



CONNECTION

PIEDMONT ELECTRIC MEMBERSHIP CORPORATION MEMBER NEWSLETTER | AUGUST 2018

Hyc0 Lake, Person County

Bringing value to you

As a utility, we work every day to bring you affordable, reliable power, but as your local electric cooperative, we strive to go beyond and bring you an even greater value.

Built by the communities we serve and locally owned and operated, your co-op is in business to serve the needs of you, our member. As such, we go beyond providing your electricity and also provide you with services that help you better manage your energy use and improve your quality of life.

One such way is by looking for unusual spikes in your energy use. Often these spikes are a result of normal, everyday changes such as differences in the weather or having more family or friends in your home for a few days.

However, these spikes can also signify problems with air conditioning units, heaters, well pumps and much more. If we spot an irregularity, we will notify you so that you can take action before the issue results in a high bill.

Our energy experts will suggest areas for you to check and provide you with input on how to get the issue resolved.

Our trained energy experts can give you advice in many other areas too.

Need to install a new water heater? Replacing your HVAC or heating system? Thinking about putting solar panels on your property? Bought an electric vehicle? We can provide you with sound technical advice on what

your home needs and how these and other big electrical changes will impact your bill.

While we provide you value locally, we have the power of more than 900 cooperatives from across the country behind us to help us better serve you.

Our network makes us stronger, from being able to call on neighboring cooperatives to help restore power more quickly after a storm, working together to develop systems to keep your data and information safe, or by using our collective buying power to obtain materials to strengthen our system at a lower cost.

These are just a few of the ways we work to bring greater value to you every day.

August is a **PEAK MONTH**

Watch for Beat the Peak alerts via text or e-mail to limit power usage during peak times to save money for you and your co-op! Sign up for text alerts by texting BTPEAK (first and last name) to 85700.

IMPORTANT DATES

August 25

Community Safety Day

10 A.M. to 1:30 P.M. at the Orange County Speedway in Rougemont

September 3

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

September 3

Bright Ideas Deadline

18 **Let's talk about your A/C**

19 **How an air conditioner works**

20 **Learn about our home energy calculator and Community Safety Day**

August right-of-way maintenance

ORANGE COUNTY:

Orange Grove Road
Ode Turner Road
Oakdale Drive
Shamrock Road
West Hill Avenue

PERSON COUNTY:

Lonny Gentry Road
Dennys Store Road
Oxford Road
BG Loftis Road

DURHAM COUNTY:

Mason Road
Ball Road
Johnson Mill Road
Matthews Road





Kyle Heckman Serviceman

Let's talk about your A/C

During these hot summer days, we all know the relief of opening the front door and being greeted with a rush of cool air. We want you to feel that refreshing rush while saving energy and money. So, in order to learn how to efficiently use your air conditioning system, we met with Serviceman Kyle Heckman who walked us through the important basics.

How does an air conditioner work?

Simply put, your air conditioner takes the warm air from inside your home and moves it outside by using refrigerant and fans.

For a detailed explanation, we'll use the graphic to the right.

Your evaporator (A) is made up of coils that have cold refrigerant running through it. After air is pushed through an air filter (F), it is blown across these coils (B) and cooled down before entering your home.

The evaporator temperature remains the same regardless of what your thermostat is set at. When you turn your thermostat down a few degrees to cool your home, you are not cooling your home faster.

Instead, you are telling your air conditioner to blow air over the evaporator longer. The more time your air conditioner is running, the more energy you are using.

As the refrigerant is heated by the warm air being blown over it, the

refrigerant is pumped to the outside component of your air conditioner by the compressor (D). Inside your outdoor unit, the warm refrigerant is pumped through more coils called the condenser (C) with a fan (E) that blows air over the coils to cool the refrigerant and push the heat out of your air conditioning system. The cooled refrigerant then returns to the evaporator (A) to continually repeat this process.

What is a split system?

These systems are made up of an outdoor unit and an indoor unit that work together. The system described above is a split system and is the most common type of air conditioning system. A split system is often connected to a heat pump which allows your system to work in both directions, heating or cooling your home by either removing the warm air or creating it.

What maintenance should I do?

To make sure your system is working efficiently, replace your air filters each month and keep your outside

unit clean. You want to keep leaves and debris from building up. This allows the heat running through the outside coils to be blown out more easily by the fan.

An annual maintenance check from a professional can help keep your air conditioner running properly and increase the lifespan of the unit.

How do I save money with my air conditioner?

In addition to regular maintenance, a smart or programmable thermostat will help you save money by running your air conditioner on an energy efficient schedule. We recommend setting your thermostat to 78 degrees in the summer.

Set your thermostat to increase your home's temperature while you are away and to return to your preferred temperature about a half hour before you normally arrive home. Remember, dramatically lowering your thermostat's temperature wastes energy and does not cool your home faster.



Save more with your A/C when you sign up for our smart thermostat savings program!

Learn more at pemc.coop/thermostat.

How an air conditioner works

Similar to how a refrigerator works, air conditioners transfer heat from a home's interior to the outside environment.



A Evaporator

Cooling coils remove heat and humidity from the air using refrigerant.

B Blower

A blower (or fan) circulates air over the evaporator, dispersing the chilled air.

C Condenser

Hot coils release the collected heat into the outside air.

D Compressor

A pump that moves refrigerant between the evaporator and the condenser to chill the indoor air.

