

# Part of a Large Family



December often serves as an occasion for enjoying time with family and friends—and with all three of our children now in college, Amy and I are especially looking forward to this year's holiday season—allowing us some long-awaited

family togetherness.

This month is also a good time to reflect on the past year and to remember that I—like you—am part of a very large cooperative family. Stretching from coast to coast, 42 million people in 47 states are members of the more than 900 electric co-ops in the United States. And while co-ops may have some operational differences, our number one common goal is to serve our members.

One way we accomplish this objective is by working together to help each other. Several times this year, CAEC has sent employees to assist our sister cooperatives in restoring power to their members after natural disasters. The first instance was close to home after the devastating tornado outbreak on April 27, which left 232,000 cooperative-served homes and businesses without power. Our employees and 700 lineworkers from across Alabama and six other states joined together for more than two weeks to help restore power to our neighbors. We were called on again

in September to aid the 40,000 Southern Maryland Electric Cooperative members who were left without power after Hurricane Irene, as well as members of Black Warrior Electric Cooperative in Demopolis, Ala., who experienced outages caused by Tropical Storm Lee.

In addition to supporting our family of cooperatives from around the country, we work together—here—to serve you. In this year's *Alabama Living*, we've highlighted the different roles our employees fill to deliver electricity to your home. While job functions are completely different, and may seem unrelated, for example, line inspector and accounts payable, each job is vital and it is through the dedication of our folks working collectively that makes it possible to meet your power needs.

Whether it's restoring power outages after a storm, making our daily business processes as efficient and cost effective as possible or investigating and investing in improvements to make our service even more affordable and reliable—we are thankful to serve you as part of our cooperative family.

*From all of us at CAEC, we wish you a joyous holiday season.*

## YOUR BOARD

Chairman

Chase Riddle, Prattville

Patsy M. Holmes, Wetumpka

Vice Chairman

Jimmie Harrison, Jr., Maplesville

Terry Mitchell, Stewartville

Secretary/Treasurer

Ruby Neeley, Jemison

David A. Kelley, Sr., Rockford

C. Milton Johnson, Statesville

Van Smith, Billingsley

Mark Presnell, Sr., Wetumpka

Charles Byrd, Deatsville

## LOCATIONS

Prattville Headquarters  
1802 U.S. Hwy. 31 North  
(334) 365-6762/(800) 545-5735  
Outage Hotline: (800) 619-5460

Clanton Office  
1601 7th St. North  
Rockford Office  
U.S. Highway 231  
Wetumpka Office  
637 Coosa River Pkwy.


CAEC Mailing Address:  
P.O. Box 681570  
Prattville, AL 36068

# FYI on the PCA

**F**rom time to time, you may see three letters being discussed when it comes to the price you pay for power from CAEC—PCA. But what does it represent?

The PCA acronym stands for Power Cost Adjustment. In basic terms, this is the modification of a member's monthly electric bill caused either by the increase or decrease in fuel cost (mostly coal and natural gas) to produce electricity. Since fuel prices can fluctuate from month to month and additional power must be purchased when there is a high demand for electricity, the PCA is used to flatten out the peaks and valleys in cost, allowing us to better project budgets and make adjustments without dramatically adjusting our overall rate per kilowatt per hour (kWh).

This modification appears as a mill rate (one mill = .001 cents) and is based on individual member kWh consumption, and can either be raised or lowered. This is why at times you may see a PCA credit on your bill when fuel costs are low and sales are sufficient. Currently our PCA is a -.00360 credit.

Overall, the PCA allows us to be adaptable through the process of monitoring the price we pay for fuel and our usage. And through this ability to be flexible when we need it, we can keep our rates stable. 

## Invite Safety Home for the Holidays

**I**t's easy to get caught up in the hectic pace of holiday entertaining—cookies to bake, decorations to hang, presents to wrap—but don't overlook safety during the rush.


The winter holiday period marks a peak time for preventable home fires and injuries. The good news is that it's not difficult to make your home ready to safely conduct all of your favorite holiday activities.

