

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.

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Co-op Concerns

News from your community

Conveners of the common good

When you think of October, pumpkins, Halloween and fall foliage usually come to mind. But October is notable for another reason – it's National Co-op Month.

This is the time of year when cooperatives across the country, including Cumberland Electric Membership Corporation, celebrate who we are and, more importantly, the members we serve. Cooperatives are different than other types of businesses. When the market declines to offer a product or service or does so at a very high price, co-ops intervene to fill the need.

Similar to how CEMC was built by members who came together to bring electricity to our community, cooperatives are conveners of the common good. Your electric co-op exists to provide safe, reliable and affordable energy to you, the members of the co-op. Equally important is our mission to enrich the lives of the members we serve.

As a co-op, we are well-suited to meet the needs of the community because we are locally governed. CEMC's leadership team and employees live right here in the community. Our directors, who help set long-term priorities for the co-op, live locally on co-op lines. These board members have been elected to the position by neighbors like you.

We know our members (that's you) have a valuable perspective. That's why we are continually seeking your input. Whether through community events, our social media channels or our annual meeting, we want to hear from you.

Our close connection to the community ensures we get a first-hand perspective on local priorities, thereby enabling us to make more informed decisions on long-term investments such as high-speed internet and equipment or technology upgrades.

Another feature that sets our co-op apart from a traditional utility is one of our core principles: "Concern for Community." We participate in a number of community service projects, including the Tennessee Electric Co-op Day of Service, annual food and clothing drives and various youth programs, including the Washington Youth Tour.

Ultimately, the larger community benefits from these programs because of you and your neighbors. You empower the co-op through your membership and through your participation in and support of these programs.

We hope you will think of CEMC as not only your energy provider but also as a local business that supports this community and powers economic development and prosperity for the people.

We will continue to learn from our members about their priorities so that we can better serve you — because your electric co-op was built by the community, for the community.



By Chris A. Davis
General Manager,
Cumberland Electric
Membership
Corporation



CUMBERLAND CONNECT

powered by **CEMC**

It's time for everyone to have access to high-speed fiber internet!

In August, Cumberland Electric Membership Corporation held a series of launch events in Dover, Clarksville, Portland and Adams to introduce its new broadband subsidiary, Cumberland Connect LLC. Cumberland Connect, powered by CEMC, will soon bring high-speed fiber internet, phone and television services to members in CEMC's five-county service area who do not currently have access to reliable internet.

Community members who attended the introduction events heard from CEMC officials, including General Manager Chris A. Davis and Engineering Division Manager Mark T. Cook, who discussed the factors that led to the formation of Cumberland Connect, gave an overview of the project's timeline and touched on pricing, packages and speeds that will be available.

Davis told attendees the two main factors that led to the formation of Cumberland Connect were positive results from two separate feasibility studies that were conducted and evaluated by CEMC's auditing firm and favorable results received from a survey of the membership. Seven out of 10 members polled were in favor of CEMC providing internet services, and nine out of 10 members said that having reliable internet access is essential to life.

Cook explained that the fiber project is currently in the engineering and design stage. CEMC anticipates construction on the fiber network will begin in November, with a goal of connecting its first subscribers in Stewart County in early 2020. Building in phases, the project will focus first on its unserved or underserved members. "We felt that starting in areas with the greatest need was the right thing to do," said Cook. Completion of the project is expected to take five to six years.





“It is too early to predict when service will be available in specific areas, but we are coming as fast as we can,” said Cook, who encouraged members to visit Cumberland Connect’s website, www.cumberlandconnect.org, to sign up to receive updates on our progress, including timelines when they become available.

Though pricing and speeds are still being determined, Cook assured attendees that Cumberland Connect will offer fair and competitive pricing with no introductory “teaser” rates that will increase after time, truly unlimited data — no caps or throttling of speeds — and no contracts required for residential service.

Attendees also heard from community leaders who discussed the impact that access to high-speed fiber internet will have on the community.

“As we look back on the history of CEMC in our community, we see their dedication to service and a long-standing track record of success in determining and meeting the needs of our citizens,” said Jeff Truitt, CEO of the Clarksville-Montgomery County Economic Development Council, who spoke at the event in Clarksville. “This fiber optic network will pave the way for remarkable opportunities and significant growth in commerce, education, health, public safety, government and overall economic development.”

Events were held at the Visitor’s Center in Dover, the Tennessee College of Applied Technology in Clarksville, Farmer’s Bank in Portland and The Bell School Complex in Adams, areas that will be included in the first phase of the project.



