

# Seizing Opportunities

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637 Coosa River Pkwy.



**A**s we say goodbye and reflect on the year that was, we often find ourselves anticipating what the New Year will bring. And while we may not know exactly what will happen over the next 365 days, we can be assured there will be challenges as well as opportunities. Our responses, especially to those issues that affect you, our members, are critical to the opportunities we have to serve you effectively.



Reflecting on 2014 brings to mind one of CAEC's more noticeable accomplishments: the start of construction on our new Prattville headquarters to replace our current 47-year-old facility. As part of our long-term and ongoing infrastructure upgrade plan, the new building will open this year and offer better service for our members with improvements such as a drive-thru, as well as additional tenant space to aid in job recruitment and economic development in the area.

If you drive on U.S. Highway 31 and see the external improvements being made with the new headquarters construction, what you won't see are some of the internal changes we made in the last 12 months to better meet member expectations. Last January we implemented a more efficient call center. By examining trends and working with existing personnel, this enhancement has reduced call-hold and wait times for our members. Additionally, we improved self-service payment opportunities with kiosks at our Clanton and Wetumpka service centers, with plans to install a kiosk in the new Prattville building this year and the Rockford office in the future (you can learn more about the kiosks on pages 6-7).

Efforts from 2014 will also bring about change in 2015. As we move into our new headquarters, the land and facilities we currently occupy will be sold, bringing jobs and economic growth in the area. Due to this activity, we will be moving our 2015 Annual Meeting and Member Appreciation Day to the new location of our West Operations Center in Chilton County. More information about this move will be shared as we draw closer to the event which is scheduled for Aug. 14, 2015.

Your co-op also enters 2015 with plans to increase reliability through infrastructure upgrades. Our new Ray substation in Coosa County will go online in May, improving service for 628 active meters. Later this year, we will also begin construction on the Burkville substation in Lowndes County to improve service for those on the farthest part of our service as we strive to deliver the highest quality power for all of our members.

Many projects were accomplished in 2014, all with the goal of enhancing our service to you. As we welcome a new year, may any challenges we face become opportunities for exceeding your expectations. ■

Tom Stackhouse  
President/CEO

## 2015 Board Election Timeline

### **March 24**

Trustees appoint Nominating Committee (Article IV, Section 4.05 of Member Bylaws).

### **April 10**

Nominating Committee meets (Article IV, Section 4.05).

### **May 15**

Nominating Committee posts slate of nominees for Districts 3, 7 and 8 at all CAEC customer service centers and on CAEC's website, [www.caec.coop](http://www.caec.coop) (Article IV, Section 4.05).

### **May 26**

Nominations by petition must be received by 4:30 p.m. (Article IV, Section 4.05).

### **July**

*Alabama Living* magazine will include all candidates' names and the mail-in ballot.

### **July 24**

Record date for voting (Article III, Section 3.07). Must be a member by this date in order to vote.

### **August**

Magazine will include CAEC's 2014 Annual Report. If you choose to vote at Annual Meeting, please bring your registration form to the meeting.

### **August 7**

Deadline for mail-in ballot to be postmarked (Article III, Section 3.03).

### **August 14**

**Annual Meeting, CAEC's West Operations Center, 74 CR 578, Verbena, one-half mile west of Exit 200 on I-65.** Election results will be announced.



## High School Seniors: CAEC Scholarship Forms Available!

College scholarship applications are now available to high school seniors graduating this spring.

Two \$1,500 scholarships will be awarded by the Electric Cooperative Foundation, Inc. (ECF), which provides scholarships for post-secondary institutions.

Applicants must be dependents of CAEC members. The scholarship will be paid by ECF directly to the educational institution for credit to the student's account.

Applications are available at [www.caec.coop](http://www.caec.coop), any of our service centers or by calling (334) 351-2125 or 1-800-545-5735, ext. 2125 to have an application mailed to you.