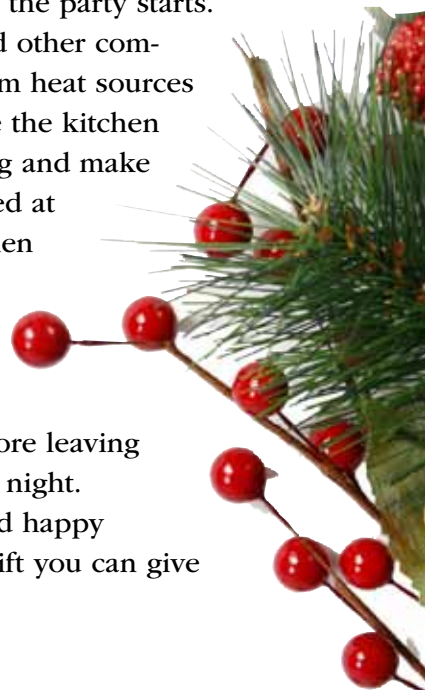
Arrange your holiday decorations to avoid overloading electrical outlets with too many lights, cords or appliances. Inspect all decorations and cords for damage before use and keep electrical cords out of doorways and high traffic areas where they pose a tripping hazard. Do not damage cords by pinching them or attaching them with staples or nails and never place them under rugs where they could be a fire hazard.

Remember to keep young visitors safe by preparing your home before they arrive. If your home is not already "child proof," install tam-

per resistant receptacles or use safety covers on all unused electrical outlets. Store breakables, candles, matches and other potentially dangerous items in inaccessible or locked areas.

Safety doesn't stop when the party starts. Keep decorations, gifts and other combustibles at least 3-feet from heat sources or open flame. Never leave the kitchen when something is cooking and make sure children are supervised at all times when in the kitchen or anywhere near space heaters, candles and fireplaces when they are being used. Turn off and unplug all decorations before leaving home or turning in for the night.

Remember that a safe and happy holiday remains the best gift you can give family and friends. 



## Position Spotlight: Board of Trustees and CEO

**A**s a cooperative, CAEC operates by a different business model than investor owned utilities. One distinction is the governance by a Board of Trustees that consists of members elected to act on behalf of the membership.

The 10-member board at CAEC consists of nine-district representatives and an At-Large



*CAEC Board Members and the CEO review the co-op's business monthly. Items discussed include finance, operations, member concerns, projects and more.*

position. These board seats are voted on by the members on a three-year cycle, and each district's board member must also be a member in that district, excluding the At-Large position. Officer positions—elected by their fellow members—include Chairman, Vice Chairman and Secretary/Treasurer. A board representative for PowerSouth, CAEC's generation and transmission provider, and our statewide association, Alabama Rural Electric Association (AREA), are also elected at the board's annual organizational meeting.

The board meets monthly to discuss issues impacting the cooperative, including standard reports concerning topics related to safety, training, operations, maintenance, customer service and policies. Some meetings require more in-

depth conversations regarding the co-op's budget, anticipated future expenses, technology and strategic planning. Wholesale power cost, the projected cost of generation fuels, usage, margins and legislative issues are also topics of concern.

To serve our members to their fullest abilities, board members are trained through the National Rural Electric Cooperative Association (NRECA) Director Training Program, which allows our trustees, who are themselves CAEC members, to be well versed in democratic principles and to understand power issues as well as how the industry will move forward to meet changing demands. Financial stability, energy resources, environmental policy and the future of energy are all topics taught to help our board make the decisions needed to keep our co-op successful.

"In today's power industry, it is imperative that we, as a board, remain abreast of current and future state of affairs," said CAEC Board Chairman Chase Riddle. "Whether it's regarding the newest technical advances that may make our service more efficient, proposed legislation in Washington D.C. or being aware of any concerns in our communities, it all comes down to serving our fellow members."

