

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

You're more than a customer

Author Anthony J. D'Angelo observed, "Without a sense of caring, there can be no sense of community." To a large degree, this reflects Cumberland Electric Membership Corporation's philosophy toward our members and the broader service territory that we serve.

As a cooperative, we have a different "bottom line." While our priority is always to provide reliable and safe energy, there is another equally important part of this equation. Your well-being and that of the larger community we serve are of paramount concern. To us, you are not just a customer; you are a member of our co-op, and without you, we would not exist.

In 1938, CEMC was founded to fulfill a vital need in our community that would not have otherwise been met. Concerned local leaders came together to build this co-op and bring electricity where there was none.

At that time, members of the community understood we were different because they likely knew someone who helped create CEMC. For most people, our founding and its circumstances have been long forgotten. Over time, folks in the community may have come to think of us as simply another energy provider. But we are not. We are a co-op that is constantly evolving to meet the needs of the communities we serve, and we are able to do this because of members like you.

Since our inception, we have sought feedback and engagement from you and the larger community to guide our long-term decisions.

This is why we conduct periodic member surveys to find out what is important to our members.

We strive to find new ways to help you use energy more efficiently. We're always looking to explore more options that will help you manage your energy use such as the eScore Program and our free Do-it-Yourself Energy-Efficiency workshops. In short, we are always seeking to keep pace with the changing energy environment, evolving technology and shifting consumer expectations.

CEMC members help guide important co-op decisions that improve and enrich the community. We value the perspective of our board members, who are members of the co-op and community — just like you.

As a local business, we have a stake in the community. That's why we support local charitable organizations such as United Way and offer programs like Project Help. When you support these efforts, you are supporting the community and making it a better place for everyone.

While the times may have changed, our mission and outlook have not. We view our role as a catalyst for good. Working together, we can accomplish great things for our community now and in the future.



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

Youth programs have Feb. 21 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 Thursday, Feb. 21, which is the deadline for each of Cumberland Electric Membership Corporation's youth programs.

Washington Youth Tour

Writing Contest

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 describing how electric cooperatives are "Connecting Communities," strengthening their rural hometowns, improving lives across their service areas and providing safe, reliable, affordable energy. Each writer of the top 12 entries will win an expense-paid trip to Washington, D.C., June 14-20. Complete details about the 2019 Washington Youth Tour Writing Contest can be found on CEMC's website: www.cemc.org/youthprograms.asp.

Senior Scholarship Program

CEMC's Senior Scholarship Program will help graduating seniors pay for college by awarding 12 scholarships of \$1,000 each to qualifying students. Each interested student 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.



Applicants must have also attained a minimum 3.0 cumulative grade-point average, enroll or plan to enroll as a full-time student at an accredited Tennessee college (Murray State and Western Kentucky universities are included) and be 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 at www.cemc.org.

2020 CEMC Calendar Art Contest

The 2020 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 2020 calendar.

Entries will be accepted through participating schools, and each grade has been assigned a calendar month to illustrate: 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.

Trees of Giving bring warmth to those in need

During the month of December, hundreds of coats, gloves, scarves, hats and other winter clothing items were collected and used to “decorate” Christmas trees, also known as Trees of Giving, in each of Cumberland Electric Membership Corporation’s lobbies. The donations, which also included nonperishable food items,

were given to local community assistance agencies in each district for distribution before Christmas.

We thank the members, school clubs and employees who participated in this annual community project. Your support of the Trees of Giving helped bring some extra warmth to those in need during the holiday season.



Clockwise from top left, the Stewart County High School men's basketball team collected items for Dover's tree, Greenbrier High School's Fellowship of Christian Athletes collected items for Springfield's tree, Montgomery Central High School's National Honor Society collected items for the Clarksville headquarters tree, Cheatham County Central High School's art club collected items for Ashland City's tree and Portland High School students collected items for Portland's tree.