**Deadline is February 27**

# A New Convenient Payment Option

**O**ur lives can be quite hectic—between work, family and extracurricular activities, we often find ourselves in need of more hours in the day. Our schedules are as unique as we are, and for this reason CAEC offers a variety of ways to pay your bill and manage your account—from online and mobile app access to bank draft and phone service, we do our best to accommodate all of our members. With this in mind, we added a 24-hour, self-service kiosk to allow members to pay on their account 365 days a year.

Currently available in our Clanton and Wetumpka service centers, the kiosk allows you to receive your account balances and make payments with cash, check or a credit/debit card. After each transaction, accounts are updated within a few minutes of completing the transaction and you are provided a printed receipt. The process is quick, simple and done using a touch-screen with instructions in both English and Spanish.

“The kiosks really help us efficiently serve members by allowing them to quickly access their account if there

is a long line waiting to be served at the front counter,” said Senior Customer Service Representative Kim Bavar. “It’s also a wonderful way for members to make payments as their day allows, even when the office is closed.”

To utilize the kiosk, members must have their account number. After that is entered, the easy to follow instructions walk you through the process. If a cash payment is made, the machine does not make change or return cash, but any overage will be applied to your account.

For member Jana Miller of Jemison, the kiosk is a very welcome sight to the Clanton office, where she regularly pays her bill.

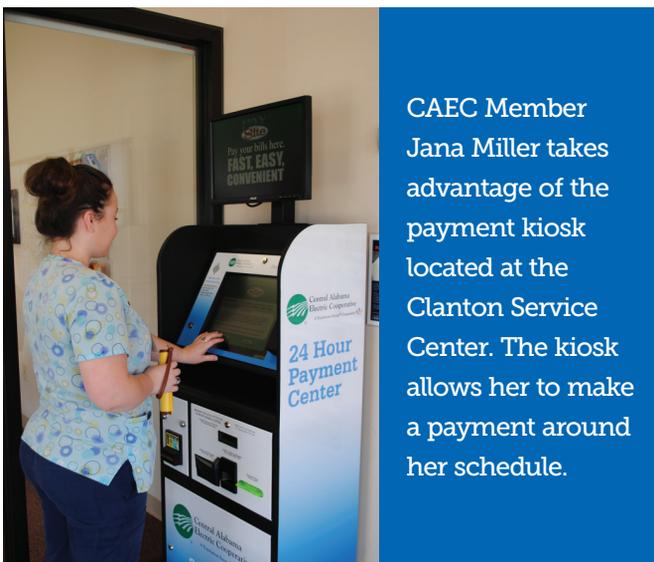
“This is so convenient and very simple to use,” Miller said. “As a home-health nurse my daily schedule varies. Knowing that I can simply run by, any time of day, it really makes my life so much easier.”

Miller also appreciates the easy-to use touch screen. “It’s very easy to read, simple and there are no small buttons to press.”

In addition to providing another convenient payment option for our members, the kiosks reduce congestion in the offices and are a less expensive method for collecting payments. The implementation of such technology, in an effort to provide effective customer service, is part of CAEC’s continuous strategic planning process.

“As our membership grows and changes, so do the methods by which members wish to interact with us,” said Vice President of Customer and Energy Services, Chuck Billings. “By embracing new technologies we can offer more efficient options while meeting their needs.”

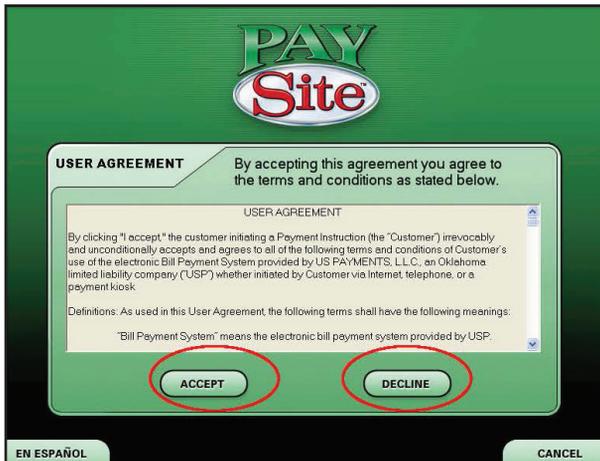
Kiosks were installed in Clanton on Nov. 4 and Wetumpka on Nov. 13 of last year. A kiosk will be installed at the new Prattville office and will be available at the Rockford office in the future. ■



