- Turn off everything not in use: lights, TVs, computers, etc.
- Check the furnace or air conditioner filter filter each month, and clean or replace it as needed. Dirty filters block the air flow through your heating and cooling systems, increasing your energy bill and shortening the life of the equipment.
- On cold days, open your drapes and let the sun in.
- Glass fireplace doors help stop heat from being lost up the chimney.
- Activate “sleep” features on computers and office equipment that power down when not in use for a while. Turn off equipment during longer periods of nonuse to cut energy costs and improve longevity.
- When cooking, keep the lids on pots. Better yet, use a microwave oven instead.
- Dress appropriately for the weather and set your thermostat to the lowest possible comfortable setting.
- On winter nights, put an extra blanket on the bed and turn down your thermostat more.
- About 15 percent of an average home energy bill goes to heating water. To save hot water, take five-minute showers instead of baths. Do only full loads when using the clothes washer or dishwasher. Use cold water for laundry; detergents formulated for cold water get clothes just as clean.
- Lower the temperature on your water heater. It should be set at “warm,” so that a thermostat held under running water reads 130 degrees.
- Only heat the rooms you need. Close vents and doors of unused rooms.

For further information, visit these Web sites: energy-hog.org or ase.org.



CEMC recommends setting your thermostat at 68 degrees during the cold weather months.

TVA extends 6-percent heat pump promotion

Here's great news if you're considering an efficient and economical way to heat and cool your home:

The 6-percent financing promotion for 14 SEER or greater heat pump financing is extended through Dec. 31, 2008. Loans of up to \$10,000 (for one unit) or \$12,500 (for two units) will be paid in up to 120 installments on your monthly electric bill.

The Tennessee Valley Authority/Cumberland Electric Membership Corporation Heat Pump Program offers consumers several benefits:

- Low-interest, fixed-rate financing.
- Access to the Quality Contractor Network (QCN) — the best installation contractors, meeting the highest standards. Contractors in the QCN program can offer you:
 - Expert analysis of home heating and cooling needs
 - Equipment recommendations for maximum efficiency and comfort
 - Information on operating costs
 - Equipment warranty.

Buying a new heating and cooling system can be confusing. That's why CEMC and TVA created the *energy right*® Heat Pump Program: to make it easier for you to find the best system for your home.

To apply for a loan, or for more information, contact the Member Services Department at CEMC by calling 1-800-987-2362, Ext. 1124.

November office closings announced

All Cumberland Electric Membership Corporation business offices will be closed on the following dates during November:

- Monday, Nov. 10;
- Thursday, Nov. 27; and,
- Friday, Nov. 28.

“We will be closed on Nov. 10 in order to conduct mandatory employee training,” according to Lynne Wilson, CEMC administrative services manager.

“The other two closing dates are due to the Thanksgiving holiday,” Wilson says.

In each instance, crews will be on standby to respond to power outages or other emergency situations. The number to use to report an outage/electrical emergency is 1-800-987-2362.