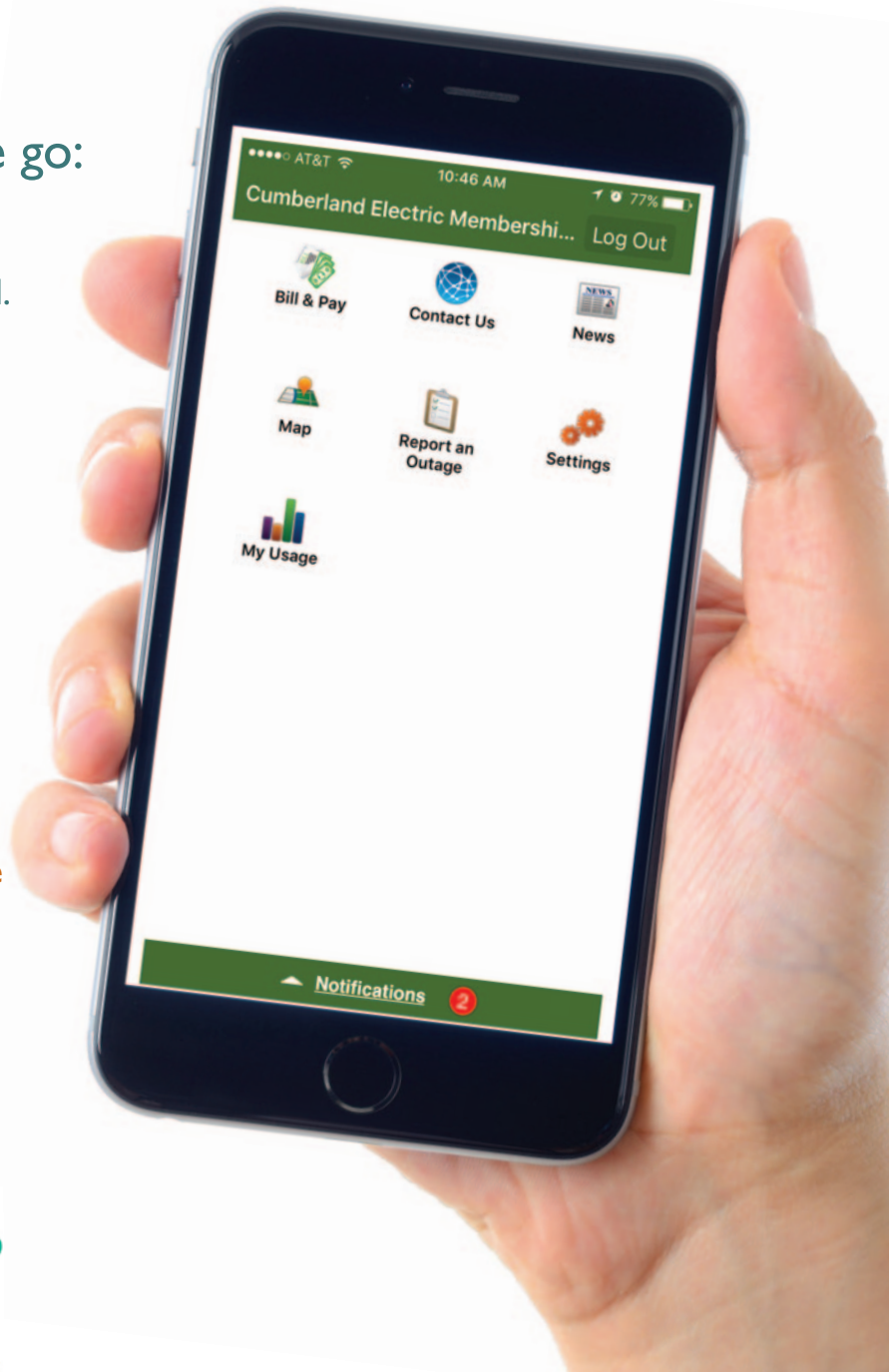
CEMC's SmartHub Mobile App

Your electric co-op
at your fingertips
24/7.

At home or on the go:

- Check your balance.
- View an image of your bill.
- Make a payment.
- View bill history.
- View daily use.
- Sign up for Auto Pay.
- Report an outage.

The SmartHub app is available for free in the iTunes App Store or Google Play. Download the SmartHub app, and then search for Cumberland Electric Membership Corporation. Members can also sign up online at www.cemc.org.



Keep warm, save energy

February can be hard on energy bills. But cold winter weather is no match for a home that is prepared to fight it. Address these common winter culprits throughout your house:

- **Drafty doors and windows.** An easy fix with a big payback is weather stripping. Caulk or apply weather stripping around all window and door seams, especially those leading to the basement or the attic. Weather strip your attic access door.
- **Dirty filters.** Dirty filters make your HVAC system work harder to heat the air. Aim to

change the filter every three to six months.

