



Cape Hatteras Electric Cooperative

A Touchstone Energy® Cooperative 



P.O. Box 9 • 47109 Light Plant Road
Buxton, North Carolina 27920
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Welcome Aboard

W elcome to Cape Hatteras Electric Cooperative. Our dedication to providing service is unmatched in the electric industry. As we build your loyalty, we will continue to build your trust. ❖ Being served by Cape Hatteras Electric Cooperative means you are more than just a customer --- you are a member-owner. That means our top priority is meeting the unique needs and challenges of Hatteras Island. Rural electric systems, like Cape Hatteras Electric Cooperative, were initiated by local leaders in the 1930's who saw electric power as a right that should be extended to all citizens. Prior to 1945, the only electric service found on our island was in Hatteras Village. The sparsely populated, remote island was not considered a profitable venture by investor-owned utilities. Consequently, the founders and first members of Cape Hatteras Electric Cooperative literally took matters into their own hands and formed their own power company. Today, our cooperative has grown to serve over seven thousand accounts. ❖ As a cooperative, we operate as a non-profit organization. All revenue in excess of expenses is eventually returned to our members. These funds are referred to as "capital credits." Like any other business, the cooperative must be prepared to expand, upgrade, and even rebuild. Therefore, your equity, in the form of capital credits, ensures that the electric needs of Hatteras Island will continue to be met. ❖ As debt is retired, the cooperative will, from time to time, authorize the return of a portion of these capital credits. This money belongs to you, our member-owners. Since 1995, over \$10.5 million has been returned to our members in capital credits. ❖ Your share is determined by the amount of electricity you used in the year for which the funds were set aside. Therefore, it is important that you notify us of any address changes so these funds can be returned to you as they are retired.

❖ Because you own the cooperative, it is only natural that you have a voice in its operation. Thus, you have the opportunity to determine the leadership of the cooperative through the annual election of members to serve on our board of directors. Mail ballots are sent out in April of each year. We encourage you to take part in this important process and attend our Annual Meeting of Members. Regularly scheduled board meetings are also held the third Thursday of most every month. You are welcome to attend these meetings. If you would like to address the board, it is as simple as giving advance notice to be placed on the agenda. ❖ We will also keep you abreast of the latest information about the cooperative through our official member newsletter and our website. The official newsletter, “Cape Hatteras Highlights”, can be found in Carolina Country magazine, which will be mailed to you monthly at your request. For your convenience the monthly newsletter and Carolina Country magazine are available on-line at www.chec.coop. ❖ As a locally-owned and controlled electric utility, we are committed to improving the quality of life for the people of Hatteras Island. This is reflected in part by our investment in the next generation of cooperative members -- our children. Annually, we award two \$8,000 scholarships to graduates of Cape Hatteras Secondary School planning to attend a four-year college and up to two \$4,000 scholarships to graduates of Cape Hatteras Secondary School planning to attend a two-year or technical college. Additionally in 1994, we launched the Bright Ideas Grant Program to help fund innovative studies in local classrooms. ❖ Member owned ... locally governed ... service at cost ... community oriented. These are the principals by which we set our course. Welcome aboard!

The Cooperative's Service Rules and Regulations and By-laws are posted on the Cooperative's website. Copies are also available upon request during regular business hours.

**UNITED STATES
DEPARTMENT OF AGRICULTURE**

Rural Utilities Service

STATEMENT OF NON-DISCRIMINATION

“Cape Hatteras Electric Cooperative is the recipient of Federal financial assistance from the U.S. Department of Agriculture (USDA). The USDA prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or part of an individual’s income is derived from any public assistance program. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA’s TARGET Center at (202) 720-2600 (voice and TDD). To file a complaint of discrimination, write to USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, or call toll free (800) 795-3272 (voice) or (202) 720-6382 (TDD). USDA is an equal opportunity provider and employer.”

Executive Vice President and General Manager

Generator Safety

Portable generators are a good source of power for heat, light, refrigeration and cooking during electric outages. However, if improperly installed or operated, generators can injure or kill.

