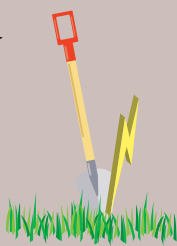




Dial Before Digging

You never really know what's below the surface when you dig. You may chop right into underground power lines. In addition to causing outages, this is very dangerous. Before digging in your yard, have the underground electric lines located. Please give us three days notice before you dig. Call us at (252) 426-5735.



Annual Meeting Focuses on Legislation, New Building



Three members of the AEMC board of directors were reaffirmed at the Annual Meeting. From left are: John Spence, Virgie Whitehurst and Glenn Carey.

Climate change legislation, construction of a new office building and rising power costs were the themes of Albemarle EMC's 2009 Annual Meeting.

Addressing the audience of 146 co-op members, Brad Furr, general manager of Albemarle EMC, described how state climate change legislation is already affecting bills and how federal legislation could add to that.

"In the midst of developing plans to meet the state standard, we were faced with impending federal legislation that threatened to add much more cost to your electric bill," Furr said, while addressing the audience.

Furr also spoke of the need to build a new office and how the optimal time to construct may be right now.

"Many feel that the market is right for very competitive bidding," Furr said. "We feel that we will get much better pricing now than what we would get once the economy takes an upward turn."

The current Albemarle EMC office was built in the 1960s. The need for more office space has grown as well as the need for more parking and equipment storage. Instead of expanding the current location, the new office will be located about a half mile away on the same road. Plans for the new office call for it to be 20,000 square feet with an attached 40,000-square-foot warehouse and pole yard. The new office will be designed in a way to best accommodate members. The building will be located on 38.5 acres of land, enabling the co-op to continue to grow at the location for many years to come.

L.A. Harris, president of the Albemarle EMC Board of Directors, thanked the audience for their support during the year and he reminded them of the uniqueness of the cooperative's business model.

"It is you that makes this business possible," Harris said. "As we move forward, we must try to educate our newer members about the cooperative business model. It is unique. It does gear the business toward service, not profit. At Albemarle EMC, our mission is to deliver safe and reliable electric service to our members at a reasonable price."

Prior to the meeting members were asked to fill out an Our Energy, Our Future postcard. Guest speaker Jay Rouse, a lobbyist with the N.C. Association of Electric Cooperatives, explained how the cards would be used to send a letter to Congress requesting that climate change legislation balance benefits to the environment with affordability.

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For outages, call
1-800-274-2072

Prizes for Annual Meeting Attendees

The names of members who attended the Annual Meeting were entered into a drawing for cash prizes. In addition, the most senior man and woman in attendance each received a cash prize.



Front row from left are: Deloris Bailey, \$100; Donte' Tyler, \$2; Gladys Griffin, gift basket; Laura Dixon, \$50; Ruby McCoy, \$50. Second row from left are: William R. Upton Sr., \$100; Donald Johnson, \$50; Dave Fennell, \$50; Carl Sanborn, \$250; Bill Whicker, \$100; Beatrice Ferebee, \$250; Vernell Eason, \$50.

Odessa Manley was the most senior woman in attendance. She is 91. Everett Brothers was the most senior man at age 94. Each received \$50.



Happy Thanksgiving!

We will be closed Nov. 26th and 27th for Thanksgiving.

New Energy Saver Web Site Launched

Field Collections to Discontinue



Service Technician Ken Winslow installs a collar for disconnecting service at a meter base.

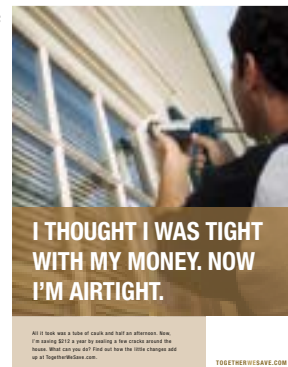
Effective Jan. 1, 2010, Albemarle EMC personnel will no longer accept bill payments in the field. The new policy will be put into effect for the safety of Albemarle EMC employees. The policy was approved unanimously by the Albemarle EMC Board of Directors. Once a service representative is dispatched to disconnect, no further time will be given and the meter will be disconnected. The member can then pay online, phone the payment in using a credit or debit card, or go to the office and pay using cash or money order. When they have paid the arrears bill, plus disconnection and reconnection fees, the service representative will return to reconnect the meter. "We provide ample notice of the approaching disconnect date," said Jonetta Long, manager of office services. "It is stated on their bill the first month. If they do not pay that bill, it rolls over to the next month and they are given an additional 15 days. This amounts to a minimum of 45 days to pay a bill before they are placed on the disconnect list. By the time they have reached the point of disconnection, the electricity was actually used approximately 70-75 days earlier." We urge everyone to view the dates on their bills. If they have an arrears portion, that amount and their disconnect date will be shown in green ink – in three different places on that page. Members can save a large amount of money in fees by paying before that disconnect date. Long also asks that if anyone ever has any questions about their due date to call the office.