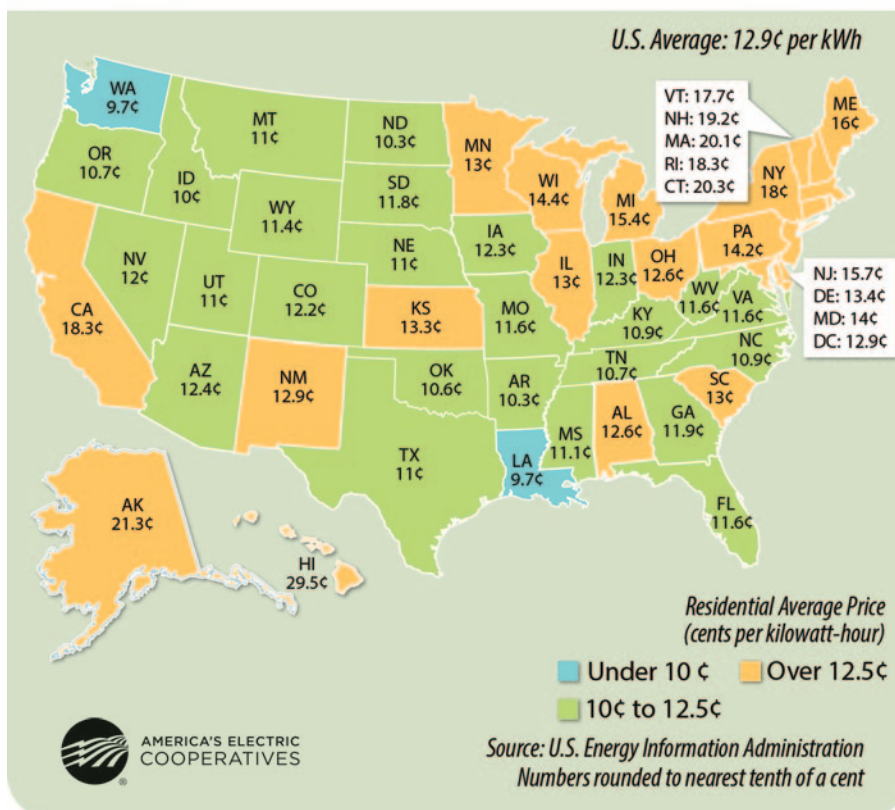
- **Leaky ducts.** A contractor can test your ducts for leakage and repair any problems. Repair visible or accessible leaks with metal tape — not duct tape.
- **Chilly water heater.** If your water heater is older or not well insulated, wrap it in an insulating jacket.
- **Wood fireplace.** Traditional fireplaces pull heated air out of the house. When not in use, check that the damper is completely closed.

For more energy tips, please visit us online at www.cemc.org.

Tennesseans' electric rates below average

Average Prices for Residential Electricity

2017 figures, in cents per kWh



At 10.7 cents per kilowatt-hour, Tennessee enjoys the lowest electric rates in the seven-state Tennessee Valley Authority service area. Tennessee's electric rates also fall below the national average of 12.9 cents per kWh, providing members of Cumberland Electric Membership Corporation some of the lowest electric rates in the nation. For current CEMC rates, visit www.cemc.org/rates.asp.



Tips to prepare for winter storms

Cumberland Electric Membership Corporation works hard to build a strong and resilient power distribution system, but winter storms can cause widespread damage for even the most-prepared utility. These tips from ready.gov can help your family be safe and better prepared for winter storms.

Protect yourself during a power outage

- Keep freezers and refrigerators closed.
- Only use generators outdoors and away from windows.
- Do not use a gas stove to heat your home.
- Disconnect appliances and electronics to avoid damage from electrical surges.
- Have alternate plans for refrigerating medicines or using power-dependent medical devices.
- If safe, go to an alternate location for heat or cooling.
- Check on neighbors.

How to stay safe during a power outage

Prepare NOW

- Take an inventory of the items you need that rely on electricity.
- Talk to your medical provider about a power outage plan for medical devices powered by electricity and refrigerated medicines. Find out how long medications can be stored at higher temperatures, and get specific guidance for any medications that are critical for life.
- Plan for batteries and other alternatives to meet your needs when the power goes out.
- Sign up for local alerts and warning systems. Monitor weather reports.
- Install carbon monoxide detectors with battery backup in central locations on every level of your home.
- Determine whether your home phone will work in a power outage and how long battery backup will last.
- Review the supplies that are available in case of a power outage. Have flashlights with extra batteries for

every household member. Have enough nonperishable food and water.

- Use a thermometer in the refrigerator and freezer so you can know the temperature when the power is restored. Throw out food if the temperature is 40 degrees or higher.
- Keep mobile phones and other electric equipment charged and gas tanks full.

Survive DURING

- Keep freezers and refrigerators closed. The refrigerator will keep food cold for about four hours. A full freezer will keep the temperature for about 48 hours. Use coolers with ice if necessary. Monitor temperatures with a thermometer.
- Maintain food supplies that do not require refrigeration.
- Avoid carbon monoxide poisoning. Generators, camp stoves or charcoal grills should always be used outdoors and at least 20 feet away from windows. Never use a gas stovetop or oven to heat your home.
- Check on your neighbors. Older adults and young children are especially vulnerable to extreme temperatures.
- Go to a community location with power if heat or cold is extreme.
- Turn off or disconnect appliances, equipment or electronics. Power may return with momentary “surges” or “spikes” that can cause damage.

Be safe AFTER

- When in doubt, throw it out! Throw away any food that has been exposed to temperatures 40 degrees or higher for two hours or more or that has an unusual odor, color or texture.
- If the power is out for more than a day, discard any medication that should be refrigerated, unless the drug’s label says otherwise. If a life depends on the refrigerated drugs, consult a doctor or pharmacist and use medicine only until a new supply is available.

If winter weather knocks out your power, CEMC is ready to respond. We offer two easy ways to report your outage:

1. SmartHub Mobile App (see page 22 for details)
2. Call 1-800-987-2362



*Please do not report outages via social media. CEMC's pages are not monitored 24/7 and are not tied to the outage management system.

Get social and connect with your co-op!
Visit CEMC's social media pages for the latest news, including energy tips, program updates, community events, youth programs and more!

