

Cumberland Electric Membership Corporation

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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

Stay connected by updating your contact information

At Cumberland Electric Membership Corporation, providing safe, reliable service is our priority.

However, 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 expedite service restoration and take full advantage of the services CEMC offers.

If we do not have the correct phone number linked to your home address, it is much more difficult for you to report an outage. Remember when you had to speak to a customer service representative in order to report a power outage? Waiting on hold could be frustrating and time-consuming. Today, with the press of a button, you can easily report an outage. At CEMC, we use 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 determine 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. Whenever possible, we do our work without interrupting your service, but occasionally it is necessary to initiate an outage to complete certain projects. 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 (click on "My Account"), or call us at 1-800-987-2362. With your correct phone number, we can simply serve you better. And serving you better is our goal.



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

Annual meeting notice

Cumberland Electric Membership Corporation is gearing up for the 2016 annual meeting, which will be held Saturday, Sept. 17, at White House Heritage High School in Robertson County. Doors will open at 8 a.m. for registration, breakfast and voting in director elections, and the business session will begin at 10 a.m. Watch for additional details in future issues of *The Tennessee Magazine*.



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.

Friday, April 8 — Dover

Wednesday, April 13 — Springfield

Thursday, April 14 — Gallatin and White House

Wednesday, April 27 — Portland

Thursday, April 28 — Ashland City

Friday, April 29 — Clarksville

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

We hope to see you there!

Change your clocks, change your batteries

The second Sunday in March will trigger daylight saving time, when we “spring ahead” and set our clocks one hour later. That’s also the best day to change the batteries in smoke alarms and carbon monoxide (CO) detectors — even if the batteries aren’t dead.

If you don’t have fire alarms and CO detectors, your family is at risk. The alarms will loudly warn you if smoke or gas is present in your home — so you can get out.

Carbon monoxide is a clear, odorless gas that is deadly but hard to detect. If you don’t have an alarm, it’s unlikely you will know if your home has a CO leak.

Carbon monoxide doesn’t come just from cars. Your gas furnace or stove is a potential source of the gas. The U.S. Environmental Protection Agency (EPA) offers these tips for poison prevention:

- Keep gas appliances properly adjusted.
- Use electric space heaters, not gas space heaters.
- Install an exhaust fan, vented to the outdoors, over a gas stove.



- Open flues when wood-burning fireplaces are in use.
- Choose properly sized wood stoves with tight-fitting doors that are certified to meet EPA emissions standards.
- Have a trained professional annually inspect, clean and tune up your central heating system — including furnaces, flues and chimneys. Repair leaks promptly.
- Do not idle your car inside the garage.

Outdoor work has its own safety rules

Play it safe around electricity when you’re outdoors this spring. Here are 10 tips:

1. Keep power cords, tools and equipment away from water and wet areas while you’re using them and when you’re storing them.
2. Before you climb a ladder or extend the handle of a tool, look up to be sure you can clear overhead power lines.
3. Notify your electric cooperative before you dig in your yard — just in case buried electrical equipment is located on your property.
4. When you plant a tree or install a satellite dish, locate it at least 15 feet away from overhead power lines.
5. Educate your children about the dangers of power lines. Insist that they fly kites and climb trees far away from electrical lines and equipment. Everyone in your family should know better than to try to untangle a kite or model airplane that gets caught in a power line.
6. Before the first use this spring, inspect power tools for frayed cords, broken plugs and weathered or damaged housings. Don’t use damaged equipment. And unplug tools before storing them.
7. Because power lines are sometimes hidden by foliage, scope out the area before you trim tree limbs and shrubs. Trimming branches that are growing into or around overhead power lines on your property is not a job for a homeowner. Contact your electric cooperative to do that dangerous work.
8. Rid the area around your outdoor air-conditioning unit of plants and clutter so air can freely circulate around it.
9. If you use extension cords when you work with outdoor tools, replace them all with models designed for outdoor use. Also, check that extension cords are rated for use with your equipment.
10. Beware of all electric lines. Even low-voltage electric lines and cords can be hazardous if damaged or improperly handled.

Knowing what to do following an accident involving electric lines saved their lives

When teenagers Lee Whittaker and Ashley Taylor saw a power line safety demonstration at their high school, they never dreamed what they had learned that day would be put to the test. Only days later, Whittaker and Taylor, along with two classmates, were in a car that crashed into a utility pole, bringing live power lines to the ground.