CAEC Member Jana Miller takes advantage of the payment kiosk located at the Clanton Service Center. The kiosk allows her to make a payment around her schedule.

## CAEC Customer Service

The payment kiosk allows members to make cash, check or credit/debit payments 24-hours a day, seven days a week, 365 days a year. Below are some sample screen shots to walk you through the simple process.



**1.** The User Agreement gives permission to send your payment to the appropriate biller (CAEC). You must click Accept to proceed with your payment through the kiosk.



**2.** You will be prompted to enter your account number or scan the barcode on your bill. Additional screens will ask for the last name on the account as well as a phone number and either the last four digits of the Social Security Number or birthday.



**3.** Select a payment option. The kiosk accepts cash, check or credit/debit cards. It will not make change, so any cash over the payment amount will be credited to the account.



**4.** After the payment is submitted, a screen will display the amount credited to the account. Once the transaction is finished, you will receive a receipt.

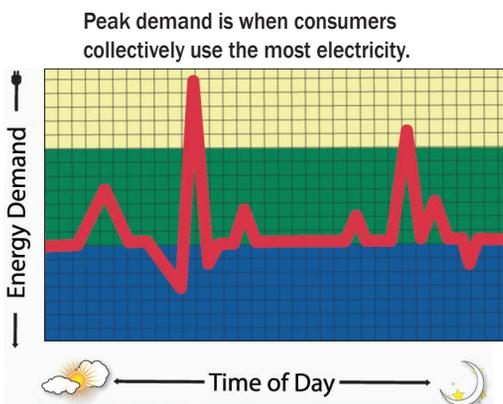
# Strength in Numbers: CAEC's Peak Shaving Program



**Cindy Browder**  
Energy Services  
Representative

**P**art of my job is to help inform our members of the many programs CAEC offers to help you use energy more efficiently and to help save your energy dollars. One of these initiatives is the Peak Shaving Program, which we've offered since implementation in October 2007.

Currently, this program targets electric hot water heaters, which account for approximately 18 percent of a home's annual electricity usage. To help reduce the amount of electricity consumed during peak times, a peak shaving device (PSD) is installed on a member's electric water heater and reduces energy usage during peak times by delaying the reheating cycle to non-peak times. You still have hot water when you need it while helping to reduce the system's peak energy needs.



Many times, I'm asked if the installation of a PSD will help lower a home's power bill, and while you may not directly see a decrease in your monthly bill, you and all other Peak Shaving Program participants are in fact helping to control future power costs. How? By following the old adage that "there is strength in numbers."

Each day when thousands of households begin the morning routine of showering, making coffee and break-

fast, checking email, watching the morning news, and again in the evening when returning home and switching on appliances simultaneously to prepare dinner, start the dishwasher or wash a load of clothes, everyone is contributing to energy usage known as peak demand.

This peak demand is when electricity consumers collectively use the most energy. And even though this excessive quantity of energy is not needed throughout the day, electricity providers, such as our generation and transmission provider PowerSouth, are required to have the resources available whenever consumers need it. This leads to the necessity of building expensive peaking plants just for those short time-frames of high usage.

By joining with other cooperatives, we work to help PowerSouth offset some of this high demand by shaving (reducing) peak energy use. The objective of the Peak Shaving Program is simple – if CAEC's system demand usage can be reduced during peak times, then we can lower the effect of our wholesale power cost. So while you may not see the savings directly on your bill today, keeping our wholesale power costs down helps keep rates stable for all our members.

