

Cumberland Electric Membership Corporation

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Todd Hesson,
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

You're in good company with co-ops

Neighbors helping neighbors create a better world

A fair question people often ask is, "What's in it for me?" This makes sense, as we all need to act in our own self-interest every now and then. The cool thing about co-ops is that we answer the question, "What's in it for me?" with, "This is what's in it for *we*."

When the market refuses to offer a good or service or does so at such a high price, co-ops step in to fill the void. Cooperatives identify members of the community who have the same self-interests and bring them together to make a cooperative decision.

Some 78 years ago when Cumberland Electric Membership Corporation got started, the folks in our community shared at least one self-interest: They wanted electricity. In fact, many Americans who lived in rural parts of the country needed electricity, which is why electric cooperatives were formed. Individuals acted in their own self-interest, but that self-interest led to the community and economic development of the rural areas in which they lived. Today, rural electric co-ops serve more than 42 million people in 47 states.

It is good to know that your friends and neighbors are also your co-owners of CEMC. People

coming together to meet a particular need is at the heart of every kind of co-op. Local credit unions bring

financial services to people banks do not want to serve. In urban areas and college communities, housing co-ops offer people a safe, affordable place to live. Many agricultural co-ops started as a way to get their products to market, whether it was oranges (Sunkist), dairy goods (Land O'Lakes), grapes (Welch's), organic milk (Organic Valley) or any

of the hundreds of other food products that co-ops bring to our table every day.

Many people who owned small businesses realized they, too, had a common self-interest: to stay in business. So they formed purchasing co-ops like Ace Hardware and True Value so they could compete with big-box stores like Home Depot and Lowe's.

Today, it is estimated that more than 40 percent of all residents in the U.S. are members of at least one co-op. Worldwide, well over a billion people are counted as co-op members.

So every time you turn on (or off) the lights, it can serve as a reminder that as a co-op member, you are in good company with your neighbors — and with people all around the world.



Jim Coode,
General Manager,
Cumberland
Electric Membership
Corporation



CEMC offers DIY energy-efficiency workshops

Learn how to save on energy costs at home

Join 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 offer suggestions on low- and 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.

*Register at www.cemc.org
for the workshop in your area.*

**Rebates and financing for home upgrades!
Learn easy ways to reduce use for FREE!
Receive a FREE energy-savings kit!**

**Saturday, Feb. 25
9-11 a.m.
Ashland City CEMC
315 N. Main St.
Ashland City**

**Friday, March 10
9-11 a.m.
Mid Cumberland CCA
600 Small St., #112
Gallatin**

**Saturday, March 11
9-11 a.m.
CEMC Operations
1810 Ashland City Road
Clarksville**



Trees of Giving spread warmth this holiday season

Thank you to everyone who helped fill the branches of Cumberland Electric Membership Corporation's Trees of Giving this year. Because of your generous donations, the holidays were just a little brighter — and warmer — for those in need right here in our community.

Hundreds of hats, gloves, scarves, socks and other cold-weather clothing items were collected during this community project. All items were donated to local assistance agencies for distribution.

The Trees of Giving project was made possible by area students involved in various clubs and organizations as well as CEMC employees and members throughout the service area.

At right, Collin Stewart, a member of Cub Scout Pack 502, places a pair of socks on Clarksville's Tree of Giving. Collin and other members of his den held a sock drive to benefit the Trees of Giving. Below left, students from Cheatham County Central High School's art club bring in items to decorate the Ashland City office's Tree of Giving. Below right are students from Portland High School's academic team who decorated the Portland office's Tree of Giving. Also participating in this year's Trees of Giving project were Greenbrier High School's Junior Civitans and White House High School's National Honor Society.



CEMC wins communications award

Cumberland Electric Membership Corporation was honored with a Tennessee Electric Cooperative Association (TECA) Top Tenn Communications Award in recognition of its work to educate and inform electric co-op members. The honor was presented during the November annual meeting of the Tennessee Electric Cooperative Association in Nashville. CEMC received the “Best Website” award for the second year in a row.

“It is important for electric cooperative member-owners to be educated and informed,” says Robin Conover, TECA vice president of communications and editor of *The Tennessee Magazine*. “We honor these winners for telling the electric cooperative story in a professional way across multiple platforms.”

