

Cumberland Electric Membership Corporation

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District Operations Supervisor
Portland/White House offices

Todd Hesson,
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Springfield office

Nicky Roberts,
District Operations Supervisor

Chad Crabtree,
District Operations Supervisor

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Cheatham Co., Vice President

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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

Everyday safe

I was at a meeting recently where the manager of a co-op from another state shared the story of a young lineman who came in contact with an energized line while restoring power following a storm. The young man's injuries were significant, and he passed away a few days later. It was a tragic story and vivid reminder of the dangers of our industry.

"Electric lineworker" is routinely named among the 10 most dangerous jobs in America. In this line of work, even small mistakes can be deadly.

Safety is a serious subject at our co-op. New hires undergo extensive training, and all of our lineworkers participate in monthly safety meetings. Crew leaders have tailgate discussions to review the risks and dangers of each and every job. Our crews learn quickly to watch out for one another — everyone on the jobsite is encouraged to speak up about potentially dangerous situations.

We are building a culture of safety. This means that safety is, or should be, a part of our DNA. It is a characteristic feature and a shared attitude that influences every member of our team. We monitor and track near-misses of accidents in order to understand them, share "lessons learned" and improve in the future.

We encourage our crews to be "everyday safe" — always vigilant, aware of surroundings and mindful of co-workers.

Our culture of safety also extends to our community. Cumberland

Electric Membership Corporation conducts electrical safety demonstrations at schools and other events, and we host first-responder training to help police, fire and EMS personnel be prepared for situations they may encounter.

Each year, our industry celebrates May as National Electrical Safety Month. According to the Electrical Safety Foundation International, thousands of people in the United States are critically injured and killed each year because of electrical fires, accidents and electrocution in their

own homes.

There are simple things you can do to keep yourself and everyone in your community safe around electricity. Don't attempt electrical do-it-yourself projects or overload your outlets. When working with heavy equipment and ladders or even flying kites, be aware of power lines, and keep your distance. Call us to report downed lines, unlocked substations or padmount transformers, low-hanging power lines or anything else that looks amiss.

Visit www.cemc.org or everydaysafe.org for additional electrical safety tips. If you would like us to provide a safety demonstration at your school or community event, please contact our Member Services Department at 1-800-987-2362.

Help us celebrate Electric Safety Month by establishing a culture of safety in your family, church, workplace or school. Use these tips and resources to be "everyday safe."



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



Member Appreciation Day

Join us at your local CEMC office on
Thursday, May 17, for free hot dogs,
chips, cookies, soft drinks AND a
chance to win an electric grill.
Lunch will be served from 10:30 a.m.
to 1:30 p.m. at each location.

We hope to see you there!

Kilowatt-hour savings prove QCN excellence

By Joseph Woodard, CEMC Energy Programs Inspector

eScore reaches milestone

Since its inception in January 2015, the eScore Residential Energy-Efficiency Program has helped more than 1,500 Cumberland Electric Membership Corporation members make home improvement choices to save more than 2.4 million kilowatt-hours — equating to more than \$240,000 in energy savings on top of \$477,000 in rebates paid directly to CEMC members.

The eScore Residential Energy-Efficiency Program was designed to help homeowners achieve energy savings through quality upgrades to their homes. Upgrades can be installed to increase a home's energy efficiency, and homeowners receive rebates and financing options in addition to the annual energy savings from the measures installed.

QCN members perform admirably

The eScore program's success is directly attributed to the contractors that make it possible. The Quality Contractor Network (QCN) provides trained, reputable local companies that are dedicated to quality installation and materials to ensure that each participating CEMC member can achieve his or her full potential savings. These contractors go the extra mile to ensure that their installs are completed correctly and in a timely manner and that homeowners can fully realize the anticipated savings for the life of the equipment.

QCN appreciation luncheon

Each year, CEMC hosts appreciation luncheons to honor the dedication of local heating, ventilation and air-conditioning (HVAC) contractors. The luncheons, held for Eastern and Western Regions of CEMC's territory, are a small token of gratitude for the excellence that each company contributes to our membership. Many of these companies have been part of the Quality Contractor Network for decades, and their relationships strengthen the message that CEMC wants to be an energy partner, not just an energy provider. We are thankful for these local companies that contribute to CEMC members receiving the utmost service and savings from the work they provide.