A generator that is connected directly to the electric system of any building can energize the lines inside your home **and also back feed to the lines outside of your home**. These lines may be damaged, on the ground or against buildings. These energized lines then become a hazard to you, your family, emergency personnel, and CHEC linemen working to restore power.

Please follow these safe operation tips when using generators:

- Follow the manufacturer's instructions for safe operation and maintenance.
- Do not connect your generator directly to your household wiring as it can back feed along the power lines and electrocute anyone coming into contact with the lines. Have a qualified, licensed electrician install a transfer switch that meets the National Electrical Code.
- Plug appliances directly into the generator whenever possible. If an extension cord is necessary, use a heavy-duty extension cord that is rated in watts or amps equal to or greater than the sum of the connected appliances.
- Do not overload the generator. A portable generator should only be used to power essential equipment or appliances.
- Make sure the generator is properly grounded.
- Turn off appliances powered by the generator before shutting the generator down.
- Do not operate the generator in enclosed or partially enclosed spaces. Generators produce high levels of carbon monoxide; a colorless, odorless, deadly gas.
- Keep the generator dry.
- Store fuel away from living areas. Always turn the generator off and let it cool down before re-fueling.
- Keep children away from portable generators at all times.

Kite Safety

Kite boarding kites and personal hand held kites that become entangled in electric power lines can result in serious injury or even death.

Before you kite check the area above and around you. Make sure that there are **NO ELECTRIC POWER LINES IN THE AREA!**

Winds can suddenly become stronger than anticipated taking kites and flyers in directions not intended. **STAY AWAY FROM ELECTRIC POWER LINES!**

If your kite drifts or falls towards an electric power line, **LET GO OF THE STRING!**

Power Line Safety Tips

Electricity powers many of the modern conveniences that we enjoy today such as the lighting and cooling in our homes, television and computers. Often these things are taken for granted. Something that should never be taken for granted is **safety around electric power lines.**

Please take the time to make yourself and your entire household familiar with these important safety reminders concerning electrical power lines.

- ✓ *Never fly kites or model airplanes near electric power lines.*
- ✓ ***Do not attempt** to recover anything entangled in electric power lines yourself. Call 911 to have appropriate personnel respond.*
- ✓ ***Do not climb** trees with power lines in or near the branches.*
- ✓ ***Stay away** from damaged or broken utility poles and electrical wires.*
- ✓ ***Report** any downed or broken power lines to **911**.*
- ✓ ***Obey** warning signs posted on or around electrical equipment.*
- ✓ ***Always look up** before doing any overhead work. Take special care when using ladders or cutting trees.*
- ✓ ***Call before you dig.***

Call 811 before you dig

Planning a home improvement job such as planting a tree or installing fence or deck? Call 811 before you dig! Homeowners often make risky assumptions about having their underground utility lines marked. However, every job, even small projects like planting trees or shrubs, requires a call. The depths of underground utility lines can vary and there may be multiple lines in a common area. Digging without calling may result in contact with underground electrical lines which could seriously harm you and disrupt power service. Expensive fines and repair costs could also result. To avoid these consequences simply **call 811 a few days before you dig and have your underground lines marked for free.**

Cape Hatteras Electric Cooperative

Service Rates

effective for bills rendered on or after May 1, 2018

SCHEDULE A

RESIDENTIAL SERVICE

Applicability: Applicable to residential consumers for all uses in the home subject to established rules of the Cooperative.

Rate Per Month:

Basic Service Charge\$25.00

Energy Charges:

Summer (May - October)

First 1,000 kWh per month 11.67¢ per kWh

All kWh Over 1,000 kWh per month 16.92¢ per kWh

Winter (November - April)

First 1,000 kWh per month 11.67¢ per kWh

All kWh Over 1,000 kWh per month 10.84¢ per kWh

Monthly Minimum Charge is the Basic Service Charge

SCHEDULE B

COMMERCIAL AND INDUSTRIAL LIGHTING AND POWER SERVICE

Applicability: Applicable to consumers for commercial, industrial and three-phase service for all users, including lighting, heating and power subject to the established rules of the seller.

