



# CONNECTION

PIEDMONT ELECTRIC MEMBERSHIP CORPORATION MEMBER NEWSLETTER | DECEMBER 2018



## Improving communities yesterday, today and tomorrow

This being our 80th anniversary has truly given us reason to celebrate!



**Steve Hamlin**  
President and CEO

Like a fine wine or grandma's cast iron skillet, your co-op has only gotten better with age. For these last 80 years we've grown alongside our membership

continually adapting, innovating and preparing for the future of our communities. That's why we're stronger than ever before.

This past year, we've made great strides towards completing the installation of our fiber optic ring between our offices and substations. Deploying this technology will improve communication speed across our system which means improved service and reliability for our members.

And in the spirit of the holidays, I think this would be a good time to use a little twist on the old adage, "you can have your cake and eat it too." While we are installing the fiber for our own operations, there could also be the opportunity to partner with third parties to bring broadband access to underserved parts of our communities.

It could mean more resources for students, access to telemedicine, remote job opportunities and less buffering during your Netflix binges.

What else do you have to look forward to? Well, we will be installing new responsive meters throughout our system for the next few years. This will mean shorter outage times since we'll know your power is out before you even pick up the phone.

For those of you who check your Fitbit religiously, these new meters also provide you with an incredible amount of data (like hourly usage!) and will deliver it straight to your fingertips through SmartHub. This extra information means that you'll have a better idea of how to save energy and we'll know how to better serve you.

We wish everyone a safe and happy holiday season! We are honored to serve you and we likewise thank you for your support for these last 80 years and the next 80 to come!

### IMPORTANT DATES

#### December 24-25

##### Christmas

Piedmont Electric offices will be closed and employees will be on call.

#### January 1

##### New Year's Day

Piedmont Electric offices will be closed and employees will be on call.

##### Youth tour application due

Apply for this once-in-a-lifetime opportunity available to high school students.

18 **Gift-giving isn't just for the holidays**

20 **Capital credits: official notice**

### December right-of-way maintenance

#### DURHAM COUNTY

St. Mary's Road  
Mason Road  
Johnson Mill Road  
Windover Drive  
Ball Road







# Gift-giving isn't just for the holidays

As a valued member of Piedmont Electric, we love giving to you year round, not just during the holiday season. Here are a few of the reasons that being a member of our co-op will have you feeling jolly.

**Capital credits** We return excess profits to our members.

**Money-saving programs** Choose from a variety of programs designed to help you save money on your monthly bill.

**SmartHub** Your one-stop-shop for tracking your daily energy use and managing your account.

**Text outage alerts** Report outages and receive restoration updates using your cell phone.

**Convenient payment options** Paying your bill is easier than ever with our variety of payment options to fit your needs.

**Co-op Connections® program** Get exclusive access to local and national deals online and through our new app.

**Energy calculators** These user-friendly tools help you determine how much you can save throughout your home.

**Free home energy analysis** An energy specialist will visit your home and give you suggestions for home comfort improvements.

**Energy-saving advice** Check out our Connection newsletter, emails and bill inserts for tips to help you save energy (and money).

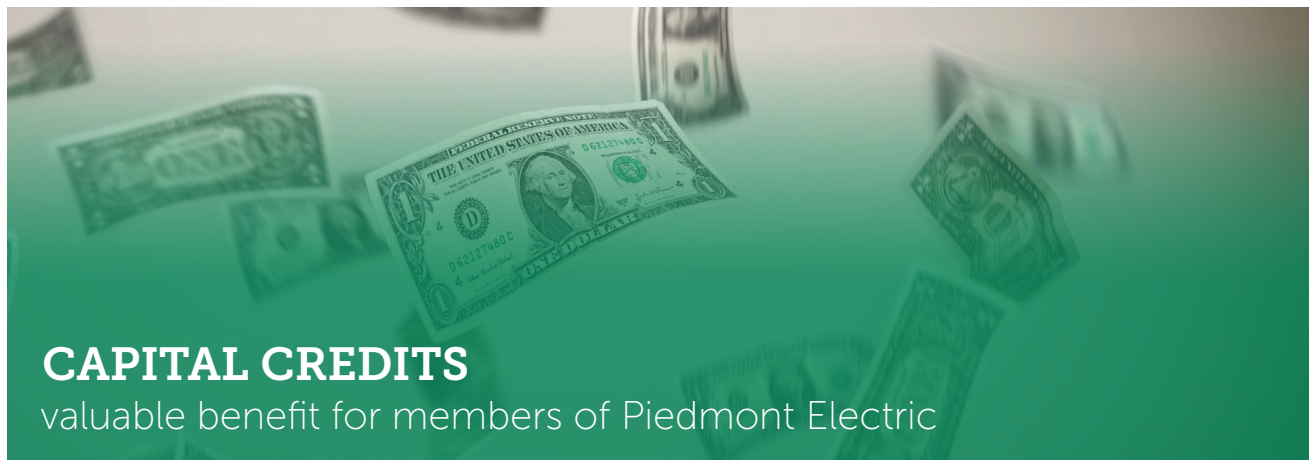
**Supporting those in need** Your co-op offers energy assistance to qualifying members during the coldest and hottest months of the year.

**Strengthening our community** Supporting education, energy efficiency, emergency preparedness and more to ensure our area remains a great place to live, work and raise a family.









## CAPITAL CREDITS

valuable benefit for members of Piedmont Electric

### Official notice

Thank you for being a member of Piedmont Electric. One of the many benefits of being a member of your locally run cooperative is capital credits. As a not-for-profit cooperative, when we collect more money than we spend, we return these funds to members through a capital credit. This check, or account credit, retires your credits for the electricity you purchased in 1991.

This year, Piedmont Electric will be returning approximately \$950,000 to active and former members plus an additional \$310,000 that is being returned to the estates of deceased members. As a not-for-profit organization, your co-op refunds money as long as it is fiscally able to do so. Until a specific year is retired, these funds are reinvested back in to the cooperative allowing us to maintain, grow and improve our

system without borrowing additional money. Avoiding these extra interest payments helps us keep costs down for members while also improving our service to you.

When a year's credits are retired they are sent to those who were members in that particular year. If those individuals are still members, that is pretty easy to do. However, in the case of former members, they can sometimes be difficult to locate and contact. If you know of former members who may be eligible for a capital credit retirement from electric service in 1991, please have them visit [pemc.coop/capitalcredit](http://pemc.coop/capitalcredit) to look for their name or contact us at 800.222.3107 or [info@pemc.coop](mailto:info@pemc.coop) to provide updated contact information.

Again, we appreciate you being a member of Piedmont Electric.

### YOUTH PROGRAM APPLICATION DEADLINES



#### Youth Tour

DECEMBER 31, 2018



#### Basketball camps

MARCH 31, 2019



#### College scholarships

MARCH 31, 2019

FOR MORE INFO, VISIT  
**[PEMC.COOP/COMMUNITY](http://PEMC.COOP/COMMUNITY)**

OR CALL  
800.222.3107

### PIEDMONT ELECTRIC CONNECTION

Published monthly for the members of Piedmont Electric Membership Corporation

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

#### 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, Cyrus  
Vernon & Talmadge W. Yancey

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

Opt in for 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.