Bridging the gap between the employees who serve the members and the board who represents them is the job of the

Chief Executive Officer. The CEO oversees the operations that make the workplace and system safe, efficient and reliable and ensures proper training for employees to deliver the level of service our customers deserve. Working with the co-

*"...it all comes down to serving our fellow members."*

## CAEC Board Members

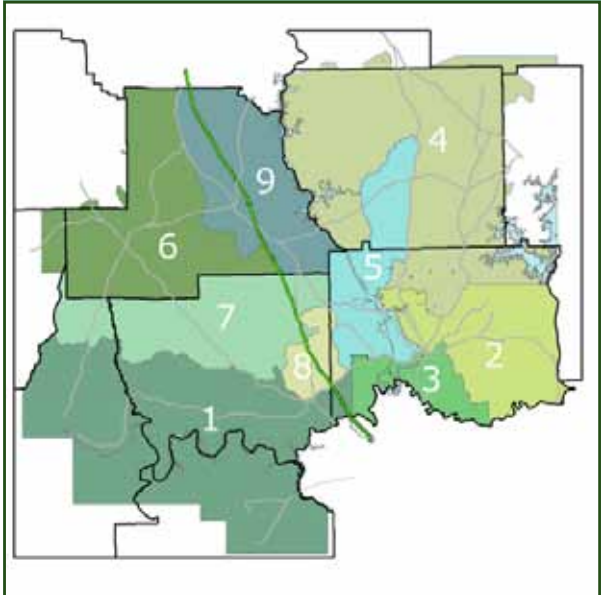
op's four vice presidents, the CEO reviews goals, plans and operational procedures. Management and staff compiled reports are then presented at board meetings for discussion and approval by the trustees.

The CEO also represents the cooperative on a national level with membership on boards and committees of organizations such as NRECA,



Touchstone Energy, PowerSouth, AREA, Gresco and Southeastern Data Cooperative to name a few. Working with outside organizations is critical to ensure a network of resources on the state and national level, and to represent the cooperative membership on significant matters such as energy policy, regulations and legislative issues.

“My ultimate responsibility with the board is to ensure the trustees have all the information that they need to look at the organization strategically and make decisions in the best interest of our members,” said CEO Tom Stackhouse. “By formulating and executing plans, communicating with employees and giving them the resources they need to perform their work efficiently, we can succeed in the cooperative’s main purpose of serving our members.”



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|--|--------------|
| District 1:<br>C. Milton Johnson                     | Statesville  |
| District 2:<br>Mark S. Presnell Sr.                  | Wetumpka     |
| District 3:<br>Patsy M. Holmes                       | Wetumpka     |
| District 4:<br>Terry Mitchell                        | Stewartville |
| District 5:<br>David Kelley Sr.                      | Rockford     |
| District 6:<br>Jimmie Harrison Jr.,<br>Vice Chairman | Maplesville  |
| District 7:<br>Van Smith                             | Billingsley  |
| District 8:<br>Chase Riddle,<br>Chairman             | Prattville   |
| District 9:<br>Ruby Neeley,<br>Secretary/Treasurer   | Jemison      |
| At-Large<br>Charles Byrd                             | Deatsville   |



# Protecting You with Red Flag Rules


In today's society the days of bank robbers in masks are few and far between, being replaced by a more rampant crime—identity theft.

According to the Federal Trade Commission (FTC), approximately 10 million Americans (or 19 people per minute) become victims of identity theft each year, with 28 percent of cases involving credit or financial

fraud, and phone, utility, bank and employment fraud consisting of 50 percent of the cases. In January 2009, CAEC enacted compliance procedures for the FTC's mandated Red Flag Rules, which in essence, require additional verification to ensure that only you have access to your information (and those you designate to take action on your behalf).

*Nineteen people per minute become victims of identity theft each year.*

Another security fact to keep in mind is that while CAEC does gather your social security number when you apply for service, only the last four digits are visible to any employee – we only use the last four digits for identification purposes. If you are contacted concerning your CAEC account and are asked for your whole social security number, do not give it out and call us at 800-545-5735 to report the incident.

We take the security of your personal information seriously, and the Red Flag Rules are in place to increase protection for you from identity theft – helping us maintain a balance between compliance and convenience for our members. 




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## Christmas Tree Recycling Service Available

Through a partnership with CAEC and Winn Dixie grocery stores, you can keep your live Christmas tree green long after all your holiday decorations have been put away—by recycling it.