Rate Per Month:

Basic Service Charge....\$30.00

Demand Charges:

First 15 kW...\$0.00 per kWAll kW over 15 per month\$8.50 per kWh

Energy Charges:

Summer (May - October)

First 2,000 kWh per month 14.19¢ per kWh

All kWh Over 2,000 kWh per month9.22¢ per kWh

Winter (November-April)

First 2,000 kWh per month 11.22¢ per kWh

All kWh Over 2,000 kWh per month7.29¢ per kWh

Monthly Minimum Charge is the Basic Service Charge

SCHEDULE SL

SECURITY LIGHT SERVICE

Rate:

40 Watt LED Flood..\$10.75 per month per light

44 Watt LED Security Light..\$ 9.70 per month per light

100 Watt Decorative Light\$ 10.75 per month per light

100 Watt Flood Light.....\$ 9.70 per month per light

250 Watt Flood Light\$ 17.10 per month per light

LED Security Light (250W equivalent).....\$ 17.10 per month per light

Conditions of Service:

1. Security lights shall be furnished and installed by the Cooperative.
2. The Cooperative shall maintain and repair security lights during regular working hours only.
3. If a pole is needed for a light, the member shall be required to pay an additional monthly charge of \$2.25 per pole.
4. Any consumer requesting service under this rate schedule must agree to continue service for a minimum of twenty-four months. Termination of service prior to the twenty-four month limit will result in payment to the Cooperative for the remaining term up to the twenty-four month period.
5. CHEC offers the 44 Watt LED Security Light and 40 Watt LED Flood lights for new installations.

ADDITIONAL CHARGES/CREDITS

Wholesale Power Cost Adjustment

A Wholesale Power Cost Adjustment (WPCA) may be added or subtracted to your monthly bill. The WPCA is recalculated every six months in coordination with the seasonal rate change, based on the fluctuating cost of electric generation. This adjustment is passed to Cape Hatteras Electric Cooperative by its power supplier and on to the members on a "per kWh" basis.

Schedule of Charges

Late Fees

Late FeeGreater of 2.0% of past due balance or \$5.00

Service Fees

Security Depositgreater of \$200.00 or (2) months electric bills
 With (1) Year Bank or Credit Card Draftgreater of \$200.00 or (1) month electric bill
 Connect New Service (overhead or underground)
 0-200 Amp\$200.00
 201- 400 Amp\$400.00
 Over 400 Amp\$1.00 per Amp
 Reconnect (regular business hours)\$50.00
 Reconnect (after business hours)\$100.00

Note: The monthly facility charge will be collected for each month the service was disconnected for reconnections by the same member at the same location.

Disconnect/Trip\$25.00
 Returned Check / E-check / Draft\$30.00
 Security Light Reconnect\$25.00
 Small Claims Court FeeActual Cost
 Monthly External Surge Arrestor Fee\$3.00 or \$6.99
 Meter Test1 (Self Contained)\$50.00
 Meter Tampering2\$200.00
 Interconnection Application Fee.\$250.00

1 - If the meter test results in a variance of +/- 5%, the electric bill will be adjusted for the prior three months and the meter test charge will be refunded.

2 - This charge is in addition to the estimated or actual usage.

Overhead Line Extensions

Overhead Secondary Service Additional Pole	\$235.00
Overhead Primary 1, 2, or 3 Phase (700 Ft. or Less) per foot.....	\$0.00
(> 700 Ft.), 1 Phase	\$4.50/ft.
(< 700 Ft.), Multiphase	\$6.00/ft.
Overhead Development	
1 Phase	\$2.10/ft.
Multi Phase	\$3.70/ft.