By the Numbers

In 2017, HVAC contractors earned CEMC members \$63,645 in rebates (a 30-percent increase from 2016) and an estimated 466,183 kWh in energy savings (increased by 50,000 kWh from 2016). A total of 336 HVAC upgrades were performed at more than 280 homes; installs included new heat pumps and central air conditioners as well as tuneups and new or sealed existing ductwork.

Top performers

Annually, CEMC awards the top-performing QCN members in each region with the QCN Excellence Award. For 2017, the award was earned by Derryberry's Heat & Air in the Eastern Region and Baggett Heating & Cooling in the Western Region. These locally owned businesses achieved a combined 223,868 kWh annual savings to the CEMC service area by installing 116 measures across 80 homes in 2017, resulting in more than \$33,000 in rebates to homeowners.




Accepting the Eastern Region's 2017 QCN Excellence Award for Derryberry's Heat & Air are John McEachen, left, and Nick Brosche.



CEMC Energy Programs Inspector Joseph Woodard presents the 2017 QCN Excellence Award for the Western Region to Baggett Heating and Cooling. Accepting the award are Nicole Darke, left, and Alana Ward.

Quality Contractor Network eScore Residential Energy Efficiency Program



Your Touchstone Energy® Cooperative 
The power of human connections

2017 QCN EXCELLENCE AWARD
2016 QCN EXCELLENCE AWARD

2017 QCN EXCELLENCE AWARD
2016 QCN EXCELLENCE AWARD

Baggett Heating & Cooling Inc.

825 Main St.
Clarksville, TN 37040
931-645-2859

Derryberry's Heat & Air

212 N. Water Ave.
Gallatin, TN 37066
615-452-8121

Action Air

868 Kraft St.
Clarksville, TN 37040
931-647-8525

H&H Heat A/C & Ref. Inc.

2547 Madison St.
Clarksville, TN 37043
931-358-2600

Mainstream Heating & Cooling

1539-A New Ashland City Road
Clarksville, TN 37040
931-647-9610

Brown & Son Company

1028 N. Church St.
Portland, TN 37148
615-325-2624

Harris One Hour Heating & Cooling

370 Robert S. Brown Drive
Clarksville, TN 37043
931-905-2356

McCarroll Heating & Air

231 Molly Walton Drive
Hendersonville, TN 37075
615-824-4844

Comfort Air Heating & Cooling

40 Old Highway 149
Erin, TN 37061
931-289-4017

Haskins Heating & Cooling

5470 Highway 41-A
Joelton, TN 37080
615-746-6390

Morton Mechanical

1878 New Ashland City Road
Clarksville, TN 37040
931-648-3982

Dawson-Dawson Heating & Cooling

1891 Ashland City Road
Clarksville, TN 37043
931-552-6699

Hiller Plumbing, Heating & Cooling

915 Murfreesboro Pike
Nashville, TN 37201
615-292-6110

Precision Air Inc.

117 Spence Lane
Nashville, TN 37210
615-834-3777

Denney Mechanical

1016 Christopher Lane
Pleasant View, TN 37146
615-746-2604

Kimbro Service

134 Volunteer Drive
Hendersonville, TN 37075
615-824-8098

U.S. Air Heating & Air

7731 Highway 41-A
Cedar Hill, TN 37032
615-505-5044

Local young leaders learn about government during electric co-op event in Nashville



Portland High School student Cody Hunter and White House Heritage student Presly Pedigo were in Nashville March 12-14 for the Tennessee Electric Cooperative Association's annual Youth Leadership Summit. The juniors were chosen by school guidance counselors and sponsored by Cumberland Electric Membership Corporation. Delegates to the annual event receive a hands-on look at state government, learn networking and leadership skills and develop a better understanding of their local electric cooperatives.

While in Nashville, the students visited the State Capitol Building where they were welcomed by members of the Tennessee General Assembly. Alan Whittington, assistant chief clerk of the Senate, explained the process required to pass legislation, and students debated and voted on a mock bill.

In addition to lawmakers, students also heard from Tennessee leaders like Ms. Tennessee 2018 Caty Davis; Adam Hammond, anchor for Nashville's NewsChannel5; and Trooper Jeffrey Buchanan with the Tennessee Executive Protection Detail.

Delegates to the Youth Leadership Summit are encouraged to be leaders in their hometowns and use their talents to improve rural Tennessee. "Local electric co-ops, school officials and guidance counselors chose these deserving students to attend the summit based on their interests in government and strong leadership abilities," says Todd Blocker, Tennessee Electric Cooperative Association vice president of member relations and director of the Youth Leadership Summit. "They will be the next generation of leaders in rural Tennessee, and we

want to prepare them for the challenges and opportunities they will face."

