



TM

BlueRidge
ENERGY

A Touchstone Energy® Cooperative 

NEW MEMBER GUIDE



Welcome to the Neighborhood

We're so glad you're here! Joining Blue Ridge Energy means more than flipping a switch—it means becoming part of a cooperative with a purpose: making life better for the members and communities we serve. We're committed to affordable, reliable power and always putting people first. From energy tools to community programs, we're here to support you through every season. Thanks for joining us—we're excited to power what's next, together. – Katie Woodle, CEO

HOW A CO-OP WORKS

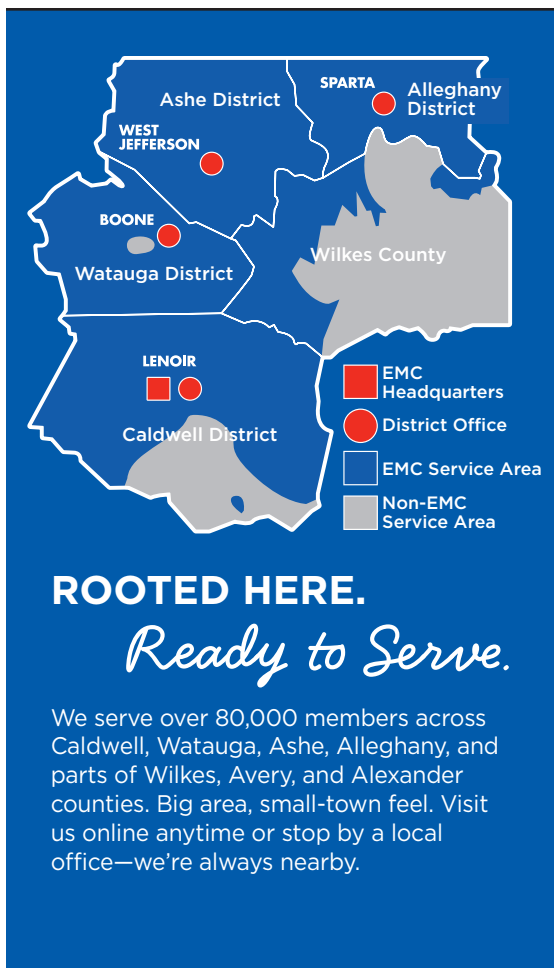
And Why It Matters

Blue Ridge Energy isn't your typical power company—we're a not-for-profit cooperative owned by you and your neighbors. That means no outside shareholders. Instead, we reinvest in reliable electricity, local offices that deliver caring service, and a secure, modern grid—then return any extra margins to you through capital credits.



You help elect a local board to make smart decisions, guide big plans, and keep things running in your best interest. Want to be more involved? Member Advisory Committees and our Community Leaders Council keep us plugged into what matters most to you.

It's power with a purpose, always.



ROOTED HERE.

Ready to Serve.

We serve over 80,000 members across Caldwell, Watauga, Ashe, Alleghany, and parts of Wilkes, Avery, and Alexander counties. Big area, small-town feel. Visit us online anytime or stop by a local office—we're always nearby.

Arrives Every Month!



MEMBERSHIP MATTERS

Each month, look for *Membership Matters*—our official newsletter with updates, tips, and important co-op news. From rate changes to Board of Director elections, it's how we keep you informed. You'll find it inside Carolina Country magazine, delivered to your mailbox or inbox.

CAROLINA COUNTRY MAGAZINE

This monthly magazine is created for co-op members. Along with stories and energy advice, it includes essential updates about your cooperative. Whether you skim or dive in, it's your go-to source for both helpful information and important member news.



• FLEXIBLE BILLING **YOUR WAY**



DROP IT

Hit up our kiosks anytime, day or night.



FLEX IT

Pay daily, weekly, monthly—no due dates, no stress.



DRAFT IT

Set it and forget it with auto-draft and extra wiggle room.

• *We've got options to fit your style!*

BUDGET IT

Keep things chill with even monthly payments.



COMBINE IT

Go full autopilot with paperless + auto-draft.



CONNECT IT

Tap, track, and pay on the app or online.