Underground Line Extensions

200 Amp Underground Secondary Service (Single or Multi Phase)	
From O/H Pole	\$275.00 plus \$7.50/trench ft.
From UG Source	\$100.00 plus \$7.50/trench ft.
400 Amp Underground Secondary Service (Single or Multi Phase)	
From O/H Pole	\$420.00 plus \$10.95/trench ft.
From UG Source	\$120.00 plus \$10.95/trench ft.
600 Amp Underground Secondary Service (Single or Multi Phase)	
From O/H Pole	\$485.00 plus \$13.45/trench ft.
From UG Source	\$140.00 plus \$13.45/trench ft.
800 Amp Underground Secondary Service (Single or Multi Phase)	
From O/H Pole	\$535.00 plus \$16.85/trench ft.
From UG Source	\$160.00 plus \$16.85/trench ft.
1,000 Amp Underground Secondary Service (Single or Multi Phase)	
From O/H Pole	\$670.00 plus \$21.10/trench ft.
From UG Source	\$180.00 plus \$21.10/trench ft.
Underground Primary Facilities	
Single Phase	\$10.00/trench ft.
Multi Phase	\$11.25/trench ft.
New UG Development	
200 Amp Primary or Secondary Cable/trench foot.....	\$17.50
600 Amp Primary.....	600 Amp Material Cost
Non Standard Trenching	Actual Cost
Road/Driveway/Paved Areas/Wetland Bores	Actual Cost
Structure Move.....	Actual Cost

The Cooperatives Service Rules and Regulations and By-laws are posted on the Cooperatives website. Copies are also available upon request during regular business hours.

Reporting an Outage



All electrical systems experience problems now and then. This can be especially true along the Outer Banks where forces of nature are unforgiving at times. ❖ Our system has been uniquely constructed to withstand coastal conditions. ❖ As a member of North Carolina Electric Membership Corporation, a service, equipment, and power association for most of North Carolina's twenty-six electric co-ops, we are fortunate to have back-up generators at our disposal. Located in Buxton, these generators were primarily installed as peaking units and are placed in use a few hours each month during peaks. However, the generators may also be utilized during extended service interruptions to provide electric service to island villages on a rotating basis. ❖ Because our system is exposed to so many forces of nature, slight service interruptions called "blinks" are not uncommon. These blinks mean our system's safety equipment is operating. If a foreign object falls into power lines, the system blinks to give it an opportunity to clear. Common causes include tree limbs, birds, equipment failure, or malfunction. ❖ While such interruptions are brief, they may leave clocks flashing "12:00." Therefore, we encourage you to have at least one clock with battery back-up and an uninterrupted power supply (UPS) for computer systems. All sensitive electronic equipment should be protected by UL approved surge suppressors. ❖ At Cape Hatteras Electric, we believe the best outage is an avoided outage. If you spot possible hazards to our electric system, please call us immediately. Such hazards include dead trees or limbs in close proximity to power lines, broken insulators, bird nests built on poles or crossarms, and even kites or balloons that become tangled in lines.

**To report an outage or electrical hazard,
please call (866) 511-9862.**

Reporting an Outage

continued...



If you lose power...

- ❖ Check your breaker or fuse box to determine if there is a problem on your side of the meter.
- ❖ Check with neighbors to see if their power is off.
- ❖ Call Cape Hatteras Electric Cooperative at 866-511-9862 to report the outage. Please be ready to give us your account name, phone number, and service location. Crews are on duty twenty-four hours a day, year round.
- ❖ Once an outage has been reported, a work order is created. Therefore, repeat calls are not necessary and may actually prevent others from reporting hazardous conditions or other information which may be helpful to restoring power.

Salty breezes and service...

- ❖ Warm, salty breezes are part of life on Hatteras Island. Lick your lips after a walk along the beach and you will taste evidence of salt accumulation.
- ❖ Now think of all the salt that can accumulate on power lines and insulators day after day. Fortunately, rains usually wash away much of the salt before problems occur.
- ❖ However, strong or continuous ocean winds may cause large amounts of salt to collect on lines and insulators. Because salt is an ideal conductor of electricity, such accumulations may divert electricity from its normal path along power lines. Blinks or outages may follow.
- ❖ Cape Hatteras Electric Cooperative works hard to prevent problems due to salt accumulation. We will continue to look for new products and better ways to meet this challenge, while providing you reliable energy in this unique environment.



CAPE HATTERAS ELECTRIC COOPERATIVE

P.O. Box 9
 Buxton, North Carolina 27920-0009
 252-995-5616 800-454-5616
 www.chec.coop
 A Touchstone Energy® Cooperative

Office Hours:
 Mon.-Fri. 8:00 a.m.-5:00 p.m.

