

Power Lines

A Touchstone Energy® Cooperative



OCTOBER 2008

Restoring your power after an outage

The task of restoring your power begins long before an outage occurs. Haywood EMC stays prepared to restore power outages as quickly and safely as possible. However, due to safety issues and infrastructure design, all power companies are limited in how fast they can restore power following an outage.

Haywood EMC uses right-of-way contractors to keep trees and other growth trimmed away from power lines. Most outages occur when trees



fall on power lines, due to high winds or frozen precipitation accumulating on the branches. Not only does trimming prevent some of these outages, a clean right of way gives our crews easier access to problem areas.

All substations over our eight-county area are remotely monitored in the dispatch center. The system automatically alerts us to problems, many times before we get the first outage call.

HEMC is able to double or triple its manpower in a matter of hours. Besides using cross-trained employees of our own from other departments to help with outages, the elec-

tric cooperatives of North Carolina have agreements in place for mutual aid. We also are able to get materials from our vendors rapidly when needed. During major outages, it's "all hands on deck." This means vacations are often rescheduled, holidays are canceled and long hours are expected for each and every employee, inside the office and out.

We prioritize our work by making repairs that will restore power to the most member-owners at one time.

Frequently Asked Questions

Q: Why does my neighbor have power and I'm still out?

A: There may be damage to the service wires leading only to your home. These don't affect your neighbor's electric supply. Your neighbor's home may also be served by a different circuit, feed or line than your home, even though you are right next door.

Q: Why did your truck drive by my house and not stop?

A: The crew you saw was probably working on getting the backbone of the electric system repaired. Our first priority in a catastrophic outage is to get the main circuits (or trunk lines) back in operation. After trunk lines are functioning, we make repairs that affect the most people at one time. This means repairs that affect only one or two locations will probably be last.

Q: I have underground wires to my house, why is my power off?

A: Even though the wires in your subdivision or from the street to your



homes are buried, overhead wires from the substation bring electricity to those underground wires. You have an advantage though – your underground wiring lessens your exposure to damage.

Q: I have a medical condition that requires an electrical device. Can my power be restored immediately?

A: As much as we'd like to, HEMC can't guarantee your electric service. Things beyond our control, like ice storms and car-power pole accidents, will always tear down power lines and disrupt the flow of electricity. Even though we give medical accounts priority, we must still get the backbone of our electric system functioning before we can turn our attention to individual repairs.

That's why members who depend on electrical equipment for a medical necessity should always have alternate plans in place in case the power goes out for an extended time. This may include a back-up power source, extra medical supplies or another location until the outage is over.

HEMC members show support at co-op's 69th annual meeting

Turnout at this year's Haywood EMC Annual Meeting of Members reached more than 700 attendees. Haywood EMC's "going green" theme was a draw for a lot of cooperative members who were interested in ways to be more energy efficient. Exhibitors provided valuable information on ENERGY STAR appliances, compact fluorescent lights (CFLs), low-e replaceable windows, renewable energy and much more.



Haywood EMC members register, eager to attend the health fair, have a good breakfast, visit with friends and watch for prize giveaways.



Director Ted Mullet attends the health fair.

Members also attended a great health fair this year. In addition, everyone enjoyed the food provided by J. Arthur's Restaurant, as well as the entertainment by Blue Ridge and professional speaker and writer Bryan Townsend.

In the business meeting, Board President Bob Tucker presented a service award in memory of Director Billy McDonald for 11 years of outstanding service on Haywood EMC's Board of Directors. McDonald passed away on December 19, 2007. His wife, Grace, was present to accept the award.

Executive Vice President and General Manager Norman Sloan gave the executive speech. He encouraged everyone to get involved by starting a dialogue with their elected officials to ensure they come up with legislation that addresses climate change without massive electric rate increases, like what's recently been proposed in Washington, D.C.