"We feel this is a proactive step to preserve the safety of our employees," said Brad Furr, general manager of Albemarle EMC.

Touchstone Energy Cooperatives, a nationwide alliance of electric cooperatives, recently announced the unveiling of a revolutionary national energy-efficiency campaign.

The campaign "Together We Save" features the simultaneous roll-out of television and radio spots, print ads and other material. The centerpiece of the campaign is a virtual home tour designed to teach homeowners how they can save energy in every room of their house.

The campaign's new Web site, togetherwesave.com, is the gateway through which consumers will easily learn what to do as well as the immediate cost-savings of those actions. The site also contains a new Touchstone Energy web-TV portal, showcasing energy efficiency videos. A link for togetherwesave.com will be available on the Albemarle EMC home page.





At Your Service

How Albemarle EMC works to provide its members with the highest-quality service possible.

Faulty Heat Pumps Cause High Bills

The cold months are fast approaching, and with the cost of electricity continuing to rise, it's never been more important to make sure your home is operating as efficiently as possible.

To assist you, Albemarle Electric Membership Corporation has an energy audit program that is designed to find ways that your home can be operated more efficiently. If you call us, we'll send a person who is trained to spot things in your home that can be improved upon for little or no cost.

You may not be an expert on home energy efficiency, but there are still some things you can watch out for that can save you money. One of the largest consumers of electricity in a home is the heating and cooling system. Many homes have heat pumps, which are air conditioners that can also operate in reverse, providing heat. When functioning properly they produce the most efficient heating and cooling available. However, when not functioning properly, a heat pump can cause higher consumption of electricity.

When an energy audit is performed, one of the first things we look at is the heating and cooling system. An average home uses \$2,000 worth of electricity during a year's time. Half of that goes toward heating and cooling the home. So it is vital that your heating and cooling system is working properly.

Most heat pumps are "air-source," which means they use warmth from the air outside to create heated air in the house. An air-source heat pump also uses an electric furnace, which is located in your air handler to heat air, either to defrost the unit or to provide backup heat when temperatures are too cold for the

heat pump to work effectively. You can tell when the electric furnace is being used by looking at the thermostat on the wall. You will notice that there are either two lights or an LCD display that indicate the unit is operating in either emergency heat or auxiliary heat mode. When either the auxiliary or emergency heat light is lit (or indicated by an icon on the thermostat's LCD screen), your system is using the electric furnace. The electric furnace is more expensive to use than the heat pump, so you should try to limit the amount of time it is on as much as possible.

If your heating system is on, you should be able to see the fan in your outside unit turning. If not, then your heat pump is using its furnace only, which is a problem.

Also, your heat pump should produce air temperatures at the vents that are around 95 degrees when heating and around 60 degrees when cooling. You can easily check by placing a thermometer near one of the floor or ceiling registers. Your unit will always blow either the hottest or coldest air it can produce, depending on if you are heating or cooling. When you lower or raise your thermostat, you are regulating the amount of time that your heat pump is running, not the temperature of the air it produces. So in order for the unit to heat or cool the air enough to trip your thermostat, it needs to produce air temperatures that are dramatically higher or lower than your thermostat setting. For example, if you are heating and your thermostat is set on 72 degrees, and the air coming from the vent is only 76 degrees, your unit is going to have to run longer to produce air that

is warm enough to shut off the thermostat control. If the air is not warm enough in the winter or cold enough in the summer, your unit will run constantly and run up your bill.

There are two problems that would cause heat pumps to produce insufficient heating or cooling. The most likely culprit is the unit's level of refrigerant. Either too much or too little refrigerant can cause the system to under perform. So, a qualified technician should inspect the unit and adjust the level of refrigerant, as necessary. The other potential problem are ducts that are severely leaky. If you have leaky ductwork, it should be sealed using duct mastic and fiberglass mesh tape. If you think your system may not be operating properly, you can schedule a home energy audit by calling (252) 426-5735.



If your heat pump does not operate properly, it will use more electricity. It is important to have your heat pump serviced by a reputable technician.