WAYS TO SAVE +

Stay in Control

We're here to help you use energy wisely and save money, with tools like:

- **U\$AGE TRACKER:** See your daily energy use + temps
- **Smart REBATES:** Cash back on efficient upgrades
- **Energy Saver Loan Program:** Finance home improvements up to \$35,000

Keep money in your pocket with our energy saving energy tips. We've compiled a whole list—101 to be exact. **See our favorite tips at [BlueRidgeEnergy.com/Save](https://www.blueridgeenergy.com/save).**



When temps soar or drop, energy demand peaks—and costs go up. That's when a Beat the Peak alert can help. By signing up, you'll get a quick heads-up when demand is highest, so you can shift your energy use—like adjusting the thermostat or waiting to run big appliances. It's a simple way we can all work together to help lower power costs. **Sign up at [BlueRidgeEnergy.com/BTP](https://www.blueridgeenergy.com/BTP) or text BTP to 70216.**

Quick Actions. Big Impact.

The Value of Being a Member

YOUR SHARE

Matters!

As a co-op member, you own a piece of the action. **Capital credits** represent your share of the margins—some are returned to you as retirements, while the rest is reinvested to keep your co-op reliable and strong. Each year, your member-elected Board decides how much to return and how much to reinvest for the benefit of all members.

CO-OP CONNECTIONS®

Instant Savings!

Access discounts on everyday essentials, health services, and more—right from the **Co-op Connections® app**. No sign-up, no fees—just easy savings at your fingertips. **Learn more at [BlueRidgeEnergy.com/Connections](https://www.BlueRidgeEnergy.com/Connections).**



Strengthening OUR COMMUNITY

Through Operation Round Up®, members like you help fund the **Blue Ridge Energy Members Foundation**. Every penny supports local nonprofits, crisis heating assistance, and members in need. Together, we're building a brighter, stronger future. **Join today! Sign up at [BlueRidgeEnergy.com/ORU](https://www.BlueRidgeEnergy.com/ORU).**

SMALL CHANGE. *Big Heart.*

Round up your bill with **Operation Round Up®** and turn pennies into powerful good. Want to go bigger? Try Round Up® PLUS or donate your capital credits. Easy ways to give back—every single month.

POWER OUT? Report It Fast:

- Call PowerLine at 1-800-448-2383.
 - Text "OUT" to 70216.
 - Use the Blue Ridge Energy App or log into My Account online.
- Learn More at **[BlueRidgeEnergy.com/Outage](https://www.BlueRidgeEnergy.com/Outage)**.

Subsidiaries Make a Difference

Blue Ridge Energy Propane & Fuels offers propane, heating fuels, and more—with trusted, local service available to everyone. **RidgeLink** delivers high-speed broadband to area businesses—supporting economic growth and better quality of life. These companies were created to do more than serve—they help strengthen our communities and support efforts to hold down electric rates for our members.

DISTRICT OFFICES

ALLEGHANY DISTRICT

1889 Hwy. 21 South
Sparta, NC 28675
(336) 372-4646

ASHE DISTRICT

2375 NC Hwy. 163
West Jefferson, NC 28694
(336) 846-7138

CALDWELL DISTRICT

100 Cooperative Way
Lenoir, NC 28645
(828) 754-9071

WATAUGA DISTRICT

2491 US Hwy. 421 South
Boone, NC 28607
(828) 264-8894



A Touchstone Energy® Cooperative

CORPORATE OFFICE

1216 Blowing Rock Blvd., NE
Lenoir, NC 28645

OFFICE HOURS

8:30 am - 5:00 pm
Monday - Friday

Customer Service: (800) 451-5474

Report Outages: (800) 448-2383

Call Before You Dig: Dial 811

24-Hour Propane/Gas/Fuel Emergency: (800) 726-0405

Visit us on the web: **www.BlueRidgeEnergy.com**

JOIN US    

Blue Ridge Energy is proud to be part of Touchstone Energy, a national alliance of over 600 local, member-owned electric cooperatives serving more than 17 million customers across 44 states. This network is committed to delivering reliable service with integrity, accountability, innovation, and strong community ties.