CUSTOMER ID #		ACCOUNT NAME		SERVICE ADDRESS			METER #	BILL DATE		
1147202		DOE JOHN		47109 LIGHT PLANT ROAD			84480083	09/20/15		
SERVICE PERIOD		NO. DAYS	METER READING			MULTIPLIER	BILLED DEMAND	KILOWATT USAGE	CHARGES	
FROM	TO		PREVIOUS	PRESENT	ESTIMATED					
07/23/15	09/20/15	32	3942	6029	No	1		2087	261.21	
TOTAL CURRENT BILL DUE					10/10/15					261.21
7% SALES TAX										18.29
7% SALES TAX										0.50
ROUNDUP										214.00
PREVIOUS AMOUNT DUE					09/08/15					-214.00
THANK YOU FOR YOUR PAYMENT										280.00
TOTAL AMOUNT DUE										
To report a power outage, please call (866) 511-9862					DRAFT SCHEDULE 10/08					
COMPARISONS	DAYS SERVICE	TOTAL KWH	AVG. KW/DAY	COST PER DAY	TOTAL DUE NOW		280.00			
CURRENT BILLING PERIOD	32	2087	65	8.73	DUE DATE	10/10/15	BILL IS DELINQUENT AFTER DUE DATE			
PREVIOUS BILLING PERIOD	30	1637	54	7.12	AFTER DUE DATE PAY		\$ 280.00			
SAME PERIOD LAST YEAR	29	1086	37	4.59						
					Energy saving tip: Frost build-up increases energy use. Defrost your freezer regularly.					

IMPORTANT MEMBER INFORMATION

IF YOU DO NOT RECEIVE YOUR BILL, PLEASE CONTACT OUR OFFICE.
 WHEN CAPE HATTERAS ELECTRIC RECEIVES PAYMENT ON OR BEFORE
 THE DUE DATE LATE FEES ARE AVOIDED.

ASK ABOUT THESE MEMBER SERVICES

- * E-BILL & BUDGET BILLING AVAILABLE
- * BILL PAYMENT BY BANK OR CC DRAFT
- * ECHECKS, MC & VISA ACCEPTED
- * WATER HEATER & PREPAID METERING

KEEP THIS STATEMENT FOR YOUR RECORDS
 PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT. INCLUDE ACCOUNT NUMBER ON CHECK.

NC00640G



CAPE HATTERAS ELECTRIC COOPERATIVE
 P.O. BOX 9
 BUXTON, NC 27920-0009
 A Touchstone Energy® Cooperative
 ADDRESS SERVICE REQUESTED

ACCOUNT NUMBER	BILL DATE
1147202	09/20/15
DUE DATE	AMOUNT DUE
10/10/15	\$280.00
AFTER DUE DATE PAY	\$280.00
BILLING ACCOUNT TELEPHONE - (252) 995-5616	

PLEASE USE THIS PAYMENT STUB TO CORRECT
 ADDRESS AND TELEPHONE NUMBER

DOE JOHN
 SOMEWHERE
 BUXTON NC 27920

CAPE HATTERAS ELECTRIC COOPERATIVE
 PO BOX 9
 BUXTON, NC 27920-0009

000000000 0001147202 00000028000 00000028000 4

C H E C B I L L I N G S T A T E M E N T S

1. The **CUSTOMER ID#** is your account number. Please refer to this **CUSTOMER ID#** when inquiring about information related to your electrical account.
2. The **BILL DATE** refers to the day that your bill was generated. This is *not* the due date.
3. The **SERVICE PERIOD, NUMBER OF DAYS, and METER READING** information appear in this portion of your bill. **KILOWATT USAGE** is the amount of kilowatts used during this one billing period.
4. The **CURRENT BILL AMOUNT, UNPAID PREVIOUS AMOUNTS,** and any additional services that you might be billed for will appear here.
5. The **COMPARISON** section may assist you in monitoring your electrical usage. The information included in the **CURRENT BILLING PERIOD, PREVIOUS BILLING PERIOD, and SAME PERIOD LAST YEAR** will allow you to compare **TOTAL KILOWATT, AVERAGE KILOWATT** and **COST PER DAY** for each of these periods. A graph illustrating your usage for the last 13 months is also included in this section.
6. Important member information will appear in this portion of your bill periodically.
7. Detach and return this portion of the statement to the cooperative with your payment.
8. Information included in this section of the payment stub is related to your **ACCOUNT NUMBER, BILL DATE, DUE DATE, AMOUNT DUE,** and **BILLING ACCOUNT TELEPHONE NUMBER.** If you have a change of address or telephone number please use the front of this stub to note that change. This is accomplished by marking out the incorrect information and writing new information next to it.
9. You may also view and pay your bills online @ www.chec.coop.
10. **E-Billing** is now available. Call or email billing@chec.coop to sign up.