For the 19th year, live Christmas trees can be dropped off at Winn Dixie store parking lots in Alexander City, Clanton, Millbrook, Prattville and Wetumpka, Dec. 26 through Jan. 2 from 8 a.m. to 5 p.m.


Trees must be undecorated, and can be left at the drop-off site in the stores' parking lots during the designated week. CAEC employees will chip the trees for use as mulch and for erosion control. 


*CAEC Offices will be closed Dec. 23 & 26 and Jan. 2*




## Tis the Season...

During the holidays with decorations and cooking, it's easy to quickly find your outlets overloaded.


 Check to see if outdoor outlets and outlets in wet areas of the home, such as the bathroom, kitchen and laundry room are equipped with a ground fault circuit interrupter (GFCI).

 Protect yourself from electric shock by checking outlets and extension cords to make sure they aren't overloaded.

 Examine your electrical cords to make sure they aren't frayed, damaged or placed under rugs or carpets.



Central Alabama  
Electric Cooperative

A Touchstone Energy® Cooperative 

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



# Recipe for *Efficiency* from CAEC

## Understanding EnergyGuide Labels on Appliances

**A**ppliances account for about 20 percent of your household's energy consumption, with refrigerators and clothes dryers at the top of the list.

When you're shopping for appliances, you can think of two price tags -- the purchase price and the operating cost for the appliance during its lifetime. You'll be paying on that second price tag every month with your utility bill for the next 10 to 20 years, depending on the life of the appliance.

Look for the ENERGY STAR label when you shop for a new appliance. ENERGY STAR ap-

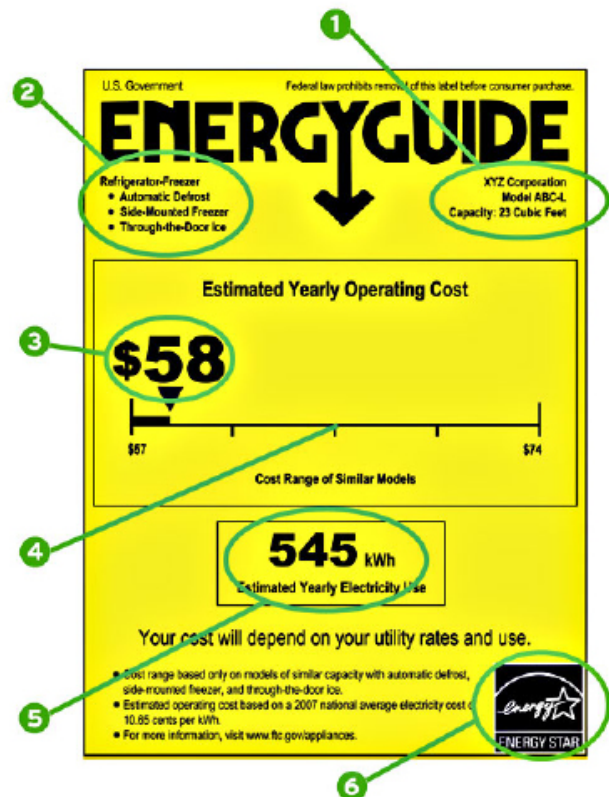
pliances have been identified by the U.S. Environmental Protection Agency and Department of Energy as being energy-efficient products. They usually exceed minimum federal standards by a substantial amount because they use at least 10 to 25 percent less energy than most nonqualified models.

To help you figure out whether an appliance is energy efficient, the federal government requires most appliances to display the bright yellow and black EnergyGuide label.

Here's a guide to help you interpret the EnergyGuide label:

### How to Read the EnergyGuide Label:

1. Manufacturer, model and size.
2. Main product features and in some cases, similar models with an annual operating cost reflected in the cost range below.
3. Annual operating cost is based on electricity consumption and the national average cost for a kilowatt-hour.
4. You can see whether the model you're buying uses more or less energy than similar models.
5. This estimates how much electricity an appliance uses annually. Use your rates for a more accurate cost.
6. The Energy Star logo indicates that the product qualifies for the program.



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The EnergyGuide labels will tell you the annual energy consumption and operating cost for each appliance so you can compare them yourself. For more energy tips, visit us at [www.caec.coop](http://www.caec.coop).