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\*apr=annual percentage rate \*\*maximum amount for mobile homes \$5,000



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## CHEC introduces new and improved Customer Portal for its members

CHEC recently launched a new Customer Portal, making it easier for members to manage accounts online. This informative, user-friendly site will significantly expand your account management options. The site gives you access to your account 24 hours a day, 7 days a week, nearly 365 days a year!

The portal acts as a virtual customer service representative for existing customers, providing a single point of access to account services including:

- ▼ **Apply for New Service**
- ▼ **Change Your Password**
- ▼ **Online Bill Payment** This option will also allow you to view your bill online and download usage data.
- ▼ **Sign up for Bank Draft or Credit Card Draft** This option offers you the ability to change your banking or credit card information as necessary or to remove your account from draft.
- ▼ **Sign up for Budget Billing** This is an option to have the same monthly

balance based on your past 12 months history.

- ▼ **Update Your Account Profile**
- ▼ **View Billing and Payment History**
- ▼ **Request to Receive Your Bill by E-Mail** You may eliminate receiving a paper bill or opt to receive both.
- ▼ **Set Up Message Alerts** This feature allows you to receive bill reminders via e-mail or text message. You can customize the Alerts & Reminders you would like to receive. You will be required to provide your current e-mail address, mobile number and your mobile service provider.

Some of the above services, like draft and budget billing, have criteria that a member must meet prior to being eligible for the service. If you currently use CHEC's online bill payment option then you can access the portal with your current login credentials.

If you are new to our online services, you can register online as long



as we have your e-mail address and phone number on file. Otherwise, call a CHEC customer service representative for assistance.

CHEC encourages you to manage your utility account through the Customer Portal located at [www.chec.coop](http://www.chec.coop). For questions regarding the new site, please e-mail us at [billing@chec.coop](mailto:billing@chec.coop) or call (252) 995-5616 or 1-800-454-5616 during regular business hours.



## CHEC shares holiday spirit

On December 11, Cape Hatteras EC crews and staff rode on two decorated bucket trucks in the annual Hatteras Christmas Parade. The 2011 parade was the biggest one yet, with 45 entries from various Hatteras Island groups.

Local property management company, Midgett Realty, paid tribute to CHEC and NCDOT with its float depicting the breach points on Highway 12 from Hurricane Irene. Employees held a banner that read, "Christmas came early this year. Thank you NCDOT and CHEC for a special connection."

—photos by Don Bowers

# CHEC has two board seats open for 2012 directors' election

The board seats open for the 2012 election are District 2-Frisco and District-At-Large. The incumbent directors, Tami J. Thompson and Elvin Hooper, have indicated their interest in seeking re-election.

Any member of Cape Hatteras Electric Cooperative who is interested and qualified and would like consideration as a nominee for the board of directors should submit his or her name and resume to the Committee on Nominations by the deadline of 5 p.m. on Wednesday, February 15, 2012.

For details regarding service on the CHEC board of directors, please contact Susan Flythe, general manager, at (252) 995-5616 or [susanf@chec.coop](mailto:susanf@chec.coop).

## **DISTRICT 2-Frisco** **Tami J. Thompson** **Frisco**

Tami J. Thompson, appointed by the CHEC board of directors to fill the board vacancy for District 2-Frisco in May 2008, is currently seeking re-election to that seat. A graduate of the University of North Carolina at Chapel Hill in



1985, Thompson earned a BA degree in education. She served for many years as the director of the Cultural Arts Program for Cape Hatteras schools. Thompson is a certified yoga instructor and assists in running the family business, Spa Koru. She enjoys traveling, skiing, scuba diving, dancing, photography and spending time with her husband Joe, daughter Ellisa and son Elijah.

## **DIRECTOR AT LARGE** **Elvin Hooper** **Buxton**

Elvin Hooper has served as a director for Cape Hatteras Electric Cooperative since 1984 and has been a cooperative member since 1975. Hooper has served on several cooperative committees and as secretary-treasurer of the board. He has participated in the National Rural Electric Cooperative Association (NRECA) Board of Directors Certification (CCD) program and has completed all levels of certification. He has also achieved the Board Leadership Certificate (BLC).



Hooper previously served as the code enforcement officer assigned to Hatteras Island, retiring in 2003 after 15 years of service. Formerly the trade and industrial teacher at Cape Hatteras High School, Hooper has coached a variety of team sports including the high school junior varsity boys and girls basketball teams. He served on the Vocational Advisory Committee and was faculty advisor to the Vocational Industrial Clubs of America. Community activities include service as a member of Salvo/Waves/Rodanthe Civic Association. He has served on the county's advisory committee for the Salvo/Waves/Rodanthe Community Building Fund. He is a previous member of the Salvo/Waves/Rodanthe water board and the board of trustees of the Kinnakeet Charge Methodist Church. Hooper and his wife, Debra, have one daughter, Kristina.

## **CHEC members** **helping members**

CHEC collected \$41,640.87 from Operation RoundUp in 2011. The funds collected by Operation RoundUp are dispersed to Hatteras Island

individuals or families in financial crisis by the Cape

Hatteras Electric Foundation (CHEF). CHEF, which is made up of a five-person board, reviews applications for assistance monthly. CHEF dispersed \$43,684.82 in 2011.

CHEC thanks its members for contributing into this worthwhile fund.

To find out more about Operation RoundUp or to apply for assistance, call Laura Heitsenrether at (252) 995-5616 or [laurah@chec.coop](mailto:laurah@chec.coop).



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Dan G. Oden, Jr.; Tami J. Thompson

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