

FEATURE ARTICLE

## PIEDMONT LAUNCHES A REVISED WEBSITE

Later this month, Piedmont Electric will be launching a revised website at [www.pemc.coop](http://www.pemc.coop) to make online interaction with your cooperative easier than ever. With the site's new design, you will have access to your cooperative anywhere, anytime, on any device.

From the homepage, our members should notice a cleaner, easier to navigate look. As soon as you land on the new [www.pemc.coop](http://www.pemc.coop), you'll notice quick links to home savings, business savings and the latest updates from Piedmont Electric. You will also be able to easily access your billing information from the "manage my account" section, which will be available at the top right of every single page.

During emergency situations, the homepage at [www.pemc.coop](http://www.pemc.coop) will become your storm center, keeping you updated with the latest reports on outages, safety and the progress of repairs. The mobile friendly design of the new site will allow you to access this outage

information from your smart phone or tablet—even if the power goes out!

Bill pay and account management will be easier than ever with the new "SmartHub" payment area that centralizes account information, bill payment as well as usage information all in one place. Simply download the free smart-phone app to make mobile payments, alert us to account and service issues, and learn about special programs all from the dashboard on your mobile device. You will be able to access your account from anywhere on the site by hovering over "Manage my account" or by clicking anywhere you see the SmartHub Logo.

We constantly strive to effectively communicate with and empower our members, and we hope the new website design will help us accomplish these goals. We appreciate your feedback. If you have any issues, comments or suggestions about the new site please send them [info@pemc.coop](mailto:info@pemc.coop).

## CHECK OUT THIS MONTH'S COVER WRAP

We're rolling out our new website later this month. Be sure to check out the inside front and back covers of February's *Carolina Country* for all the latest updates!

### Easier Navigation

Find the important information you need. Faster.

- 1. Easier Navigation** Find the important information you need. Faster.
- 2. Home Energy Calculator** Get home energy savings ideas based on facts about your home so you can best manage your energy needs.
- 3. Billing Calculator** Compare the individual costs of your current billing system to other billing options.
- 4. Appliance Calculator** Assess the energy costs associated with the appliances in your home.
- 5. Energy Monitor Calculator** Monitor electricity usage to optimize and lower electric usage costs as well as the impact on carbon dioxide.
- New Apps Under Development** Storm Report Calculator, Lighting Calculator, Residential Rate Comparison Calculator.

### Your Cooperative. Anywhere.

Once the new site is live, you will be able to access important details about cooperative programs, news and activities across all mobile devices.

- Mobile-Friendly Website** Our new website was designed with a mobile-friendly design to provide an optimum experience when viewed on any mobile device. This means when you visit [www.pemc.coop](http://www.pemc.coop) from your smartphone or tablet, all the information on the desktop site is available on your mobile device. But, the layout will automatically adjust to your screen size so you can easily read, navigate and search the site without having to zoom, pan or scroll your screen.
- View Bill Remotely** Email in online bill drafts, review last month's bill and make changes to your account conveniently from your phone.
- Text Alerts** Sign up for service alerts including "Out the Post" announcements and more.
- Connect with Us** Click the icon on the site to connect with us on Facebook and Twitter.

**NO APP REQUIRED!**  
Just visit [www.pemc.coop](http://www.pemc.coop) from your smartphone or tablet.

## SCHOLARSHIP DEADLINES

Applications for PEMC's College Scholarships, Rural Electric Youth Tour and Touchstone Energy Basketball Camps are due **March 31, 2014**

Visit [www.pemc.coop](http://www.pemc.coop) to apply.

PRESIDENT'S LETTER

Each month Piedmont Electric develops this *Connection* newsletter, inserts in your bills, and social media posts to communicate with our members. These messages are all designed to keep you informed about your cooperative and to help you better understand the numerous programs and tools that are available to help you make more informed energy decisions.

This month, you may have noticed on the cover of *Carolina Country*, Piedmont is releasing a new and improved version of our website. Take time to explore all of the new website features that are available to you. This website is an important step in developing better lines of communication with each of our members. This new site will enable you to learn more about the cooperative difference, the efficient operations of Piedmont Electric, as well as better understand features of your bill and the programs and tools available for members.



R.G. Brecheisen  
President & CEO of Piedmont Electric

## We are helping you make more informed energy decisions.

More than just providing information, we hope our new site will provide you opportunities to respond to the cooperative. Contact forms, links to our Facebook and Twitter accounts, as well as the new support features of SmartHub all provide avenues for you to get in touch and let us know how we can better serve you both online and off.