“When people are involved in a car accident, electricity is usually the last thing on their minds,” explains Molly Hall, executive director of the Energy Education Council’s Safe Electricity program. “We’re usually more concerned about whether anyone was injured or how badly the vehicle is damaged. We can forget that by exiting the vehicle, we’re risking exposure to thousands of volts of electricity from downed power lines.”

If you are in an accident with a utility pole, your vehicle may be charged with electricity. If this is the case and you step out of the car, you will become the electricity’s path to the ground and could be electrocuted. Loose wires and other equipment may be in contact with your car or near it — creating a risk for electrocution if you leave the vehicle.

While downed lines can sometimes reveal they are live by arcing and sparking with electricity, this is not always the case. Power lines do not always show signs that they are live, but they are just as lethal.

After an accident, stay in the car and tell others to do the same. If you come upon an accident involving power



Ashley Taylor and Lee Whittaker, along with two classmates, survived a vehicle collision with an electric utility pole. What the students had recently learned in a safety demonstration dealing with this type of situation ultimately saved their lives.

lines, do not approach the accident scene. If you see people approaching, warn them to stay away. Call 911 to notify emergency personnel and utility services. Do not leave your vehicle until a utility professional has told you it is safe to do so.

The safest place to be is almost always inside the car. The only circumstance when you should exit the vehicle is if it is on fire — and those instances are rare. If you must exit the vehicle, jump clear of it with your feet together and without touching the vehicle and ground at the same time. Continue to “bunny hop” with your feet together to safety. Doing this will ensure that you are at only one point of contact and will not have different strengths of electric current running from one foot to another, which can be deadly.

Whittaker, Taylor and their friends survived their accident because they had learned what to do. While they waited more than 30 minutes for line crews to arrive and deactivate the power line, Whittaker and Taylor made sure nobody left the car and warned those who came upon the accident to stay far away.

“Knowledge was crucial in keeping everyone involved in the accident safe,” Hall says. “We want to make sure everyone knows what to do if they’re in accidents with power poles.”

Visit SafeElectricity.org for more information and to see Lee and Ashley’s story. If you are interested in having an electric safety demonstration presented to your class, contact Stephanie Lobdell, CEMC community relations coordinator, at 1-800-987-2362.



CEMC Energy Consultant Chad Corlew presents an electric safety demonstration to a group of students at Cumberland Heights Elementary School. CEMC’s safety demonstrations cover many topics — including what to do if you’re involved in an accident with a utility pole.

Outage maps keep members informed when the lights go out

Cumberland Electric Membership Corporation is using a powerful tool to aid in power restoration and keep you informed during an interruption. Outage maps are just what they seem: graphical representations of outages displayed on a map of CEMC's service area. Our map will show where the outage is occurring and will include the number of members without power.

Behind the map is a sophisticated system that provides the data needed to populate the graphic. This technology allows us to improve control, reduce outage length, increase reliability and provide better information to employees, co-op members and the public.

Maintaining an accurate outage map starts with the equipment on our lines that can report their status to our control center. These include a growing number of switches and individual meters. These devices can report if they have been tripped or if there is power at the meter. This data flows back over the power lines to a computer at the co-op. There, it is analyzed, and the results are presented to the engineering and operations folks for action.

Let's set up an example: Something causes a fault in the lines that blows a fuse or trips a circuit breaker. The cause could be a gust of wind dropping a branch on a line, a furry critter deciding the brush around the transformer looks like dinner or a car hitting a pole. Regardless of the cause, the power is now out to a number of members.

The piece of equipment nearest the fault signals that it has tripped. A program now runs to determine the extent



Use CEMC's outage map to stay informed during power outages.

of the outage, looking at other devices to determine where the flow of power stops. Once it has completed its detective work, a map is generated showing the extent of the outage. Of course, co-op employees can operate the program rather than waiting for the computer.

Because of the power of the information contained in our outage map, we have made it available online. Members can use the map rather than wait in a telephone queue to speak to customer service representatives about their power outages. CEMC's outage map is updated every 10 minutes so you can rest assured you are always getting the most current information. You can even access our map on your smartphone or cellular-enabled tablet.

CEMC supplies outage information as part of our ongoing efforts to provide the highest quality of service at the lowest possible cost. Be sure to check out our outage map at www.cemc.org.

