An Open Letter to Our Members

Of Co-op Month & Connections Cards...

R. G. Brecheisen
President & Chief Executive Officer

Each October we take the opportunity to celebrate “Co-op Month” and look back on the principles that make Piedmont Electric the business that we’ve become over the past 70-plus years.

This October we have something special to add to our “Co-op Month” celebration—the introduction of the Co-op Connections® Card.

The Co-op Connections® Card you are receiving in this month’s newsletter is something we feel will add tremendous value to your membership.

When you show this card at participating local and national businesses, you will receive the discount the business has agreed to offer. It’s that simple.

We’re not just talking a couple of pennies here and there. These are real savings on things like prescription medications, vision and chiropractic care, and lab and imaging work.

You can also save at restaurants, hotels, hardware and retail stores, and on services like security monitoring and satellite television subscriptions.

For all the coupon-clippers, you’ll have access to hundreds of valuable coupons right from our website to help you save on your groceries. And, it’s all because you are a member of Piedmont Electric.

One of the most valuable features of the Co-op Connections® Card is the pharmacy discount. It’s not insurance, but the discount can mean savings of 10% to 85% on prescription drugs. The logo and information on the back of your card is recognized at more than 60,000 national, regional and local pharmacies.

Even folks with insurance might find their medicine is less expensive using the Co-op Connections® Card.

If you are a business owner and you would like to offer Co-op Connections® cardholders a discount or other offer, please contact us and we’ll list your offer on the site at no cost.

This is a great way to let folks know about your business and give them a good deal in the process.

We’re available to answer any questions you have about the card and how to take advantage of the discounts it provides.

Be sure to visit our website, www.pemc.coop, for information about the card, a list of frequently asked questions and all of the links to look up which businesses are participating in the program.

This is just one more way you benefit from being a member-owner of Piedmont Electric.

While you’re at it, drop by any of our offices on October 17 as we celebrate Co-op Month.

You’re just one page away from your Co-op Connections® Card....
## Use Your Co-op Connections Card For Deals Like These and More!

Visit the Co-op Connections link from www.pemc.coop for complete details about these and other offers.

<table>
<thead>
<tr>
<th>Business</th>
<th>Offer</th>
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<tr>
<td>Boone’s Barber Shop, Hillsborough</td>
<td>$2 Off Regular Haircut</td>
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<tr>
<td>Camp Springs Country Store, Reidsville</td>
<td>Discount on Store Item</td>
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<tr>
<td>CIAO Pizza, Mebane</td>
<td>10% Discount on Entire Restaurant Bill, Excluding Alcohol</td>
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<tr>
<td>Clarksville Station, Timberlake</td>
<td>25% Off Appetizers</td>
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<tr>
<td>ElecTel Cooperative Federal Credit Union, Hillsborough</td>
<td>Free Box of Checks with New Checking Account</td>
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<tr>
<td>Flower Patch, Hillsborough</td>
<td>10% Off Cash ‘N Carry</td>
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<tr>
<td>Handy Andy’s, Rougemont</td>
<td>10% off $20 or More on Hardware</td>
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<tr>
<td>Hollyhocks, Mebane</td>
<td>10% Off Any Purchase of $30 or More</td>
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<tr>
<td>Iron Skillet at Petro Mart, Mebane</td>
<td>10% Off Total Food Bill at Restaurant</td>
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<tr>
<td>Lee Nails of Carrboro (Plaza), Carrboro</td>
<td>15% Off Total Bill of $20 or More</td>
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<td>Multiflora Greenhouses, Hillsborough</td>
<td>5% Discount on Tuesdays</td>
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<td>Orange County Polocrosse Club, Hurdle Mills</td>
<td>Free T-Shirt or Other Club Memorabilia when You Sign Up for Monthly Lesson</td>
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<td>Planning Tomorrow, Durham</td>
<td>Half Price Home Aging In Place Audit</td>
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<td>PTA Thrift Shop, Chapel Hill</td>
<td>$5 Off a $20 Purchase</td>
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<tr>
<td>Sheradin Chiropractic Center, Mebane</td>
<td>$50 for 1 Hour Massage/20% Off Chiropractic Services—New Clients</td>
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<tr>
<td>Sparrow Heating &amp; Air Inc., Durham</td>
<td>20% Off First-Time Customer Service Call</td>
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<td>Sunshine Lavender Farm, Hurdle Mills</td>
<td>Free Sachet with Online Purchase</td>
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<tr>
<td>Fox’s Suzuki/Kawasaki, Roxboro</td>
<td>10% Off Motorcycle Helmets &amp; Riding Jackets</td>
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<td>Tasty Bakery, Hillsborough</td>
<td>Buy One Dozen Doughnuts, Get One Dozen at Half-off Price</td>
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<tr>
<td>Therapeutic Massage Therapy by Pamela Paul, LMBT</td>
<td>$10 Off First Session or Buy 2 &amp; Get the Third One Half-off</td>
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<tr>
<td>Tokyo Express, Hillsborough</td>
<td>Free Drink with Purchase of Any Dinner Entree (5:00 p.m.—9:00 p.m.)</td>
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<tr>
<td>Triangle Polo Club, Hurdle Mills</td>
<td>Free T-Shirt or Other Club Memorabilia with Purchase of Club Offer</td>
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### By the Numbers...

- 2,035 members have signed up for the use monitoring portion of www.MyUsage.com
- 795 members are participating in the FlexPay Program
- 463 members have turned in receipts for 4,462 CFLs, representing a total of 1,530,466 kWhs saved toward our Senate Bill 3 Mandate
- 35 solar water heater rebates given to members
- 870 electric water heater wraps sold
- 562 residential members on Time-of-Day Rates
- 871 visits to TogetherWeSave.com for a total calculated savings with the home savings calculator tool of $323,971.51
- 494 members have signed up to participate in the “Beat the Peak” program

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**Capital Credits to Be Retired in December**

The Cooperative’s Board of Directors has approved a General Retirement of Capital Credits for 1983 and 1984 patronage which will be distributed to members in December 2012.