## How does the program work?

- Let CAEC know you want to participate in the free Peak Shaving Program. Call (800) 545-5735, ext. 2118 or fill out the form on page 42 and mail it in or drop it by one of our service centers.
- Those who participate also qualify for an electric water heater rebate.
- The PSD is installed by a licensed electrician at no cost to you.
- You still have hot water when you need it; the reheating process is just delayed to off-peak times.

If you have questions about CAEC's peak shaving program or would like to help keep our wholesale power rates low by signing up, call (800) 545-5735, extension 2118 or email [cbrowder@coop.caec.com](mailto:cbrowder@coop.caec.com). ■



# We Did Our Part

We're participating with other members in CAEC's peak shaving program. Simply put, we're allowing our co-op to delay the re-heating cycle on our water heaters. It's a win-win program – we still have hot water when we need it, and the co-op avoids paying peak-time power costs. **If enough of us join this effort, we can have a positive effect on our future rates – will you join us?**

*The peak shaving device for your electric water heater is free, and will be installed by a licensed electrician at no cost to you.*

Yes, I agree to do my part by joining CAEC's peak shaving program.

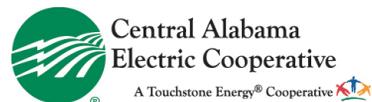
Name: \_\_\_\_\_ Phone #(s): \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ St: \_\_\_\_\_ Zip: \_\_\_\_\_

Account #: \_\_\_\_\_

Email: \_\_\_\_\_

Number & Size(s) of Water Heater(s): \_\_\_\_\_



[www.caec.coop](http://www.caec.coop)



Mail form to: Central Alabama Electric Cooperative, P.O. Box 681570, Prattville, AL 36068



# Recipe for *Efficiency* from CAEC

## Pipe Wrap

According to the Energy Information Administration, water heating accounts for approximately 18 percent of your home's energy usage. To help save energy dollars, having an efficient water heater is only one part of the equation. You may be losing heat in the

distribution piping from your water heater (even an energy efficient one) to your home's faucets. Wrapping the exposed pipes from your water heater will aid in keeping the heat in the pipes and will help save you money. Below are instructions on how to properly install pipe wrap.

### Ingredients (supplies):

- Pipe Wrap
- Duct Tape

### Utensils (tools):

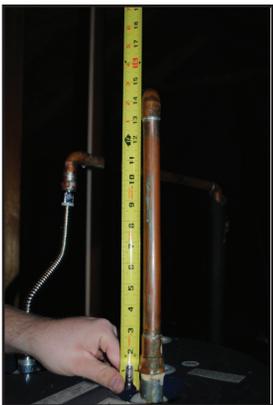
- Knife
- Tape Measure

1. Remove any old pipe insulation.

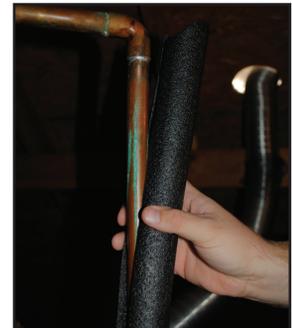
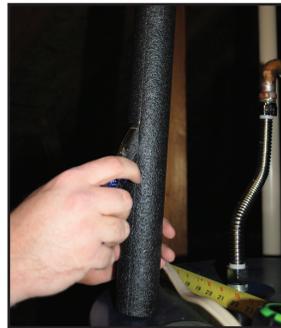
2. Measure the circumference of your existing pipe to determine what size pipe insulation you need. The measurement may be listed on the pipe itself.



3. Measure the length of pipe insulation that you need and cut to the proper length.



4. Open a slit in the insulation and slide over the pipe. Continue steps 3 and 4 until the entire exposed pipe is covered.



5. To secure insulation in place, tape the length of the slit.