With your help and participation, we can work together to strengthen our Piedmont Electric Membership community.

For more information on your cooperative, visit [www.pemc.coop](http://www.pemc.coop) or call 800-222-3107.

## CO-OP CONNECTIONS® CARD DISCOUNTS

### RECENTLY ADDED BUSINESSES



**TRIANGLE COMPUTER MEDIC**  
Hillsborough  
SAVE 20% ON SERVICE CHARGES

SAVE 10%

**HANDY ANDY'S**

Rougemont

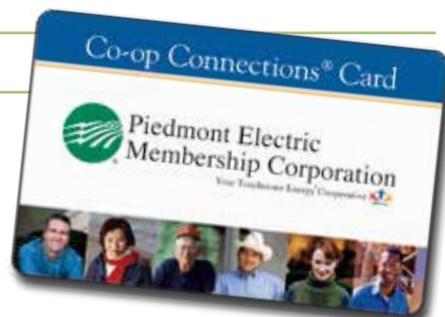
SAVE 10% ON A \$20 OR MORE  
HARDWARE PURCHASE—  
EXCLUDING POWER TOOLS.

SAVE \$25

**JACKSON HEWETT TAX SERVICE**

Carboro

SAVE \$25 ON YOUR NEXT FEDERAL  
INCOME TAX PREPARATION.  
COUPON HHE72



SAVE 10%

**LA COCINA #4**

Roxboro

SAVE 10% ON TOTAL BILL—  
EXCLUDING ALCOHOL/OTHER  
OFFERS.

Visit Piedmont Electric's website, [www.pemc.coop](http://www.pemc.coop), and click on the Co-op Connections® Card for discount details and a complete list of participating local businesses, national businesses, dentists, chiropractors, vision care and pharmacies.

Don't see your favorite business here? Tell them to contact us at 800.222.3107 or [pemcinfo@pemc.coop](mailto:pemcinfo@pemc.coop), subject "Co-op Connections," to become a part of this exciting new member program!

Piedmont Electric Members have saved a total of  
**\$17,616.33**  
in Rx purchases since the program launch  
in October 2012!

## ELECTRIC GENERATOR SAFETY

As the cold winds of winter bring snow, ice and the possibility of power outages, it is important for you and your family to be prepared. For many of our members, this includes the use of a gas-powered electric generator during power outages. Electric generators can be extremely dangerous, so be sure to keep the following in mind.



Generators create carbon monoxide, which is a **deadly odorless colorless gas!**

- Never use a generator indoors, in a garage, carport or basement
- Put the generator outside and away from doors, windows, and vents
- Invest in a battery powered Carbon Monoxide detector and leave the house IMMEDIATELY if you detect any signs of carbon monoxide.

### Watch for symptoms of **Carbon Monoxide Poisoning**

- 1 Headache
- 2 Fatigue
- 3 Dizziness
- 4 Nausea/vomiting
- 5 Confusion
- 6 Seizures
- 7 Loss of consciousness
- 8 Death

Source: Consumer Product Safety Commission

### Generator Backfeed can be Deadly

If you own and operate a backup generator, you are responsible for ensuring that its power does not backfeed into the utility system, potentially electrocuting anyone in contact. If you want your generator connected to your household wiring, you need to hire a qualified, licensed electrician to install a proper transfer switch that meets local electric codes.



At home or on the go, SmartHub puts the power in your hands.

Feel the power of data in your hands! Piedmont Electric's SmartHub will bring you convenient account management and detailed usage information. With a mobile and web app, SmartHub delivers account information, mobile payments, and timely notifications in a secure environment. SmartHub can be used on a computer website and on both your iOS or Android mobile devices.

**FLIP TO THE BACK** of this month's cover wrap for more information!



[pemc.smartub.coop](http://pemc.smartub.coop)



## BY THE NUMBERS

**2,208 MEMBERS** ↑ 6 MEMBERS have signed up for the use-monitoring portion of [www.MyUsage.com](http://www.MyUsage.com)

**914 MEMBERS** ↑ 16 MEMBERS are participating in the FlexPay Program

**514 MEMBERS** ↑ 2 MEMBERS have turned in receipts for 4,713 CFLs, representing a total of 1,616,559 kWhs saved toward our Senate Bill 3 Mandate

**43 MEMBERS** ↑ 1 MEMBER received solar water heater rebates

**919 MEMBERS** ↑ 2 VISITS purchased electric water heater wrap kits

**605 RESIDENTIAL MEMBERS** ↑ 3 MEMBERS have signed up for Time-of-Day Rates

**1,005 VISITS** ↑ 4 VISITS made to TogetherWeSave.com, where you can learn more about the power of your electric cooperative membership.

