



FEATURE ARTICLE

Understand Your Bill, Understand Your Energy Use

Piedmont Electric offers a number of tools to help you understand your energy usage, each with its own unique way of helping you save energy and money!

Your Bill

Your bill contains more information than you might think. Along with the total amount owed, your bill also tells you exactly how many kilowatt hours (kWhs) you used during a period, and compares that total with the last month, the same month last year and the previous 24 months. You can use this information to detect abnormal energy usage, which could indicate a faulty appliance or energy habit.

So What's in a Kilowatt Hour?

A Kilowatt hour (kWh) is a unit of measurement for electricity consumed. A kWh is equal to the amount of electricity ten 100-watt light bulbs would use in one hour. We set our rates based on kWhs, and the amount of kWhs you use is part of how we determine your final bill.

Online Applications

Your bill provides plenty of information, but by the time you receive your bill, it is too late to save money for that month unless you take advantage of our SmartHub daily usage information (see page 23). Use the following calculators and applications at pemc.coop to address energy issues early:

Analyze my bill tells you about your home usage based on your bill

Home Energy Calculator shows what parts of your home drive up power costs

Heating Calculator compares heating methods and explains heating costs

Smart Hub provides daily usage information, and online access to your bill

IMPORTANT DATES

MAR 31

Basketball Camp Application Due

Rising 6–8th graders are eligible to apply for this all-expense paid scholarship to attend summer basketball camp at the University of North Carolina and N.C. State University. Visit pemc.coop to apply.

MAR 31

High School Senior College Scholarship Deadline

Apply for one of six \$1,500 college scholarships. Applicant must be planning to continue his/her education at a higher education institution and the parent must be a member of Piedmont EMC member. Apply online at pemc.coop.

APR 15

Submit Your Earth Day Art!

K-5 elementary school students at PEMC served schools have an opportunity to enter their "Earth Day" art in our Earth Day Art contest. Submit your artwork to your art teacher at Stoney Creek, Woodland, New Hope, Grady Brown, Pathways, Little River, Carolina Friends or Emerson Waldorf schools. Two students from each school have a chance to win a \$25 gift card, and their art may be featured in local publications!

APR 22

Piedmont Electric Annual Meeting Orange High School, Hillsborough, NC

Enjoy local music and vote for board member positions! Registration begins at 6pm and business meeting begins at 8pm.

PRESIDENT'S MESSAGE

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PEMC TAPS INTO THE POWER OF THE SUN

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SIGN UP FOR THE CONNECTION'S DIGITAL VERSION!



Carolina Country and our newsletter are available on iPads and Android tablets. Visit the App or Play store from your tablet to download the Carolina Country app today.

Remember, Piedmont Electric is your trusted energy advisor! To learn more about the programs and services we provide, like free Home Energy Audits and usage information, visit www.pemc.coop or call **800.222.3107**.

PRESIDENT'S MESSAGE

One of the most important parts of our commitment to you, our member, is being responsive to your needs. As technology and the electric utility industry continue to evolve, we are committed to being there for you to provide reliable electric service at the lowest possible cost and help you take advantage of new and evolving technologies. Unlike large investor-owned utilities, we are rooted right here in your community, with offices in Hillsborough, Roxboro and Caswell County.

Over the years, we have developed products and services to help you make wise energy choices. Free home energy audits, energy efficient home loans and multiple online apps help our members stay informed of their energy use and find ways to better manage their consumption.

Last year, we held our first online community focus group, with 50 members randomly selected to participate. Over the course of a week, these participants discussed their thoughts and feelings about Piedmont Electric's programs and services through an online forum.



R.G. Brecheisen
President & CEO of Piedmont EMC

Listening to You, Our Members

We were pleased to learn that many of our members feel we do a great job of keeping the lights on and responding to questions and concerns. We also learned that our members are interested in learning more about controlling the costs of providing electric service and seeing the results of their energy-saving efforts.

Outage information is an area of concern identified by the focus group participants, indicating that they would like to see more information during an outage. We listened and added an estimated restoration time to our outage map. Another area our members expressed interest in was daily usage notifications. Members can now apply for daily usage alerts

with SmartHub to help them better monitor their energy use. We will continue to use the information we gathered from this focus group to help us improve our communication and services.

Understanding our members' needs is an ongoing process, which is why we will be conducting more online focus groups in 2016 to help us understand how we can better provide the information our members need. Working together, we can keep electricity affordable and continue to ensure that you have access to safe and reliable electricity. Remember, there is power in the cooperative difference – we are here to serve you!

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Visit Piedmont EMC's website, 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.



Know Your Energy Use

WITH DAILY USAGE ALERTS FROM PIEDMONT ELECTRIC

Getting an unexpected, higher-than-average energy bill is a terrible feeling. Luckily, Piedmont Electric now offers daily usage alerts to help you take control of your household's spending. With daily alerts, you'll know exactly how much energy you use each day, and can use that information to make changes to lower your bill.

SIGN UP IN 3 EASY STEPS

1 To register for daily usage notifications, log in to SmartHub from your desktop computer at pemc.smarthub.coop.

2 Hover over the "Notifications" dropdown and select "Manage Contacts" to set up your email address.

3 Then hover over the "Notifications" dropdown and select "Manage Notifications" and under "Reports" select "Usage Emails."



SOLAR PROJECTS IN ROXBORO AND CASWELL

At Piedmont Electric, we think solar power can be responsibly incorporated as an energy source. That's why we've constructed a solar farm to benefit our cooperative members and community. In December, construction of two solar

fields was completed at our Roxboro and Caswell offices. Hannah Solar out of Atlanta, Ga., helped with the installation of the solar photovoltaic (PV) panels. Altogether, these solar fields will produce 500kW of power at a competitive cost.

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1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
2. **fax:** (202) 690-7442; or
3. **email:** program.intake@usda.gov

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PIEDMONT ELECTRIC CONNECTION

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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*

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*Voice instructions will direct you through the system.

Call 811 BEFORE you dig
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