Cape Hatteras Electric Foundation

small change...



that changes lives!

Introducing...

The Cape Hatteras Electric Foundation

Members of Cape Hatteras EC have the opportunity to participate in an exciting program that provides funding for people in need throughout the co-op's service territory. It is called Cape Hatteras Electric Foundation.

The Foundation is administered by a five member board of directors made up of one representative from each village: Rodanthe, Waves and Salvo; Avon; Buxton; Frisco; Hatteras. They are appointed by Cape Hatteras EC's board of directors. An individual does not have to be a member of Cape Hatteras EC to serve on the Foundation board.

Working Together To Help Those in Need In Our Community

Foundation funds are donated by Cape Hatteras EC members who allow their monthly electric bills to be rounded up to the next highest dollar. The rounded up amount ranges from 1 cent to 99 cents, and averages about 50 cents a month, or \$6 per year. The few extra cents collected from each member is placed in a special Foundation account from which disbursements are made. Currently, about 90 percent of CHEC members are voluntarily donating an average \$3,500 each month or approximately \$42,000 a year. By working together, Cape Hatteras Electric members are able to help those in financial here on Hatteras Island.

*small change...
that changes lives!*

Guidelines for disbursing these funds shall be based on individuals and families who are suffering unusual or unexpected problems and are in grave need of assistance. Grants may be used to pay for shelter, clothing, food, health care, emergencies, and other humane needs. Non-profit organizations providing assistance for these same needs may also be funded. Grant limits are \$2,500 per household. Grants to non-profit organizations cannot be used for operating expenses, salaries or for political purposes.

Improving Someone's Life With Tax Deductible Contributions

Contributions to the Cape Hatteras Electric Foundation are tax deductible, and a summary of your contributions for the year will be shown on your next year's January electric bill.

Cape Hatteras Electric Cooperative puts you in control of your home's energy with easy payment and energy management options!

You can pay your bill at the Buxton office during normal office hours or drop your payment off in the drop-box beside the front door if we are closed. You can mail your payment to CHEC, PO Box 9, Buxton, NC 27920.

Members can also pay by phone with a customer service representative during regular business hours or pay using our automated payment system (IVR) after hours by calling (252) 995-5616 or toll free (800) 454-5616. CHEC accepts credit card payments (Visa/Mastercard/Discover) and echecks. We also offer monthly automatic credit card and bank draft payments for members on the go.

You have unlimited access to view your account and pay your bill online in our customer service portal. The MyUsage option on the portal allows you to track your daily energy usage and view your payment and usage history. To view the portal, visit www.chec.coop and click "Make a Payment".

Our mobile app for Android or Apple phones, allows you to view your bills, sign up for alerts and reminders, track your daily usage, view your payment history and pay your bill. You can also sign up to receive multiple alerts via text or email concerning your account.

Prepay Option:

CHEC offers pay-as-you-go electric service also called Prepaid metering. Prepay accounts offer the opportunity to pay when you want, in the amount that you want. Instead of receiving a traditional monthly bill, usage is calculated daily, and members purchase electricity as needed.

Payments, usage, charges & prepay balances are available at www.chec.coop or by contacting our office during normal business hours. Daily balance and usage alerts are available via text and/or email.

For more information about these payment options, please call our customer service representatives.

When it Comes to Electrical Surges...



**Mother Nature
Has A
“Thing”
For
North Carolina**

North Carolina experiences the second highest number of lightning strikes in the United States.