In December, capital credits will be returned to member-consumers who received service from Piedmont Electric in 1983 and 1984. Those whose margins are $20 or greater will receive checks, and members whose margins are less than $20 will receive credits on their December accounts.
If Your Power Goes Out, Call Us...

If your power goes out, call Piedmont Electric’s outage reporting number —800.449.2667—to report the outage.

The Cooperative uses your phone number to determine your service location when you use the automated outage reporting system to report a service outage. If, like some folks—you no longer have a land line and use a cellular phone, please make sure to let the Cooperative know. Unless we have your correct phone number(s), we may not be able to pinpoint your outage location as quickly.

Please complete and return the form on your monthly billing statement if your telephone number has changed.

What’s with Those (Pesky) Blinks?

At one time or another, we’ve all returned home or woken up late for work to see a blinking “12:00” on our digital alarm clock. You then have to reset every digital clock in your household that doesn’t have a battery backup, from the microwave oven to the answering machine.

Usually, this state of “eternal midnight” was caused by a “blink” in the electrical system.

While blinks can be annoying, they show that an electrical system is working exactly as designed. And while Piedmont Electric has taken steps to reduce the number of blinks across its power system, there are measures you can take as well.

Blinks, momentary power interruptions, can occur anywhere along a power system—from the time electrons are generated at a power plant to being shipped across transmission line to substations, or during distribution from a substation to your home.

Why blinks?

Blinks are created when a breaker, or switch, momentarily opens along any portion of the power system.

The breaker usually opens because of a large, quick rise of electrical current. This large rise, called a fault condition, can occur when a tree branch touches a line, lightning strikes, or a wire breaks.

When this happens, a relay senses the fault and tells the breaker to open momentarily preventing the flow of power to the problem site. After opening, the breaker quickly closes. The brief delay, which allows the fault to clear, usually lasts less than two seconds.

If the fault clears, every home or business that receives electricity off that power line has just experienced a blink.

This could include thousands of accounts if the breaker protects a transmission line or a substation.

Reducing the blink’s effects

Piedmont Electric uses methods to reduce blink frequency. Tree trimming and wildlife protection guards are the easiest and most common ways.

Meanwhile, you can reduce the frustration of blinks by purchasing an alarm clock equipped with a battery backup.

This type of digital clock offers “ride through” ability for momentary outages. It will also keep the correct time and sound an alarm in case of a long-duration outage, provided a charged battery is in place. Computers can also be affected by blinks. Any unsaved files may be lost.

An uninterruptible power supply (UPS) on your computer can help prevent information loss. The UPS incorporates surge suppression technology with a battery backup and provides you some time to save whatever you were working on and exit your computer properly.

If you are having frequent blinks, please let Piedmont Electric know. We may need to install wildlife protection or do some additional tree trimming.

You’re Invited...

Join us for our Co-op Day celebration on October 17 at all of the Cooperative’s offices. You’ll have a chance to learn more about the Co-op Connections® Card—and win some prizes!
Energy Star Tax Holiday Set for November 2-4

The next Energy Star-qualified tax holiday weekend will be Friday, November 2, through Sunday, November 4.

If you plan—or need—to buy a new appliance soon, this is a good time to buy an energy efficient model, and avoid paying N.C. sales tax on your purchase.


The qualified products include:
- Clothes washers
- Freezers and refrigerators
- Central air conditioners and room air conditioners
- Air-source heat pumps and geothermal heat pumps
- Ceiling fans
- Dehumidifiers
- Programmable thermostats

Pass It On...

If you have a recipe to share with other Piedmont Electric members, please send it to: Pass It On, c/o Piedmont Connection, P.O. Drawer 1179, Hillsborough, NC 27278, or you may include it with your monthly payment.

If your recipe is printed, you will receive a copy of a cookbook from the Cooperative Council of North Carolina.

Please remember to check all ingredients and cooking directions.

Which HVAC System Is Best for You?

Having to replace your home heating and cooling system in the near future? If you are, you're not alone.

The average life of a residential heating and cooling system is about 15 years. So where do homeowners turn for help when facing this inevitable—but not fun—task and, what do you need to know to make a good decision?

Here are some things to think about before you make your decision.

You have two basic choices when it comes to heating equipment: a system that burns gas for heat or a system that uses electricity.

Both systems use electricity for cooling. With electric heat, your choice is between resistant heat or an electric heat pump.

Depending on where you live, you may have the choice of natural gas (if it is available in your area) or liquid propane (LP) gas.

As mentioned above, these systems last about 15 years. So what will the system you select cost to operate over those 15 years?

Using today’s energy costs and today’s heating and cooling systems, your lowest cost choice is an electric heat pump.

An electric heat pump costs approximately 70% less to operate than an LP furnace and about 10% less than a natural gas furnace (even using natural gas that's now at historically low prices).

You could save more than $1,300 per year with an electric heat pump—or almost $20,000 over the life of the system when compared to a LP system.

An electric heat pump also is safer to operate, requires less maintenance and provides comfortable, even heat.

Please remember Piedmont Electric is here to help, and we can show you the calculations.

We have in-house heating and air-conditioning experts who can evaluate your system and make recommendations to you on the best equipment and fuel choices for your home.

We can also help you select a heating and air-conditioning contractor to do the work, and we can even provide financing for you at great terms if you and your system qualify.

Give us a call. We are here to help you keep your home safe and comfortable at the lowest cost.

Using today’s energy costs and today’s heating and cooling systems, your lowest cost choice is an electric heat pump.