CEMC Information Technology Supervisor Jeff Williams, right, receives CEMC’s Top Tenn award for Best Website from TECA General Manager David Callis at the association’s annual meeting in Nashville.



Youth programs have Feb. 22 deadline

Students interested in submitting short stories for the Washington Youth Tour writing contest, applying for the senior scholarship program or entering the calendar art contest: Mark your calendars for Wednesday, Feb. 22, which is the deadline for each of Cumberland Electric Membership Corporation’s youth programs.

The Washington Youth Tour writing contest is open to high school juniors within CEMC’s service area. To enter, students are required to write short stories titled “Electric Cooperatives — Going Beyond the Wires” describing how co-ops provide communities with much more than electric power. The writer of each of the top 12 entries will win an expense-paid trip to Washington, D.C., June 9-15. Complete details about the 2017 Washington Youth Tour writing contest can be found at www.cemc.org/youthprograms.asp.

CEMC’s Senior Scholarship Program will help graduating seniors pay for college by awarding 12 scholarships of \$1,000 each to qualifying students. Each applicant must submit a completed application, including two letters of reference and an original essay of at least 300 words describing what the student most

looks forward to about attending college and how a scholarship, in terms of financial assistance, will help in completing his or her education. He or she must have also attained a minimum 3.0 cumulative grade point average, enroll as a full-time student at an accredited Tennessee college (Murray State and Western Kentucky universities are included) and a graduating senior whose parents or guardians are members of CEMC and receive electric service from CEMC at his or her primary residence. Applications are available through school guidance counselors and can be found on CEMC’s website, www.cemc.org.

The 2017 Calendar Art Contest is available to students in grades kindergarten through 12 who live within CEMC’s service area. Winning entries will receive cash prizes and be featured in CEMC’s 2017 calendar.

Entries will be accepted through participating schools, and each grade has been assigned a calendar month to illustrate as follows: January, sixth grade; February, seventh; March, eighth; April, ninth; May, 10th; June, 11th; July, kindergarten; August, first; September, second; October, third; November, fourth; and December, fifth. Seniors will design the cover.

CEMC stands ready when storms strike

Ice storms, straight-line winds, floods and tornadoes: Cumberland Electric Membership Corporation members have experienced them all.

Unfortunately, severe weather events like these can cause major power outages. But when outages occur, you can rest assured that the folks at CEMC are working diligently to restore power as quickly as possible.

You can help by reporting power outages to CEMC — by phone at 1-800-987-2362 or via CEMC's SmartHub app — as soon as possible. When you report an outage, CEMC uses the information you provide to help pinpoint the problem area, estimate how many people are affected and determine possible causes. Then, line personnel are quickly dispatched and jump into restoration mode. Often, they are on the road and working as additional outage calls are received.

It is important to understand that this means the first person to report an outage is not always the first person to have power restored. If our crews went to specific homes before making repairs at the substation and working out

from there, we could miss isolated damages, possibly lengthening outage time for the initial caller and everyone else as well.

The priority is to get power restored to the greatest number of people as quickly and safely as possible. Therefore, CEMC follows a repair plan that many utilities execute. It calls for us to start at the substations and work our way out as we go. This restores power to large groups before addressing smaller groups and individual members. *(See the illustration on the following page for details.)*

While you're waiting for power to be restored, we ask that you always keep safety in mind. Stay clear of downed power lines, and never try to remove fallen trees or branches from power lines — leave that to the professionals. Be careful with emergency cooking and heating