We are fortunate to live on a beautiful island. *Unfortunately*, because we live on an island, we are also susceptible to damaging electrical surges thanks to our unique environment. The most common is lightning, but birds, animals, and automobiles can cause damaging surges as well. To help protect your appliances, sensitive electronics, and heating and cooling systems, CHEC is offering the *PowerGuard* Program. The *PowerGuard* Program includes a surge device installed at your meter base that suppresses external surges before they reach your valuable appliances, protecting them from damage.

Surges also occur inside the home. Surges within your home may be a result of the switching on and off of heavy equipment or large motors. The meter base unit protects against external surges while an inside plug-in device will help protect your sensitive equipment such as stereos, microwaves, and TVs. Many of these devices also protect against external surges coming over the telephone or cable lines.

PowerGuard Service: Purchase or Lease

Meterbase \$173.99 \$6.99 /monthly

To sign up for the PowerGuard meter base program, visit or call our office (252) 995-5616 or (800) 454-5616 to speak with a Customer Service Representative.

**In the next 10
years, 50 million
water heaters will
rust and leak.**

Not Marathon!

**Take a closer look.
And see for yourself.**

One thing you'll notice right away is the tough but lightweight outer shell. And you're right, that is a new, innovative shape for a water heater. Some things you simply can't see because they're inside, like the heating elements and the inner water tank that will never rust, corrode or leak. And other things won't become apparent until you've owned a Marathon for a while like the fact that it is incredibly energy efficient.

In fact, Marathon water heaters are so well made, they come with a Lifetime No-Leak warranty. A small detail many other water heaters simply don't have.

So if you expect your water heater to last a long time, make sure it comes with exactly what you expect.

Everything.

**ONLY
MARATHON[®]
OFFERS THE
ONE THING
YOU'RE
LOOKING
FOR IN A
WATER
HEATER.**

EVERYTHING.

Marathon[®]
Here for Good.™

A  Subsidiary

P/N 231690
© Copyright 2000 03/01

Construction Features

- **Energy Saving Pipe Wrap Kit** - reduces heat loss through plumbing lines.
- **Temperature and Pressure Relief Valve** - factory installed.
- **Water Tight Grommets** - keep out overhead moisture and condensation.
- **Seamless Molded Non-metallic Inner Tank** can't rust or corrode.
- **Fill Tube** - high temperature material to withstand thermal storage and other high temperature applications.
- **High-tech Heating Elements** - upper element fused to protect tank against "dry fire". Bottom element low watt, stainless steel for long life.
- **Polyethylene Outer Jacket** - resists dents and scratches during transit, installation and beyond.
- **Envirofoam®** - a great energy saver and friendly to the ozone layer—it's made without CFC's and HCFC's.
- **Fiberglass Tank** - has unmatched strength
- **Recessed Drain Valve** - protected from damage.

YOUR MARATHON® IS WARRANTED NOT TO LEAK FOR AS LONG AS YOU OWN YOUR HOME*...

The Marathon® has this no-leak promise because of its superior, non-metallic, blow-molded tank construction...A seamless blow molded polyethylene inner tank with a laminated wound fiberglass outer tank for maximum strength. So superior performance, high efficiency and low operating cost...for a lifetime!™



* See Residential Warranty Information Brochure at your dealer for complete warranty information.

Available in 30, 40, 50 gallon and larger heat pump models

- Lifetime Limited Tank Warranty (12 year limited tank warranty on Heat Pump Models)
- 6 Year Limited Parts Warranty (12 year limited parts warranty on Heat Pump Models)

LONG LIFE

- The seamless, blow-molded polybutylene tank is impervious to rust and corrosion!
- Multiple layers of filament wound fiberglass give the tank unmatched strength.
- The tank is designed, built and warranted not to leak for as long as you own your home.™

ENERGY EFFICIENCY

- Envirofoam® insulation is free of ozone depleting CFC's and HCFC's so it saves the planet—and it saves energy.
- Pipe Wrap Energy Kit is included to reduce heat loss from plumbing lines.



DURABLE

- Recessed drain valve is out of the way of brooms and scrubber
- Tough molded outer shell resists dents and scratches.
- Bowl shaped bottom allows more complete sediment draining.

