



FEATURE ARTICLE

## CONTROL YOUR ENERGY USAGE WITH PREPAY

At Piedmont Electric, helping you save money and take control of your monthly bill is one of our top priorities. We're proud to provide you with a number of tools and programs that can help you better understand how you're using energy and determine where you can make changes to help you save money. Let's take a look at how our PrePay program can help you take control of your energy use and your bill.

With our PrePay program, Piedmont EMC allows our co-op families to purchase electricity before using it, much like using prepaid minutes on a cell phone. Throughout the month, they can actively monitor their energy usage online using SmartHub and make usage adjustments to stay within budget. When using the PrePay program, a family is able to set goals and a payment schedule within their budget.

By paying for their electricity in advance, families can take advantage

of daily electric use monitoring and account balance alerts, therefore taking control of their power costs. Throughout the month, they can monitor their saving goals. By enrolling in PrePay, families can see the direct results of making informed decisions about their electricity usage.

**Enroll in our PrePay program today by calling 800.222.3107 and scheduling an appointment in our office.**



SmartHub brings you convenient account management and detailed usage information with both a mobile and a web app. SmartHub delivers account information, mobile payments and timely notifications in a secure environment.

For more information on how to sign up for SmartHub, turn to page 20.



### Time-of-Day Peak Change

Remember, the on-peak and off-peak times for Time-of-Day rates will change on **Sunday, October 11**, to 6–10 AM. Want to know more about Time-of-Day rates? Visit [PEMC.COOP/SAVE-ENERGY-MONEY/USE-LESS-SAVE-MORE](http://PEMC.COOP/SAVE-ENERGY-MONEY/USE-LESS-SAVE-MORE)

### PRESIDENT'S MESSAGE

*You have a voice, and we're listening to what you have to say.*

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### REPLACE YOUR HEAT PUMP

*Winter is coming, get prepared!*

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### EASILY MONITOR YOUR ENERGY USAGE

*Learn how our SmartHub app can help.*

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### ENTER OUR PHOTO CONTEST!

October is National Co-op Month, and we're celebrating with a fun photo contest! Submit a picture from the co-op service area on our Facebook page, and your picture could be featured on our website, newsletter and future calendars!

The deadline to submit your photos is **Saturday, 10/31**.

### SIGN UP FOR THE CONNECTION'S DIGITAL VERSION!



*Carolina Country* and our newsletter is now available on iPads and Android tablets. Visit the App or Play store to download the *Carolina Country* app today.

PRESIDENT'S MESSAGE

At Piedmont Electric, we take pride in the fact that we're a small utility. You, our members, are the driving force behind the decisions we make, and our small size makes it easier for us to connect with you and make sure we're providing the things you need from your cooperative.

As a small utility, the feeling of community is crucial to the way we operate. We serve approximately 32,000 members in a six-county service territory and our service representatives are hospitable, always available to you and are ready to help in any way possible. At Piedmont Electric, 85% of our calls are answered by a person and not an automated machine. The service we provide is about you, and we are committed to operating with you at the center.

We are always looking for areas to improve and best serve our member's needs. We've learned that digital communication is important to you. This is something we are excited to improve upon, and we've taken efforts to increase the way we communicate in the digital space. We encourage you to follow us and



R.G. Brecheisen  
President & CEO of Piedmont EMC

## You have a voice, and we're listening.

interact with us on our Facebook page, as we keep you up to date on tips for energy savings and important outage information.

In keeping with the theme of going digital, you can now read a digital version of this newsletter and the *Carolina Country* magazine on your tablet. In addition, you can also access our newsletter from your desktop computer. To download the digital version of the magazine, visit [pemc.coop](http://pemc.coop) on your tablet.

We value member feedback and work to act on the constructive comments we receive to provide the best service possible.

We look forward to implementing ideas and programs that improve our cooperative based on your responses. Together, regardless of size, we can make a difference for our cooperative.

## CO-OP CONNECTIONS® CARD DISCOUNTS



### PERFORMANCE AUTO MALL Chapel Hill, NC

Piedmont EMC members qualify for all VIP discounts on all services, vehicle purchases and spa packages. Members within a 20-mile radius of dealerships also qualify for the concierge service at the VIP Discount rate. For VIP Discount prices call the VIP Manager at 866.305.6324.