To make it easy, members have a Web site that will send a question from you, directly to your representatives. Go to www.ourenergy.coop and plug in your address. At the site you will be able to ask a series of questions to your representatives in Washington; questions like:

- What is your plan to make sure we have the electricity we'll need in the future?
- What are you doing to fully fund the research required to make emissions free electric plants an affordable reality?
- Balancing electricity needs and environmental goals will be difficult. How much is all of this going to increase my electric bill and what will you do to make it affordable?

As Sloan's executive speech continued, he touched on the N.C. Renewable Energy Portfolio Standard, pending climate change legislation on the federal level and the requirement for increased resources to meet growing needs in demand for electricity. He also gave a comparison showing how, over the past 10 years, gasoline has increased 248% in cost while the cost of electricity for HEMC members has increased less than 25% over the same time period. Sloan reminded members that "electricity still remains a great value."

Secretary/Treasurer David Noland gave the Treasurer's Report and led in the Board of Directors election, where incumbents Kenneth Israel and Bob Tucker were both re-elected unopposed for directorate districts six and eight, respectively.

Board members re-elected

The following directors re-elected at the annual meeting to serve three-year terms on the co-op's board:

Kenneth Israel: District 6 (assigned territory in Buncombe County)

Bob Tucker: District 8 (Connestee Falls, East Fork, Flat Creek, Frozen Creek, Indian Camp, Lyons Mtn. Road, Middle Fork, Nancy Mtn., Old Toxaway, Rosman, Walnut Hollow, everything south of Hwy. 64 from Brevard to NC-281 and southeast of NC-281 into South Carolina. Including surrounding communities).



Kenneth Israel



Bob Tucker

Board officers elected

The following board officers were elected during the August Board of Directors meeting: Bob Tucker, president; Larry Clark, vice president; David Noland, secretary/treasurer.



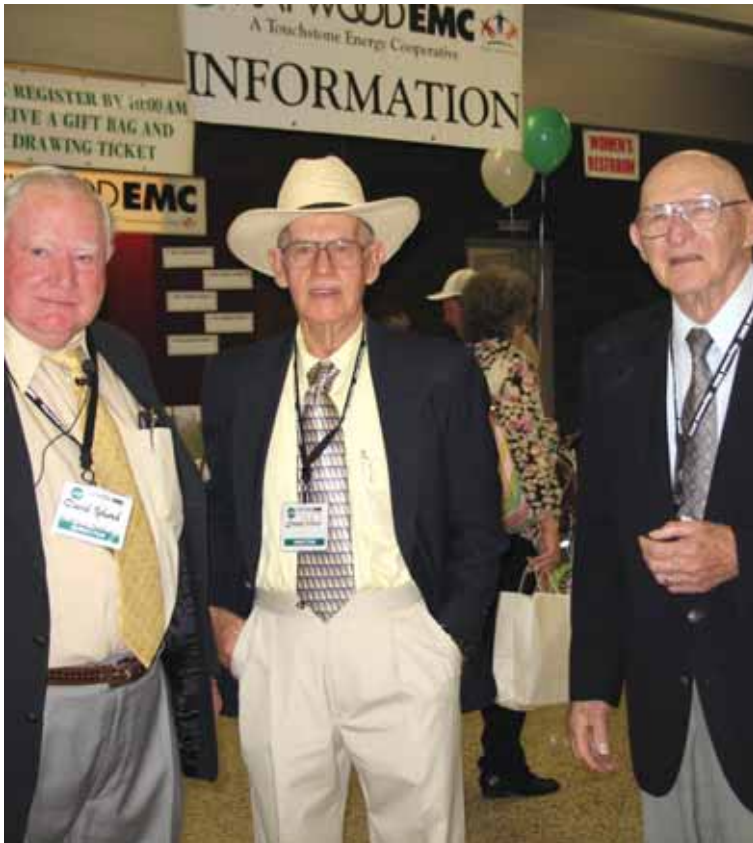
Bob Tucker



Larry Clark



David Noland



Members talked with co-op board directors.



Everyone had fun at the co-op's annual meeting.



Everyone enjoyed the breakfast and lunch provided by J. Arthur's Restaurant.

Haywood EMC thanks all those who attended this year's annual meeting of members!

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