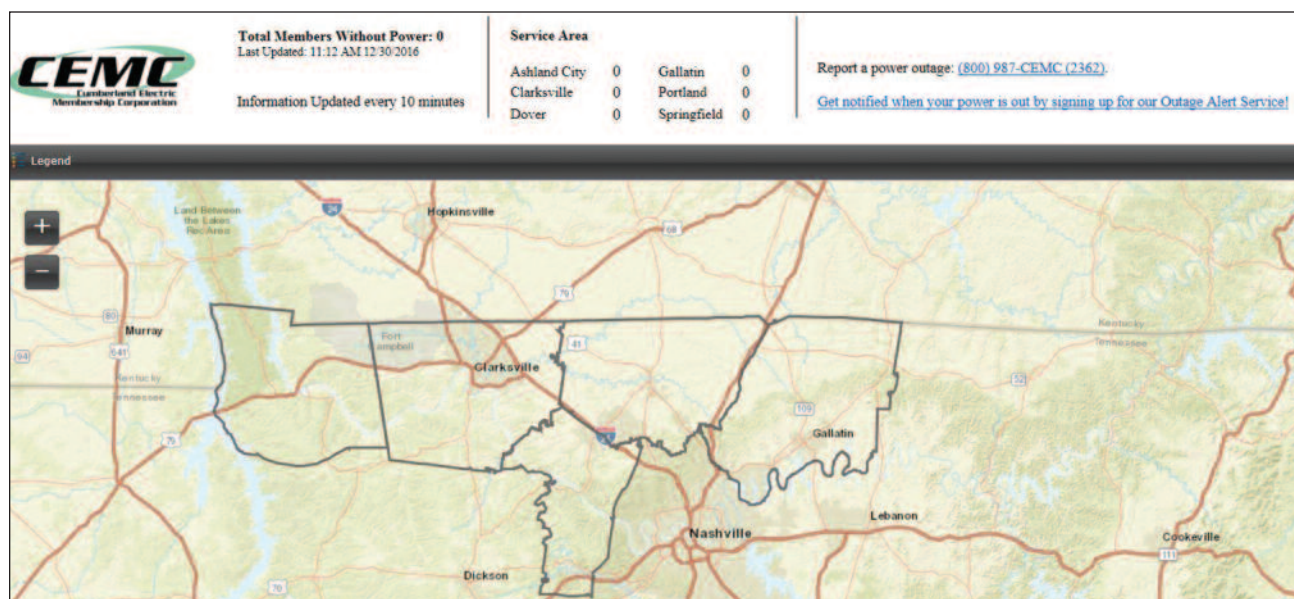
equipment such as camp stoves and fireplaces, and do not use charcoal grills inside your home. If you use a portable generator, make certain it has been installed correctly and that all safety precautions are followed. Improper use can be deadly.

Preparation pays off

In the event of an outage, your best action is being prepared.

Items to keep handy:

- CEMC's 24-hour outage reporting phone number (1-800-987-2362)
- An emergency kit with:
 - fresh batteries
 - flashlight
 - battery-operated radio
 - bottled water
 - nonperishable food
 - manual can opener
 - first-aid kit
 - blankets
 - candles and matches

