



FEATURE ARTICLE

## PREPARE FOR THE CHANGING SEASONS

As we transition into fall, remember to shift your energy usage habits. While the end goal of saving money and energy is the same year-round, the ways to save change each season.

### Fall Energy Saving Tips

- Once you start heating your home, set your thermostat to no higher than 68 degrees and be sure to lower the temperature a few degrees when you go to bed or are not at home.
- Caulk and weather strip around exterior doors and windows to seal in warm air.
- During the day, open shades and curtains to allow natural light to heat your home. Remember to close them at night to retain the day's heat.
- For those who have a fireplace, be sure to close the damper unless a fire is lit. Keeping the damper open is like leaving a window open.
- Schedule a service of your heating unit. Making sure it is working properly will help it run more efficiently.
- Replace your air filters monthly to lower heating costs, improve indoor air quality and extend equipment life.

- If you like to have a light on when you get home, use a timer or motion detector instead of leaving the lights on all day.
- Switch your ceiling fans so they turn clockwise, which will push warm air from the ceiling to the floor.
- Insulate your water heater and the pipes going to and from your unit.
- Remove any window air conditioning units or, if they cannot be removed, wrap them with an insulated cover to keep warm air from escaping around the unit.

For more information, visit [pemc.coop](http://pemc.coop) or give us a call at 800.222.3107. We can provide you with energy efficiency advice or conduct a free energy audit.

As your trusted energy advisor, we are here to help you practice smart energy habits throughout every season!

## IMPORTANT DATES

### SEPTEMBER 4

**Labor Day** Our offices will be closed for the holiday. Employees will be on call.

**Bright Ideas grant program deadline**  
Teachers are encouraged to apply for a grant to fund innovative class projects. Visit [NCBrightIdeas.com](http://NCBrightIdeas.com) to learn more.

### OCTOBER 7

**Community Safety Day** at Pathways Elementary School in Hillsborough, NC.

## WHAT GOES INTO YOUR BILL?

*Q&A with Steve Hamlin*

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## HURRICANE SEASON

*Make sure you're prepared!*

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## PARTICIPATE IN BROADBAND SURVEY

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## WHAT DID PIEDMONT ELECTRIC STUDENTS DO THIS SUMMER?

*Youth tour, college scholarships & leadership camps*

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## Want to go green and stop getting a printed bill?

Login to SmartHub at [pemc.coop](http://pemc.coop) and make sure your email is up to date. Then go to the **My Profile** section, click on **Update My Printed Bill Settings** and then turn the status to off. You've just gone paperless!



## Q&A WITH STEVE HAMLIN

Steve Hamlin  
President and CEO

At Piedmont Electric, we know that one of your primary concerns is the price you pay for power each month. We work hard to ensure that each of our members has access to safe and reliable power at the lowest cost possible. To find out more about your energy bill, we spoke with Steve Hamlin, President and CEO.

### What makes up the cost of electricity?

There are many factors that contribute to your overall energy bill. The largest piece, which accounts for nearly 55 percent of your bill, goes towards purchasing power. Our other costs include member services, maintaining the power grid, interest, taxes, depreciation of plant and administrative costs associated with running any business.

Our fundamental purpose is to provide reliable, safe and affordable power to you, our members. Whether we are restoring power after a widespread storm or after a squirrel trips a circuit breaker, we will do our best to safely restore power quickly, day or night.

You also expect exceptional service and we likewise want to provide that to every member, every time, no exceptions.

To do all this requires a significant annual investment in people, equipment and supplies which is

under tight budgetary control and is approved by our board of directors.

### Why do we purchase energy from suppliers?

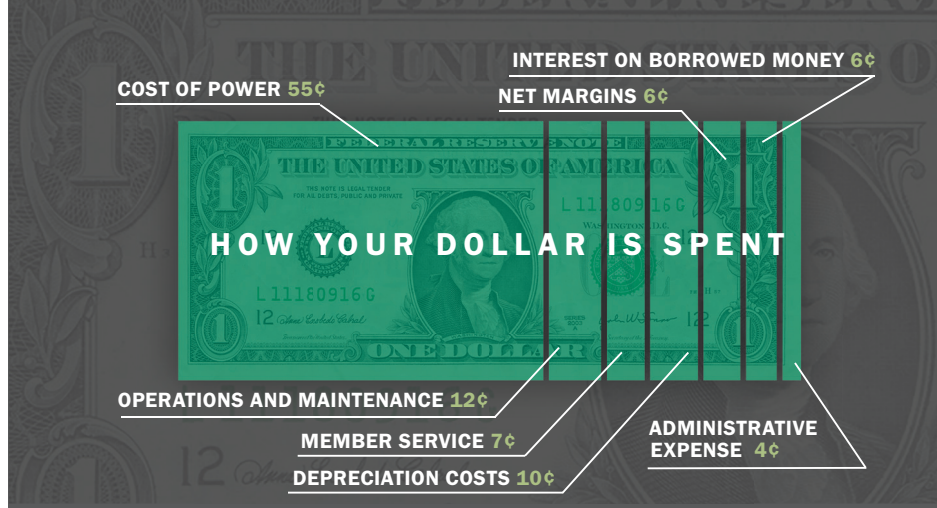
It is very expensive to construct and maintain power plants. It costs less to purchase power from wholesale suppliers like Duke Energy than to produce our own power.

### How are my energy rates determined?

Your cost of electricity is based on the amount of energy you consume and the nature and load profile of your service needs. Regulations that drive up the cost of power generation sources including coal, natural gas, renewable energy and nuclear power will ultimately drive up the cost we must charge for energy.

