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Albemarle Sounds

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Basketball Camp Scholarships Available

Albemarle EMC is giving two local middle school students the opportunity to hit the hardwood alongside their favorite college basketball athletes and coaches this summer.

Albemarle EMC will select one young man for a scholarship to attend the Roy Williams Carolina Basketball Camp June 20-24 at the University of North Carolina at Chapel Hill, and one local young woman to attend the Wolfpack Women's Basketball Camp June 21-24 at North Carolina State University, in Raleigh. The scholarships cover all expenses at the overnight camps, which provide a glimpse into life on a college campus.

Applications are being accepted through March 31 and can be found online at www.ncelectriccooperatives.com/sports-camps. Contestants will be judged on academic records, extra-curricular activities and a required essay. To be eligible to win, students must be in the sixth, seventh or eighth grade during the 2020-2021 school year and have permission from a parent or guardian to attend. Scholarship winners are expected to be announced in May.

Campers stay overnight in dorms, learn fundamental skills that will help

them excel on and off the court, and receive individual and group instruction from Division 1 coaches to enhance their basketball and team working abilities. Wes Moore, coach of the Wolfpack women's basketball team, and Roy Williams, coach of the 2009 and 2017

national champion Carolina Tar Heel men's basketball team, will direct the camps with the help of staff, as well as current and former players.

Eligible students who are interested in the scholarship can visit www.ncelectriccooperatives.com/sports-camps

for more information.

"We are excited to again be able to offer this opportunity to two student-athletes," said Gary Ray, general manager of Albemarle EMC. "Participants can take the lessons learned during these camps and apply them to aspects of their lives off the court as well."

More than 50 students from across the state will win an all-expenses paid scholarship to attend basketball camp. Now in its 17th year, the scholarship program reflects Touchstone Energy Cooperatives' core values of accountability, integrity, innovation and commitment to community.



Middle school students can now apply to attend a basketball camp at N.C. State University or the University of North Carolina.

New Employee Hired



Ruben Chavez is Albemarle EMC's newest hire.

Ruben Chavez was recently hired to fill the position of maintenance technician at Albemarle Electric Membership Corporation.

He replaces Howard Holley who retired in January. Chavez will report to Jody Parker, manager of operations, and John Coston, warehouse supervisor. In his role, Chavez will be responsible for a variety of office and warehouse maintenance duties.

"We are excited to add Ruben to our team," Parker said. "He brings a lot of experience and capability."

Vintage Membership Certificate Donated



From left: Audrey and Pam White hold a vintage Albemarle EMC Membership Certificate they donated to the co-op.

While going through some of her late father's belongings, Pam White came across a membership certificate that dates back close to the co-op's founding.

The certificate was issued to Earl White, her father, and is dated Sept. 17, 1951. White likely received the certificate as soon as power lines reached the Morgan's Corner area. Albemarle EMC was incorporated in 1945 and is celebrating its 75th anniversary this year. The certificate will be framed and hung in the co-op's lobby.

Lineman Apprentice Receives Training



Apprentice lineman Drake Trueblood practices climbing during training.

Lineman Apprentice Drake Trueblood recently attended Coastal Carolina Community College's apprentice lineman training program. Part of his training included pole climbing. He will soon begin training at Nash Community College.

Apprentice linemen must complete years of extensive training in the classroom and in the field to progress through the various lineman classifications.

Multiple ACT Grants Awarded

Several organizations that benefit the Albemarle EMC service area were recently presented with grants from the Albemarle Community Trust.

The Boys and Girls Club of the Albemarle received \$4,000 to purchase meals for participating children at the Boys and Girls Club of the Albemarle.

The Perquimans County Schools Foundation, Inc. received \$2,500. The funds will be used to pay for the cost of retaking the SAT and ACT college entrance tests for economically disadvantaged students. Students often take these tests multiple times to achieve scores high enough for college admission.

Perquimans County Emergency Services recently received a \$3,000 grant. The funds will be used to have a new fuel tank installed in their initial-response vessel.