SAVE 20%

**SPARROW HEATING AND AIR INC.**  
Durham, NC  
20% OFF FIRST-TIME CUSTOMER SERVICE CALL VISIT

SAVE 25%

**CLARKSVILLE STATION**  
Timberlake, NC  
25% OFF APPETIZERS

SAVE 10%

**SIMPLY CHARMING BOUTIQUE**  
Roxboro, NC  
10% OFF TOTAL PURCHASE



SAVE 10%

**POMODORO ITALIAN KITCHEN AND PIZZERIA**  
Mebane, NC  
10% OFF TOTAL BILL PER TABLE, EXCLUDING SPECIALS AND ALCOHOL

SAVE 10%

**FLOWER PATCH**  
Hillsborough, NC  
10% OFF CASH-N-CARRY

Visit Piedmont EMC's website, [pemc.coop](http://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 centers and pharmacies.

# WINTER IS COMING... **DON'T GET LEFT OUT IN THE COLD**



If your heating system is over 12 years old, it might be time to start thinking about replacing it for a new, more energy efficient electric heat pump — with frigid months ahead, you don't want to be left in the cold.

Piedmont Electric offers heat pump loans and rebates, free home energy audits and HVAC technical advice to all members considering a heating system upgrade.

**Questions?** Contact an energy specialist at Piedmont EMC at 800.222.3107 today!



If you're looking to replace your heating system, give us a call at **800.222.3107** to see how we can help.



## Manage Your Energy Usage with SmartHub



SmartHub brings you convenient account management and detailed usage information. With both a mobile and web app, SmartHub delivers account information, mobile payments and timely notifications in a secure environment.

The SmartHub communications tool not only lets you view or pay your monthly electric bill on your smartphone and tablet, but it also offers much more information and convenience than before:

- Pay your bill
- Review past payments
- Receive bill reminders
- View your daily and monthly electric use

Visit [pemc.smarthub.coop](http://pemc.smarthub.coop) to register for SmartHub!

### RIGHT-OF-WAY ACTIVITY

#### OCTOBER/NOVEMBER/DECEMBER OVERVIEW

Locations are SUBJECT TO CHANGE due to weather and other uncontrollable circumstances.

#### October

##### ORANGE COUNTY

- Highland Farm Road
  - Hall's Mill Road
  - Kenion Road
  - Phelps Road
  - Pearson Road
- (and surrounding areas)

#### November

##### ORANGE COUNTY

- Buckhorn Road
  - Bradshaw Quarry Road
  - Oak Grove Church Road
- (and surrounding areas)

##### DURHAM COUNTY

- Russell Road
  - Winkler Road
- (and surrounding areas)

#### December

##### DURHAM COUNTY

- Willowhaven Sub-Division
  - St. Mary's Road
  - Mason Road
  - Windover Drive
  - Johnson Mill Road
  - Preston Andrews Road
  - Ball Road
- (and surrounding areas)



To maintain service reliability, Piedmont Electric is committed to a three-year right-of-way cycle, which means we will be in your area once every three years. Check the chart above to see where crews will be over the next three months.

Piedmont Electric provides right-of-way trimming services for all power lines under its management. Right-of-way maintenance involves trimming tree limbs back so that they do not interfere with power lines. This allows Piedmont Electric to provide more reliable service to each of its members and can increase the speed at which outages can be repaired.



## PLEASE BE AWARE

It has recently come to our attention that a company known as Doxo, Inc., which is not affiliated with Piedmont EMC, is using our logo, contact information and reputation to market its fee-based online bill payment service to potential customers. **We are not in partnership with Doxo, Inc.** and we have asked them to remove our logo from their site. Furthermore, we do not require members to use Doxo's services to pay our bills.

We already offer secure online bill pay from our website, as well as other payment options. If you enjoy the convenience of online bill pay, please make sure you have gained access to our payment portal, SmartHub, by visiting, [pemc.smarthub.coop](http://pemc.smarthub.coop). Or you can pay your bill over the phone at **877.999.3394**. Our members matter, and our promise is to continue to look out for you.

Please contact our office at **800.222.3107** if you have any questions.

## PIEDMONT ELECTRIC CONNECTION

Published monthly for the members of Piedmont Electric Membership Corp.

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President and CEO

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#### 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

## 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 landline, 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