

Power Lines

A Touchstone Energy® Cooperative



SEPTEMBER 2008

Haywood EMC announces plans for new headquarters

Haywood EMC has announced its plans for the construction of a new facility to relocate its Waynesville Headquarters to the Jonathan Creek Community.

"The co-op has outgrown its existing building [on Asheville Road in Waynesville]," said Norman Sloan, Executive Vice President and General Manager for Haywood Electric Membership Corporation. Since recognizing the need for expanded facilities, the Board of Directors studied and researched a number of options to satisfy the growing needs of the cooperative's membership.

"We've been in our current facilities since 1953," Sloan said. "Since that time our membership has grown from 3,936 to over 25,500 accounts today. And of course, technology has taken giant leaps that are difficult to accommodate without expensive and disruptive refurbishments."

Among the options considered by the board was the expansion of the existing facilities onto other co-op property located on Asheville Road. However, when the state began upgrading the highway, the co-op turned over a signifi-



Left to right: General Manager Norman Sloan, Directors Emmitt Wood, Ken Israel, President Bob Tucker, Vice President Larry Clark, David Edwards, Secretary David Noland, Jim Boyette, Roy Stamey and Ted Mullett prepare to overturn dirt at the groundbreaking ceremony for the new Haywood EMC office building. Inset: Haywood EMC's current office building in 1953.

cant amount of this parcel to allow for the road expansion.

"To do nothing is not an option. We need to plan for the future to meet our responsibilities to our members and community," said Sloan. "This is the best option available to help manage the needs of a growing co-op while wisely and prudently managing our financial resources."

Haywood EMC moved into its current facilities 55 years ago, just 15 years after citizens of Pigeon, East Fork and Cecil townships organized what was then known as Cruso Mutual Electric in 1938. Haywood EMC energized the first Rural Electrification Project in Haywood County and western North Carolina on August 23, 1939.



Local VFD receives contribution

Haywood EMC recently contributed to a local volunteer fire department (VFD) to help better serve our communities. The North Canton VFD plans to use their grant towards the purchase of new two-way radios.

Left to Right: Hugh Early, NCVFD Chairman; Roy Stamey, HEMC Director; Ricky Early, Fire Chief and Kenneth Paxton, Lieutenant.

Keeping our members informed: Important upcoming policy revisions

Effective October 1, 2008

Late Charge: Bills are due and payable upon receipt and are considered delinquent if payment is NOT received in the office by the close of business on the 25th day from the bill date. Members whose bills become delinquent will be charged a late payment charge of \$5.00 or 1.5% of the past due balance which ever is greater.

Delinquent Notification: Haywood EMC will be stream lining our delinquent process and will be eliminating our separately mailed delinquent notices and phone notification. As of October 1, 2008, we will be using your bill as your only notification prior to disconnection of service. If your account has a past due balance at the time of your next billing you will see the words "Cut Off Notice" displayed on the right hand side of your bill. You will also receive an insert enclosed with your bill notifying you what you must do to avoid disconnection, explaining the associated charges, and details of our cold weather disconnection policy. As of October 1, 2008, your bill and insert will be the only delinquent notification provided. Should you need assistance you will need to contact our office prior to the disconnection date printed on your bill to discuss credit arrangements.

Payment Arrangements: HEMC will be limiting the number of payment extensions allowed on an account to four (4) payment extensions per calendar year resulting in one payment arrangement per quarter. There will be a \$5.00 extension fee for each extension granted and an extension limit of no more than ten (10) days from the delinquent date printed on your bill. If at any time during the calendar year a payment extension is broken there will be no further extensions granted for a six (6) month period and service will be disconnected on the next working day.

Power Theft: Haywood EMC will be increasing the meter-tampering fee to \$300.00 for the first offense and \$500.00 for the second offense, plus

Kwh used, and the cost of any damaged equipment when unlawful use of power is found.

Cut off: Haywood EMC will be increasing our collection fee to \$35.00, as specified in the Schedule of Charges, if the cooperative dispatches field personnel to disconnect service. Our trip charges will increase to \$35.00 for reconnects performed between the hours of 8:00 a.m. and 3:30 p.m. and any service reconnected after 3:30 p.m. will be charged \$150.00 as specified in the Schedule of Charges.

Other revisions effective as of July 1, 2008

Connection Fees: There will be a nonrefundable connection charge of \$30.00, as specified in the Schedule of Charges, for all members.

Security Deposits: If a security deposit is required, a security deposit not exceeding an estimated total of three (3) average monthly charges will be collected in advance of residential service connection or at any subsequent time when the Cooperative determines that a deposit is needed to ensure payment of bills. Where history for a location is not available, our minimum deposit will increase to \$300.00 as of July 1, 2008 for residential members and commercial members will be calculated on an individual basis with an increase in the minimum deposit to \$500.00.

Return Checks: Any member whose check for payment of service is returned for any reason will be notified immediately and will have three (3) days after the notification has been mailed to honor the returned check. If the Cooperative receives two returned checks from a Member in a twelve (12) month period, the Cooperative will require payment in the form of cash, money order or credit card.

Non-payment Disconnection Return Checks: HEMC will attempt to contact any member by phone who has a check returned that was presented to avoid disconnection of service for non-pay-

ment informing them service will be disconnected the next working day. If the Cooperative receives two returned checks from a Member in a twelve (12) month period, the Cooperative will require payment in the form of cash, money order or credit card.

Haywood offices closed

Haywood EMC offices will be closed on Monday, September 1, in observance of Labor Day.



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Visit our Web site:
www.haywoodemc.com