FUNCTIONAL

- Factory installed Temperature and Pressure Relief valve for greater value and security.
- Conduit between control boxes facilitates wiring for "Off-Peak" use.
- All plastic tank eliminates the need for an anode rod—preventing potential odor problems.



Marathon®
Here for Good.™

Marathon is a registered trademark of Water Heater Innovations, Inc.

Delivery and Financing Available

Ecobee Thermostats

CHEC sells ecobee thermostats to members at deeply discounted prices. These thermostats take the energy-savings features of a programmable thermostat – designing temperatures for certain times of the day – and allow you to control settings remotely from your smart phone or computer. And because the thermostat is wi-fi enabled, you can see real-time data about your energy consumption, enabling you to make informed decisions about how to set your thermostat and manage your energy use.

After installation is complete, your ecobee will periodically receive signals from CHEC during times when the demand for electricity is greatest and therefore most expensive. Our signals, which will be accompanied by a message to your thermostat and an e-mail, will raise the temperature of your thermostat by a few degrees in the summer and lower it in the winter. By lowering energy use throughout our system during times of peak demand, we are able to lower our power costs. Members with all electric homes, who purchase a thermostat will receive a \$4 credit on their monthly electricity bill.

For pricing information, call (252)995-5616 or visit www.chec.coop.

Bring Your Own Thermostat (BYOT)

If you're one of hundreds of CHEC members who already owns an internet-connected thermostat, you could be eligible to earn \$75 upfront and \$4 per month by participating in our Bring Your Own Thermostat (BYOT) program.

We are currently accepting Nest thermostats into the program. Enrolling in the BYOT program will allow CHEC to periodically send a signal to your thermostat, during times when the demand for electricity is greatest and therefore most expensive. Our signals, which will be accompanied by a message from your thermostat provider, will raise the temperature of your thermostat by a few degrees in the summer, and lower it in the winter.

To enroll in BYOT, call (252)995-5616 or visit www.chec.coop.

Energy Efficiency Programs

Secondary Refrigerator/Freezer Turn-In

Members can receive a \$100 bill credit for recycling their energy wasting, secondary refrigerators on Hatteras Island. In addition to the bill credit, CHEC will come to your home and remove the unit for free.

To qualify, the refrigerator or freezer must be:

- Plugged in and working at the time of pick up
- A secondary unit, not your primary kitchen refrigerator
- A residential style refrigerator or freezer between 10 and 30 cubic feet
- Owned by the rebate recipient

The program is limited to Hatteras Island residences, two units per address.

ENERGY STAR® Appliance Rebate

CHEC offers \$25 bill credits to members who purchase ENERGY STAR® Appliances for their Hatteras Island home. Rebates will be issued for electric clothes washers, refrigerators, freezers, and dishwashers that carry the ENERGY STAR® label.

To receive rebate, an original receipt and ENERGY STAR® EnergyGuide label must be submitted to CHEC as verification of sale with a completed application.

Financing Available for Residential & Commercial Energy Efficiency Projects

Looking to make some energy efficient improvements to your home or business? CHEC has a \$100,000 revolving loan account available (while funds last) to qualifying members. These low interest loans can help fund the purchase of high efficiency appliance and weatherization projects for your existing home, or energy efficiency equipment and renewable energy projects for your business. With a low interest rate of 5%, CHEC's loan program can help you save more on your electric bill each month. For a complete list of approved appliances and projects please visit <http://www.chec.coop/Products/EnergyEfficiency>.

For more information on any of these Energy Efficiency Programs, please visit www.chec.coop or call our Customer Service Representatives at 252-995-5616 or 800-454-5616.

Electric Vehicles on Hatteras Island

Plug-in electric vehicles (EVs) are becoming more popular in the market place and CHEC is ready to help you find the best way to charge your vehicle. CHEC offers two favorable electric rates for residential members with an EV to encourage charging of their EVs during designated off-peak hours.

These discounted rates are available on a voluntary basis and are subject to established Service Rules and Regulations of the cooperative.

For more information on CHEC's EV rates, please call our Customer Service Representatives at (252)995-5616.

Rebates Available!

Members who purchase and install level 2 in-home EV chargers may be eligible for a rebate from CHEC. Please call (252)995-5616 for more information.