**591 MEMBERS** have signed up to participate in the "Beat the Peak" program

**1,360 MEMBERS** are participating in Project Helping Hand

**6,074 MEMBERS** ↑ 1 VISIT are participating in the A/C Load Control Program

**4,649 MEMBERS** ↑ 1 VISIT are participating in the Electric Water Heater Load Control Program

## THIS MONTH'S RIGHT-OF-WAY ACTIVITY

### GRANVILLE COUNTY

- Rueben Hart Road
- Amis Chapel Road
- Smart Road
- Blue Wing Road

### PERSON COUNTY

- Virgilina Road
- Epps Martin Road

(and surrounding areas)

Locations are SUBJECT TO CHANGE due to uncontrollable circumstances.

## SUCCESSFUL TOY AND FOOD DRIVE

**TOGETHER WE DONATED**

**OVER 1,500**  
Pounds of Food

**115**  
Toys

**110**  
Fleece Blankets

**to help those in need in our service area!**

Thank you for your participation in Piedmont EMC's Annual Holiday Charity Drive, together we raised over \$2,300 for local charities.

### Donations sent to the following:

- Allied Churches of Alamance
- Caswell Parish
- Caswell Social Services
- Christian Help Center of Person County
- Durham Rescue Mission
- Grassy Creek Baptist Church & Women's Outreach
- Orange Congregations in Mission
- Orange County Social Services
- Inter-Faith Council of Chapel Hill-Carrboro
- Santa's Helpers of Person County

### PIEDMONT ELECTRIC CONNECTION

Published monthly for the members of Piedmont Electric Membership Corp.

2500 NC Highway 86 South  
PO Drawer 1179  
Hillsborough, NC 27278

R.G. Brecheisen  
President and CEO

#### DIRECTORS

Bill R. Barber, Chairman  
Paul L. Bailey, Vice Chairman  
Sam T. Woods, Secretary  
Richal Vanhook, Treasurer  
J. Randy Kinley, Stephen C. Long,  
David Poythress, Richard Roberts,  
Cyrus Vernon & Talmadge W. Yancey

#### OFFICE HOURS

Monday-Friday, 8am-5pm  
Hillsborough 919.732.2123  
Caswell County 336.421.1296  
Roxboro 336.599.0151  
Elsewhere in North Carolina  
800.222.3107

## STATEMENT OF NONDISCRIMINATION

Piedmont Electric Membership Corporation is the recipient of Federal financial assistance from the Rural Utilities Service (RUS), an agency of the U.S. Department of Agriculture, and is subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; and the rules and regulations of the U.S. Department of Agriculture which provide that no person in the United States on the basis of race, color, national origin, sex, religion, age, or disability shall be excluded from participation in, admission or access to, denied the benefits of, or otherwise be subjected to discrimination under any of this organization's program or activities.

The person responsible for coordinating this organization's nondiscrimination compliance efforts is Tim McAdoo, Vice President of Human Resources. Any individual, or specific class of individuals,

who feels that this organization has subjected them to discrimination may obtain further information about the statutes and regulations listed above and/or file a written complaint with this organization; or the Secretary, U.S. Department of Agriculture, Washington, D.C. 20250; or the Administrator, Rural Utilities Service, STOP 1510, 1400 Independence Avenue, SW, Washington, D.C. 20250-1510; or the Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, DC 20250-9410; or call (202) 720-5964 (voice or TDD). USDA is an equal opportunity provider and employer. Complaints must be filed within 180 days after the alleged discrimination action, or by such later date to which the Secretary of Agriculture or the Administrator of RUS extends the time for filing. Identity of complainants will be kept confidential except to the extent necessary to carry out the purposes of the rules and regulations of the U.S. Department of Agriculture.

## IF YOUR POWER GOES OUT, CALL US...

**800.449.2667**

Our automated outage reporting system uses your phone number to determine your service location. That's why it's important to update the number connected to your account. If your number has changed, or if you no longer have a land line, let us know by completing the form that comes in your monthly billing statement or calling 800.222.3107.

To report an outage 24 hours a day  
800.449.2667\*

To pay account and access account  
information by phone 24 hours a day  
877.999.3394\*

\*Voice instructions will direct you through the system.

Call 811 BEFORE you dig

A Touchstone Energy® Cooperative