"These students will soon be our community leaders — and electric cooperative member-owners," says Jim Coode, CEMC general manager. "We want them to share our passion for rural Middle Tennessee, so it is an honor for CEMC to help prepare them for the opportunities that are ahead. The future of our rural communities depends on a new generation of strong leaders like these."



Cody Hunter of Portland High School and Presly Pedigo of White House Heritage High School represent CEMC during the Youth Leadership Summit in Nashville.

Annual A/C maintenance is due

Every spring, before the weather gets too warm, call a qualified service technician to inspect and tune up your air-conditioning unit. During this annual maintenance visit, the tech will be able to tell you if your A/C will make it through the summer or if it needs some repairs. If the unit is old, the service technician might recommend that you replace it.

In addition, you can do two things on your own to make sure your air conditioner stays in good working order:

1. Clean or replace the air-conditioner filter. If you have a reusable filter, wash and dry it every month during the summer. If you have a disposable filter, replace it.

A dirty filter can get clogged with dust and dirt, and that can restrict the airflow. That will make your system work extra hard to cool your house, wasting energy and perhaps driving up your electric bill.

Plus, a dirty filter can push dust back into the home, making the air less healthy, especially if someone in your family has allergies or asthma.

2. Keep the area around the outside of the air-conditioner unit clean. Remove dirt, grass and any



Changing your air filter each month can save you energy and money.

debris that has collected around it so those things don't restrict its airflow. Trim shrubs away so they don't touch it.

You also should rinse your unit every now and then — but shut off the power to the unit first. A tip: Never use a power washer to clean the outdoor unit.

Go green with big-ticket renovations

Going “green” means living in a way that's friendly to the planet. But it also means keeping a little more “green” in your pocket by living more efficiently.

Even if the recession is keeping you from making over your whole house so it's more energy-efficient, you can convert it a little bit at a time.

Next time you need to replace an appliance or other home product, consider an eco-friendly choice. Here are some suggestions for going green at home:

- When replacing major appliances, it pays to buy those that are Energy Star-qualified. These are significantly more efficient than other models, so they're cheaper to operate.
- Buy appliances with “energy-saver” options. New dishwashers and washing machines, for example,

use less water than older models and let you choose load size and water temperature. Turn off your dishwasher's heated drying cycle, and choose a clothes dryer that automatically shuts off when it senses that clothes are dry.

- Place the dishwasher and refrigerator on opposite sides of the kitchen so the heat from the dishwasher won't force the refrigerator to work harder. Resist the temptation to store an extra freezer or refrigerator in the garage where the extreme heat and cold will force it to work so hard it will send your energy bills soaring.
- When it's time to replace windows, go with double- or triple-paned glass. Those models cost more than your single-pane windows, but they prevent your heated or conditioned air from leaking outside, so you'll save money on your energy bills.

CEMC helps Read Across America

Cumberland Electric Membership Corporation was delighted to take part in Read Across America at local elementary schools this year. The event, which was designed by the National Educational Association to promote youth literacy, is held each year around March 2 in

honor of the birth date of beloved children's author Dr. Seuss.

CEMC employees and board members were invited to serve as guest readers at North Stewart Elementary, Dover Elementary and Sango Elementary as each school celebrated the event.



CEMC board member Steve Douglass poses after sharing a story with students at Dover Elementary.



Shela Williams, CEMC board secretary-treasurer, reads to students at North Stewart Elementary.

May is National Electrical Safety Month

This month, we encourage all members to take extra time to plug into safety.

#ElectricalSafetyMonth

AMERICA'S ELECTRIC COOPERATIVES

COOPERTOWN TENNESSEE

SAT. JUNE 2
10am-4pm

Live Music AND Family Fun

KIDS ZONE ★★★★★

Food, Vendors, Heritage & History

BLACKSMITHING
live demonstrations

BARREL MAKING
by Professional Coopers & Blacksmiths

WOODEN BARREL RAFFLE

COOPER CONTEST

5 Miler 7 AM

CLASSIC CAR SHOW

OLD FASHIONED CAKE WALK

barrelfestival.com • coopertowntn.org 615.382.4470 x214 • Old Coopertown Rd

NorthCrest CONNECTION Grace POST Electrolux