Enjoy springtime — with energy savings

After a mostly mild winter, the weather is beginning to improve even more. Put the mild temperatures to work for your energy bill. Here are 10 easy ways to save energy this spring:

1. Hire a heating and air-conditioning professional to check out your air-conditioning system and window units. Annual spring maintenance can keep your A/C running smoothly and catch any problems in the making. Ask the technician to change or clean the filters while he's there.
2. Open the windows. As soon as it's warm enough to be comfortable inside without heat, turn the heat off and invite in the mild, outdoor air. The natural breezes will freshen a stuffy house that's been closed up all winter. And keeping the heat and air conditioning turned off for a few weeks — or longer — will save you a bundle on energy.
3. Let the sunshine in. Throw open the drapes or blinds during the day to let bright, warm sunrays into your rooms on mild days. Then, turn off the lights and the heat. When summer arrives, close those drapes during the day to keep the sun from overheating your house.
4. If you have a programmable thermostat, use it to its potential. Set it to automatically lower the heat before everyone leaves the house in the morning and again when the family turns in for the night. Once air-conditioning season starts, program it to conserve the air conditioning in the same way.
5. Switch the direction of ceiling fan blades. During the spring and summer, the blades should pull warm air up toward the ceiling rather than push it down into the room. Using ceiling fans will allow you to lower your thermostat setting by up to 4 degrees.



6. Have a cookout. Prepare dinner on your outdoor grill on nice evenings rather than using the stove or oven. Appliances that create heat tend to heat up the whole house.
7. Run the dishwasher and clothes dryer after dark. There's no need to add that heat to your home's air during the day when it's warm outdoors.
8. Caulk and weather strip windows and doors. You read about this every spring because you should do it again every spring. Caulking doesn't last forever.
9. Dress for the weather. Shed the sweaters and socks when it's warm outside so you can delay the start of air-conditioning season inside.
10. Turn down the water heater. If you snuck it up a couple of degrees during the winter to make your showers extra-steamy, it's time to lower it to 120 degrees. Not only is that hot enough, it's a safer temperature than anything higher, especially if kids or older family members are showering in your home.

Exhaust fans: more necessary than you know

Some older homes don't have an exhaust fan in the bathroom or kitchen. Others have old fans that are so noisy nobody ever turns them on. Adding or upgrading exhaust fans can make a home safer and more comfortable.

The primary purpose of exhaust fans is to remove moisture from the room. But they also remove bathroom and cooking odors and reduce fumes from cleaning chemicals.

Plus, they can save your paint. Excessive moisture on bathroom walls can cause paint to bubble, peel and

chip. And the excess humidity created during every shower you take can cause mold to accumulate.

Exhaust fans help prevent those problems.

So invest in good fans, and hire a professional who knows how to install them properly. Choose a quiet model so it won't annoy you when you turn it on.

And turn it off once the air in the room clears. As helpful as an exhaust fan is, it can suck the heated or air-conditioned air out of your home if you let it run after it has done its job of removing odors and humidity from your kitchen or bathroom.



Is your home a 'perfect 10?'

At Cumberland Electric Membership Corporation, we know that energy efficiency is important to our members, and that's why we offer tools such as the eScore energy-efficiency program to help you achieve your goals.

A residential energy-efficiency program that provides homeowners with a clear path to make their home a 10 – its most energy-efficient – eScore also increases home comfort and helps save your hard-earned money. The program allows homeowners to work at his or her own pace toward a score of 10 for the home, earning rebates on qualified energy-efficiency upgrades and re-engaging the program as many times as needed to achieve the home's best possible energy performance. Best of all, it's as easy as following three simple steps:

Step 1: Visit www.2eScore.com to register and create your eScore account.

Step 2: Contact a Quality Contractor Network (QCN) member to perform your energy-efficiency upgrades.

QCN members, listed at www.2eScore.com and www.cemc.org, can discuss options, rebates and program details with you.

Step 3: Get a FREE eScore evaluation of the home AND a quality assurance inspection on the work performed by the QCN member. A certified energy advisor 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 containing:

- An eScore card, which ranks the home from 1 to 10 (10 being the best)
- A customized list of recommended energy-efficiency upgrades
- A list of rebate options
- Photos of the areas evaluated

For additional information and program details and restrictions, please visit www.2eScore.com or call CEMC at 1-800-987-2362.