Sign up to receive updates on our progress at www.cumberlandconnect.org.

***Follow Cumberland Connect on social media:
facebook.com/GetCCFiber
twitter.com/GetCCFiber
instagram.com/getccfiber***

Project Help: neighbors helping neighbors

Cumberland Electric Membership Corporation, in cooperation with local energy assistance agencies, offers a program in which members who choose to participate can donate \$1 or more each month to help provide some relief to individuals who are struggling to pay their utility bills.

The program, Project Help, allows members to contribute an additional \$1 on their electric bills each month to help pay the utility bills of the elderly, disabled and/or those who are not economically self-sufficient. Project Help is a voluntary program. All money collected from Project Help goes to energy assistance agencies in our communities, which determine how these special funds are distributed.

Here's how the Project Help Program works:

Who is eligible to receive Project Help funds?

To qualify, Project Help recipients must contact their local energy assistance agencies. They will be required to provide proof that they are unable to bear the cost of heating their homes and that they do not exceed the annual income limit established for the assistance program.

How are the funds administered?

When CEMC receives your Project Help donation, 100 percent of the money goes directly to the assistance agency that administers the program in

your county. The agency distributes the assistance based on qualifying needs.

Who contributes to Project Help?

Everyone can contribute to CEMC's Project Help program. The minimum donation is \$1 per month.

How long do I donate to Project Help?

You are billed each month on your CEMC statement for the amount you wish to donate. You will continue to be billed each month until you notify CEMC that you would like to discontinue your donation.

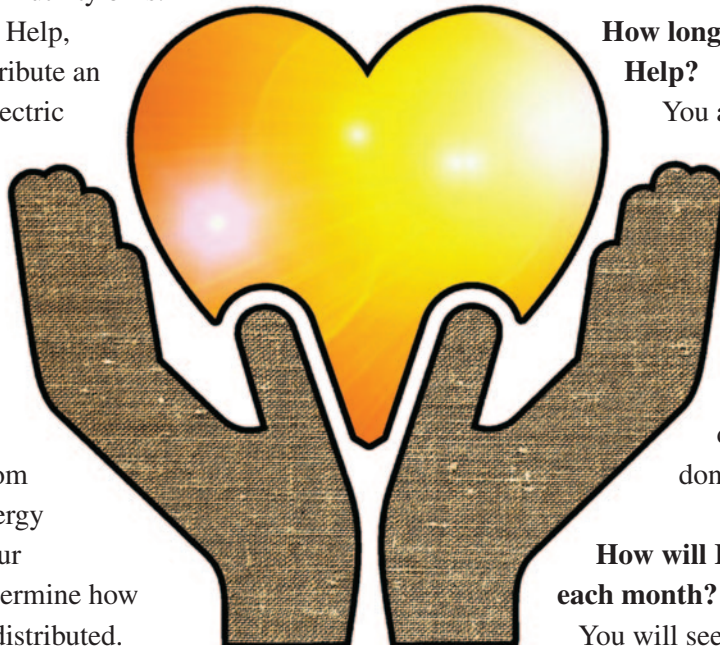
How will I know I am donating each month?

You will see a separate line on your CEMC statement to show your Project Help donation.

How do I sign up?

If you would like to donate \$1 or more each month to Project Help, you can do so by marking the box on your bill stub and completing the Project Help section on the back of your bill. Or contact CEMC's Customer Service either by phone at 800-987-2362 or live chat on our website, www.cemc.org.

By donating to Project Help, you can make a difference for someone in need this winter. Please consider joining us in warming the homes of our neighbors by contributing to Project Help. A dollar a month can truly make a difference.



Local students power community food drive

Cumberland Electric Membership Corporation's annual community food drive is coming soon to an elementary school near you!

During the month of October, CEMC will partner with local schools throughout our service area to collect nonperishable food items for those in need in our communities. All items collected will be donated to local food banks for distribution.

If you would like to help, please consider picking up an extra one (or more) of the following suggested items as you're doing your grocery shopping over the next couple of weeks:

- Peanut butter
- Canned meat (chicken or tuna)
- Canned vegetables
- Canned fruits
- Dry pasta
- Pasta sauce
- Rice
- Dried beans
- Canned chili or soup
- Bottled drinks (juice, water, sports drinks, etc.)

Individual schools will coordinate the details for their respective food drives, so please be sure to check with your child's school for specific collection dates and additional information.



West Cheatham Elementary School students show off food they collected during last year's food drive.