### What is Piedmont Electric doing to lower my bill?

To help you pay the lowest possible price for energy, Piedmont Electric works hard to keep costs down. Additionally, we provide time of day rates and programs like Beat the Peak to help reduce our energy during costly peak times.



### What are peak hours?

Peak hours are the times of day when people use the greatest amount of electricity. Summer peak hours occur in the afternoons and winter peak hours occur in the mornings. Reducing Piedmont's load during peak periods helps us lower our costs and control rates.

### What can I do to lower my bill?

The biggest use of power for the typical home in our community is heating and cooling. So, setting your thermostat to 78°F in the summer and 68°F in the winter is a good start. If you want to take the next step, participate in one of our energy-saving programs like load management, Beat the Peak, time of day rates or take advantage of our free home energy audits.

Piedmont Electric staff has been working on a new bill design that you will see for your October bill. To learn more about the new bill or how you can save energy and money, visit our website [pemc.coop](http://pemc.coop) or give us a call at 800.222.3107. As your trusted energy partner, we want to provide the best possible service at a good value.



Visit [connections.coop/pemc](http://connections.coop/pemc) for discount details and a complete list of participating local businesses, national businesses, dentists, chiropractors, vision care centers and pharmacies.

## NATIONAL FEATURED

There are more than 60 national discounts offered to cooperative members. Here are just a couple participating national businesses!

**Featured** ★ **NATIONAL**

1-800-PETMEDS	OFFICE DEPOT
ADP	PROFLOWERS
BUDGET	SIX FLAGS
DELL	STAPLES
GIFTTREE.COM	

### Can't find your Co-op Connections® Card?

Visit [connections.coop/pemc](http://connections.coop/pemc) to print a new one or call our office at 800.222.3107 for a replacement.

BE PREPARED FOR

# Hurricane Season



Hurricane season begins in June and lasts through the end of November. Our crews are prepared to respond, so we encourage our members to be prepared as well. Let's work together to keep safety our top priority. Visit [ready.gov/hurricanes](https://ready.gov/hurricanes) for more hurricane safety information.



Identify a safe location on the lowest level of your home or building, away from windows, doors and outside walls to go when the storm hits. Ensure that your family or coworkers are aware of this location by practicing your emergency evacuation plan.



Prepare an emergency supply kit. This kit should include a two-week supply of water, non-perishable food items, a first-aid kit, flashlights, a battery-operated radio, batteries and your prescription medications.



Trim the surrounding outdoor area of your home of any long or loose branches. If needed, install storm shutters on all your windows, as well.



Stay connected with Piedmont Electric through our website [pemc.coop](https://pemc.coop) and our Facebook & Twitter pages for important information regarding weather and outages. If your home loses power, call our Outage Reporting Number at 800.449.2667 to report an outage.

## PARTICIPATE IN BROADBAND SURVEY

Piedmont Electric is asking all members to take the time to read "NC Resource Helps Identify Rural Broadband Need" on page 8 and take the North Carolina broadband survey at [ncbroadband.gov/map](https://ncbroadband.gov/map).

Making our state aware of the broadband speed in rural areas is extremely important given the state's

initiatives concerning education, economic development, health care and public safety. It's vital that members participate in surveys that can ensure our rural communities are not left behind as our state's urban areas continue to grow.

It will take active and engaged communities to ensure that we bridge

existing digital divides. The goal is to provide all North Carolinians with access to affordable broadband service and to prepare our communities for the future by keeping them strong and vibrant.

**Please let your voice be heard!**

## WHAT WERE PIEDMONT ELECTRIC STUDENTS UP TO THIS SUMMER?

At Piedmont Electric, we show our commitment to our communities through a wide range of youth programs. By empowering our current and future members, we ensure a brighter future for all. Check out what our community's future leaders were up to this summer!



### YOUTH TOUR IN WASHINGTON, D.C.

Every year, local high school students have the opportunity to visit the nation's capitol for the Rural Electric Youth Tour. While on the tour, they are able to learn more about American history, the U.S. government and electric cooperatives, all while visiting the historic sights of Washington, D.C. Rising high school sophomores, juniors and seniors whose parents or grandparents receive electricity from Piedmont Electric are eligible to apply.

**APPLICATIONS DUE DECEMBER 31**



### BASKETBALL CAMPS

Every year, Piedmont Electric awards middle school students full scholarships to attend basketball camps on college campuses during the summer. Rising sixth, seventh and eighth grade students are eligible to apply. Every summer, our cooperative sends one male student to the Roy Williams Carolina Basketball Camp at the University of North Carolina at Chapel Hill and one female student to the Wolfpack Women's Basketball Camp at NC State University in Raleigh.

**APPLICATIONS DUE MARCH 31**



### COLLEGE SCHOLARSHIPS

High school seniors can apply for a \$1,500 scholarship to help continue their education at a college or community college. We award six college scholarships each year. The full application requirements are listed on our website [pemc.coop](http://pemc.coop).

**APPLICATIONS DUE MARCH 31**

LEARN MORE ABOUT ALL OF THESE PROGRAMS AT  
**[PEMC.COOP/COMMUNITY](http://PEMC.COOP/COMMUNITY)**

## PIEDMONT ELECTRIC CONNECTION

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

### OFFICE HOURS

Monday–Friday, 8 a.m.–5 p.m.  
800.222.3107

Piedmont Electric is an  
equal opportunity provider  
and employer.

Stephen B. Hamlin  
President and CEO

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### IF YOUR POWER GOES OUT, CALL US AT 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, let us know by completing the form that comes with your monthly bill or by calling 800.222.3107.

Pay account and access account information by phone 24 hours a day by calling 877.999.3394. Voice instructions will direct you through the system.