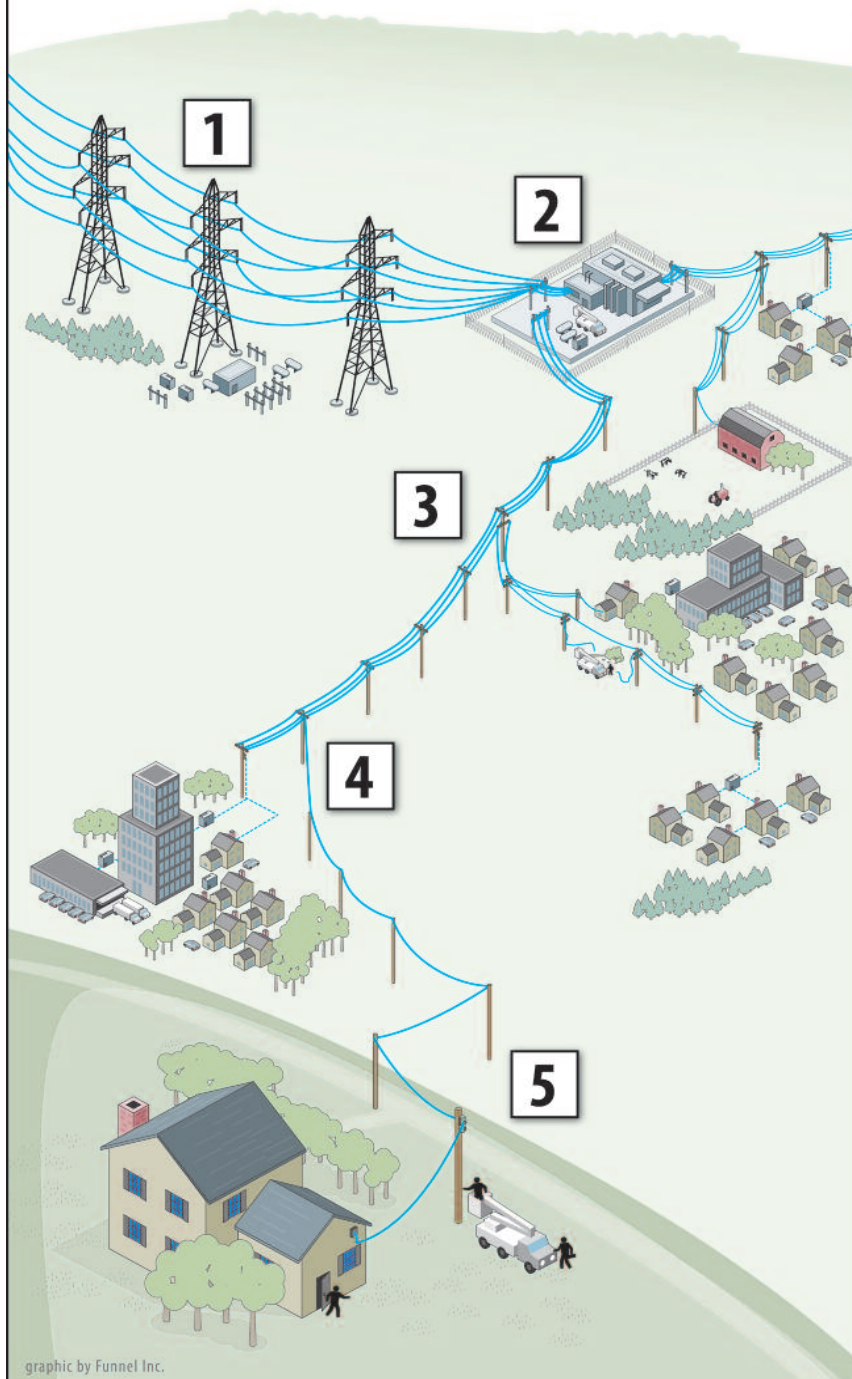


View current outage numbers and locations on CEMC's outage map at www.cemc.org.

Powering UP

When electricity goes out, most of us expect power will be restored within a few hours. But when a major storm causes widespread damage, longer outages may result. Co-op line crews work long, hard hours to restore service safely to the greatest number of consumers in the shortest time possible.

Here's what's going on if you find yourself in the dark.



graphic by Funnel Inc.

1 High-Voltage Transmission Lines

Transmission towers and cables that supply power to transmission substations (and thousands of members) rarely fail. But when damaged, these facilities must be repaired before other parts of the system can operate.

2 Distribution Substation

Each substation serves hundreds or thousands of consumers. When a major outage occurs, line crews inspect substations to determine if problems stem from transmission lines feeding into the substation, the substation itself, or if problems exist down the line.

3 Main Distribution Lines

If the problem cannot be isolated at a distribution substation, distribution lines are checked. These lines carry power to large groups of consumers in communities or housing developments.

4 Tap Lines

If local outages persist, supply lines, called tap lines, are inspected. These lines deliver power to transformers, either mounted on poles or placed on pads for underground service, outside businesses, schools, and homes.

5 Individual Homes

If your home remains without power, the service line between a transformer and your residence may need to be repaired. Always call to report an outage to help line crews isolate local issues.



ENERGY STAR

Buyers Guide

Purchasing **ENERGY STAR**-certified appliances and electronics is a great way to save energy in your home. But how do you choose the right product? It depends on your energy-saving goals *and* how you use energy in your home.



Do you wash multiple loads of laundry each week? Investing in an ENERGY STAR-certified washer could save you around \$45 on your utility bill each year. Some of the top-rated ENERGY STAR-certified large washers come from LG and Samsung. Visit ENERGY STAR's "Most Efficient 2016" page to learn more.



Home computers can use a shocking amount of energy each year. If all computers in the U.S. were ENERGY STAR certified, we would save more than \$1 billion in energy costs per year. If you can't buy an ENERGY STAR-certified computer, consider updating the power management setting on your computer. Visit energystar.gov/products/office_equipment/computers.



The larger TVs get, the more energy they use. But ENERGY STAR-certified TVs are, on average, 25% more efficient than conventional models. LG, Samsung and Vizio make the list of ENERGY STAR's most efficient 2016 TVs.

There are many different types of ENERGY STAR-certified products, including:

- Air purifiers
- Roof products
- Set-top boxes and cable boxes
- Decorative light strands
- Data center storage
- Pool pumps
- Vending machines
- Dehumidifiers

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