The Edenton Farmer's Market was awarded a \$1,500 grant. The funds will be used for the market's Double Bucks program,



Employees of Perquimans County Emergency Services accept an Albemarle Community grant check to make repairs to their initial-response vessel.

which enables low-income families to purchase fresh food for half the cost.

The Albemarle Home School Hunter Safety Team received \$2,000. The grant will help pay for insurance, new archery targets and arrow rests for bows.

"The Albemarle Home School Hunter Safety Team came in first place in March of 2019 at the district competition, in Columbia, NC out of 21 high school teams competing," said Karen Harrell, team volunteer.

The Edenton-Chowan Food Pantry received \$4,000 to fund two programs to provide meals for

children who are considered at risk for proper nutrition. The Albemarle Community Trust is funded by Albemarle EMC members who contribute voluntarily through their power bills.



Albemarle EMC is at Your Service

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

Surveys Help Us Serve You Better

by Chris Powell, coordinator of public relations

For the past several years, Albemarle EMC has participated in a nationwide survey of co-op members. This survey offers valuable insight into the changing lives of rural electric cooperative members and assists co-ops, such as Albemarle EMC, to better serve its membership. If you are ever contacted and asked to take a survey, we encourage you to do so. And if you have taken one in the past, we appreciate your feedback. Below are some of the more interesting results from Albemarle EMC members who participated in the 2019 survey.

Overall Satisfaction

Albemarle EMC members were asked to rate their overall satisfaction with the cooperative on a scale of one to ten. More than 76 percent responded that their satisfaction level was either a nine or ten. Almost 62 percent indicated the co-op either meets or exceeds their expectations. If given the option to choose another power provider, 78 percent said they would choose Albemarle EMC again.

Do You Consider Yourself a Member?

Survey participants were asked if they consider themselves a member or an owner of the cooperative. Forty-nine percent responded member or owner, and 62 percent responded customer. You are, in fact, a member-owner. One of the chief benefits of your member-ownership is that you are entitled to any leftover margins. Last year, your cooperative returned almost \$600,000 in capital credits, the largest amount on record.

Has a goal to Provide Electricity at the Lowest Possible Cost

Almost 55 percent strongly agreed and 20 percent moderately agreed that Albemarle EMC works to provide the most affordable power possible. These high marks come as no surprise considering we have not had a rate increase since 2012. Albemarle EMC does all it can to keep power affordable. When we must implement a rate increase, it is solely due to the rising costs of wholesale power.

Helps You Learn to Manage Your Electricity Use

Eighty percent of respondents indicated they agree or

strongly agree that Albemarle EMC helps them manage their electricity usage. Your co-op provides no-cost energy audits, prepay billing, online usage information, published energy efficiency tips and more. We want our members to get the most out of the power they consume.

Is a Name You Can Trust

Eighty-eight percent agree or strongly agree that their co-op is a company they can trust. As a not-for-profit company, we serve the membership, not the bottom line. We are owned and run by members, so our members will always come first.

Improves the Quality of Life in Your Community

Eighty-one percent of respondents said that Albemarle EMC has a positive impact on their community. Through our Albemarle Community Trust program, your co-op supports several community minded organizations such as volunteer fire departments and food shelters. We also conduct a large toy drive and provide education grants to school teachers.

Advocates for National Issues Such as Affordable Energy

Fifty-four percent agreed that your cooperative works to support legislation favorable to electric cooperatives. Through its political action committee, campaign contributions go to support legislators friendly to cooperatives. Cooperatives also have professional lobbyists, who work at the state and federal level.

Helps Prepare for and Respond to Natural Disasters

Ninety-one percent agreed or strongly agreed that Albemarle EMC is proficient during outage restorations. The employees of Albemarle EMC take great pride in our ability to restore power following a storm. We have highly trained linemen, a state-of-the-art dispatch center and the ability to bring in additional crews, if needed.

Overall Score

Thanks again to all who participated in the 2019 survey. When looked at as a whole, your cooperative's American Customer Satisfaction Index score was 87, which is quite good. We appreciate the positive feedback, yet remain committed to raising that score even higher.