Washington Youth Tour 2020

900 words can change everything

A promotional graphic for the Washington Youth Tour 2020. The left side features a photograph of a group of people in white t-shirts standing in front of a large, white, stylized statue of a man with his arms crossed. The right side is a dark blue background with white text. At the top right is a white silhouette of the U.S. Capitol building and the text "WASHINGTON YOUTH TOUR". Below that, in large white letters, is "900 WORDS CAN CHANGE EVERYTHING". Underneath that is the text "The Tennessee electric cooperative creative writing and scholarship competition for high school juniors". At the bottom right is a white button with a red play icon and the text "LEARN MORE", and below that is the website "YOUTHTOUR.TNELECTRIC.ORG".

WASHINGTON YOUTH TOUR

900 WORDS CAN CHANGE EVERYTHING

The Tennessee electric cooperative creative writing and scholarship competition for high school juniors

[LEARN MORE](#)

YOUTHTOUR.TNELECTRIC.ORG

Each summer, Cumberland Electric Membership Corporation sends 12 high school juniors to spend a week exploring Washington, D.C., learning about government and cooperatives and developing their leadership skills. This opportunity is made possible thanks to a strong partnership with area high schools and English and history teachers.

Students will be selected to attend this year's Washington Youth Tour for writing winning short stories titled "The Power to Be" describing how local electric co-ops give their members the power to be connected, engaged, productive, healthy and educated by providing affordable and reliable energy.


Youth Tour delegates also have the opportunity to win a share of \$16,000 in scholarships.

"We recognize how important it is to prepare the next generation of rural leaders," says CEMC Community Relations Coordinator Stephanie Lobdell. "We could not do this without the support we receive from area schools and teachers."

CEMC employees will soon be visiting schools to make presentations about the Washington Youth Tour Creative Writing and Scholarship Contest. If you know high school juniors who are talented writers, encourage them to participate. They could be 900 words away from the trip of a lifetime.

Visit youthtour.tnelectric.org to learn more, and look for additional details in the January issue of this magazine.



Your Touchstone Energy® Cooperative 
The power of human connections

Even renters can use energy wisely

Reducing electricity use as a renter may seem tough when you have little control over the biggest energy users like your refrigerator, dishwasher or heating and cooling system.

But there's still plenty you can do to lower your energy bill without making permanent — or expensive — changes. Follow these tips to reduce energy use in your rented space:

- If your home has an individual water heater, call your landlord or property manager and ask to have the temperature lowered to 120 degrees. Most water heaters are set at a default temperature of 140 degrees — which can be hot enough to scald your skin. The lower setting will still be hot enough to keep your showers steamy.
- Look for an Energy Star-qualified window air conditioner if you are responsible for purchasing it. An Energy Star air conditioner uses about 10 percent less energy than others. In the winter, cover your window A/C with a tight-fitting sleeve to prevent the heat from escaping, or remove the unit from the window.
- While blinds offer privacy, hanging heavier curtains will help shield the heat in the summertime. In the winter, tape clear plastic sheeting around window frames to help insulate older, single-pane windows.
- Install sink aerators on all faucets. They are inexpensive and nonpermanent but can significantly reduce your hot water use while offering the same water pressure.
- Replace incandescent lightbulbs with more efficient light-emitting diodes. They use far less energy than incandescents and last up to 10 years — so you can take them with you when you move.
- If the windows and doors are drafty, ask your landlord about installing weather stripping to seal off cracks. It's an easy do-it-yourself task and inexpensive, too — so even if your landlord won't cover the cost, you can pay for it yourself to increase the comfort of your home and reduce your heating bills.

Prevent heating problems before it gets too cold

Servicing your heating system is a lot like getting an oil change or tuneup for your car. Sure, it's an expense — but it's still cheaper than waiting until something goes wrong to call a technician.

Having your heating system inspected by a professional usually means you won't have to worry about whether the unit will make it through another season.

Some contractors offer annual preventive maintenance agreements that will cost a few hundred dollars a year. The plans typically include a fall inspection of your heating system and a spring once-over for your air conditioner along with discounts on repairs and equipment. A better deal most often is to pay as you go for individual inspections.

But paying a pro to maintain your heating and cooling system is worth the money. Qualified,

licensed service technicians are trained to spot problems that most homeowners overlook. Schedule the appointment before the season begins so there is time to order any replacement parts.

Energy Efficiency Tip of the Month

Cooler weather is on the way! Heating requires more energy than any other system in your home, typically making up about 42 percent of your energy bill. With proper equipment maintenance and upgrades like additional insulation and air sealing, you can save about 30 percent on your energy bill.

Source: energy.gov