E Fan

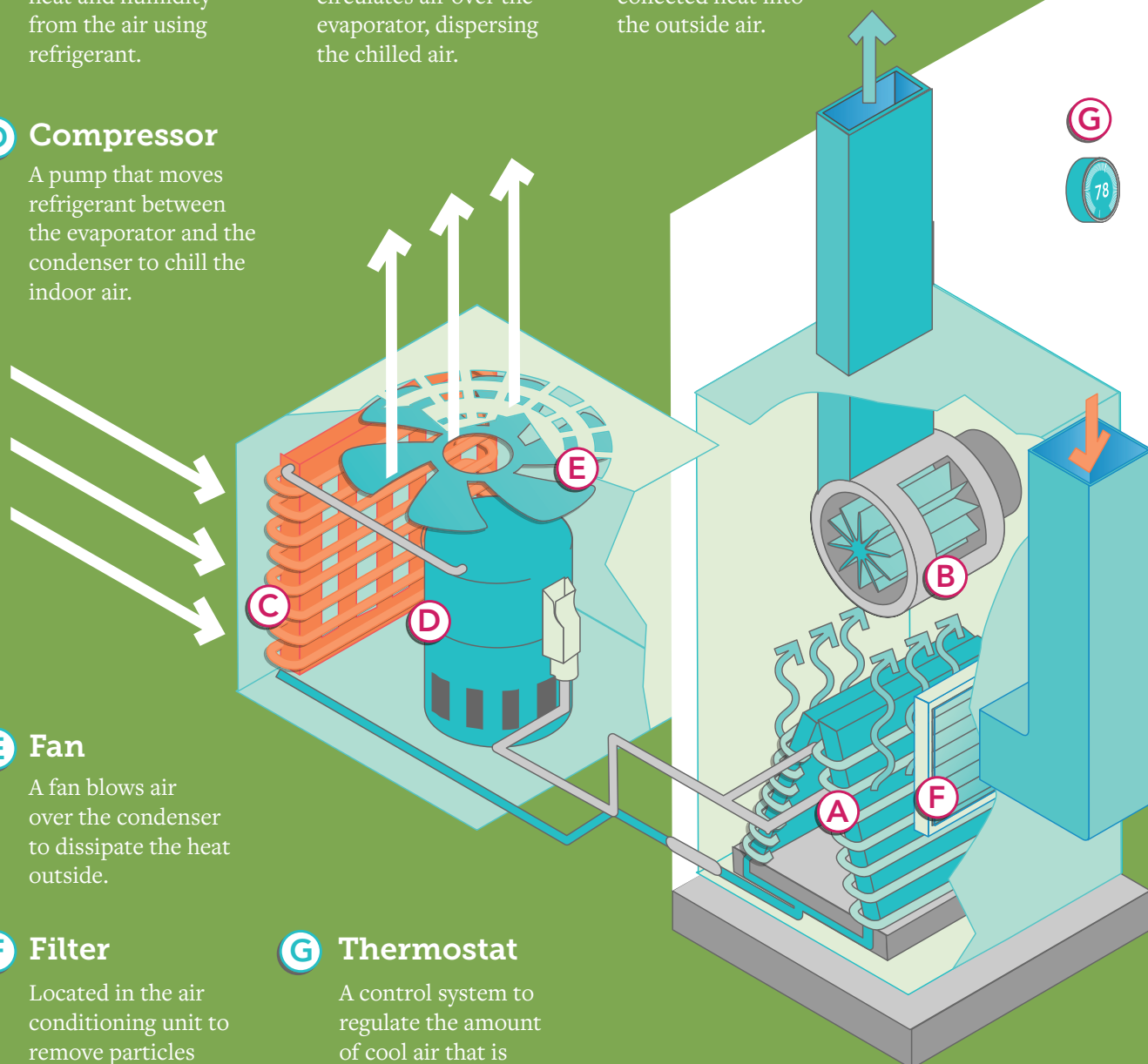
A fan blows air over the condenser to dissipate the heat outside.

F Filter

Located in the air conditioning unit to remove particles from the air.

G Thermostat

A control system to regulate the amount of cool air that is distributed.



SOURCES: Energy Saver (www.energy.gov/energysaver), the Energy Department's Building Technologies Office (www.energy.gov/eere/buildings/building-technologies-office), Energy Star (www.energystar.gov), Weatherization Assistance Program Technical Assistance Center (www.waptac.org)

Piedmont Electric's Energy Advisor

We're constantly striving to provide our members with valuable tools to help them improve their energy efficiency.

Have you tried our home energy calculator yet? It's simple! You will get a personalized report detailing what uses the most energy in your home with valuable tips on how to save energy and money. While you don't need your account number to use this tool, including it will provide you with more accurate results based on analyzing your bill information.



Visit **pemc.coop/tools**, select Energy Advisor and complete your profile to get your personalized home energy analysis in a matter of minutes!



COMMUNITY SAFETY DAY

SATURDAY, AUGUST 25

Community Safety Day is Saturday, August 25, where we will have educational events and fun for the whole family!

We invite our members to come out and enjoy learning about the importance of electrical safety and emergency preparedness among other important community safety training topics.

This free event will include everything from a kids' carnival and giveaways to bucket truck rides and tasty treats!

**JOIN US ON SATURDAY, AUGUST 25 AT THE ORANGE COUNTY SPEEDWAY FROM 10 A.M. TO 1:30 P.M.
9740 NC-57, ROUGEMONT, NC**

PIEDMONT ELECTRIC CONNECTION

Published monthly for the members of Piedmont Electric Membership Corporation

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OFFICE HOURS

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IF YOUR POWER GOES OUT, CALL US OR TEXT US AT 800.222.3107

Opt in to text alerts by texting "pemc" to 800.222.3107. Once you've opted in, report an outage by texting "#out" to 800.222.3107.

Our automated outage reporting system uses your phone number to determine your service location. Update the number connected to your account 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 800.222.3107. Voice instructions will direct you through the system.