



# CONNECTION

PIEDMONT ELECTRIC MEMBERSHIP CORPORATION MEMBER NEWSLETTER | JULY 2020

## Here for you, now and always

Now that we are several months into the COVID-19 pandemic we wanted to take a minute to discuss where we've been, where we are and where we are going. Please keep in mind this article was sent to the publisher June 2020 and this is an evolving situation. For the latest on our COVID-19 response, please visit [pemc.coop/covid-19](https://pemc.coop/covid-19).

### A quick response

When our area began to feel the impacts of the crisis, Piedmont Electric took swift action to help our members and ensure that the cooperative would continue to be able to deliver the quality service you expect.

Your cooperative suspended disconnections for nonpayment, reconnected those who had been disconnected and waived late fees. We also closed our lobbies to the public, instituted social distancing practices, enabled employees to work from home where possible and increased our cleaning practice in accordance with CDC guidelines to help protect our employees and our members.

### Helping with the recovery

As stay at home orders lifted and life began the process of returning to normal, Piedmont Electric started to resume some normal business processes.

Before Governor Cooper's Executive Orders 124 and 142, Piedmont Electric took several steps to assist those who were impacted by the pandemic and help them catch up on their past due bills. These steps included:

- Applied deposits to past due balances for members.

- Establishing long-term payment arrangements that will allow members to pay their past due balances over six months without fear of being disconnected for the arrangement balance.

- Establishing COVID-19 Relief Fund campaign. At the time of this printing, we are providing more than \$40,000 in energy assistance directly to members from the Helping Hand Foundation.

### Continuing the recovery into the future

The COVID-19 pandemic is unprecedented. We know many members are still feeling the impact of job loss or reduced earnings as a result of the crisis. Your cooperative remains committed to helping these members as they work to get back on their feet.

Piedmont Electric has always been dedicated to helping members manage their energy use. This effort is more important now than ever as many continue to feel these impacts. We recommend all members visit [pemc.coop/save-energy-money](https://pemc.coop/save-energy-money) for more information on our energy-saving programs and services.

Your local co-op remains committed to helping our members now and always.

### IMPORTANT DATES

#### July

##### A Peak Demand Month

As temperatures rise, so does energy use. Be mindful to conserve energy where you can.

#### July 4

##### Independence Day

Piedmont Electric offices will be closed on July 3 and employees will be on call.

#### August 15

##### Bright Ideas early bird deadline

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### July right-of-way maintenance

#### PERSON COUNTY

Lawson Chapel Road  
Jim Poole Road  
Virgilina Road  
Gillis Road  
Antioch Church Road  
Mollie Mooney Road  
Flatwoods Road

#### TRANSMISSION

N.Roxboro to Mt.Tirzah  
Dixon Store  
Eno to Willardsville



### NEED ASSISTANCE?

Feel free to email us at [info@pemc.coop](mailto:info@pemc.coop) or call us at **800.222.3107**.

### Annual meeting recap



Bill Barber - Chairman

On Friday, April 17, we held our first online annual meeting from our Hillsborough office. We discussed the cooperative's accomplishments in 2019, shared our plans for the future and announced the board of directors election results. Not only was this new structure more convenient for our vast member-base, it was also much more cost-efficient, saving all our members money. Additionally, holding our annual meeting online meant that it did not need to be rescheduled due to the COVID-19 crisis.

A total of 1,052 members voted in our board of directions election with 315 members voting by paper ballot and 737 members voting by online ballot. The following members were elected to the Piedmont Electric Board of Directors; David Poythress (District 1), Randy Kinley (District 2), Steven Bailey (District 5) and Richal Vanhook (At-Large). The two members who won the \$100 bill credits for voting in the board election were William Pennington (Hillsborough) and Robert Williams (Bahama).

If you missed our online meeting, you can watch it online at [pemc.coop/annualmeeting](https://pemc.coop/annualmeeting).

# WE'RE HERE TO SERVE YOU

*As a cooperative, we're stronger when we work together. Let's take a closer look at what we can do together to ensure you get the most out of your cooperative membership.*

## **We're always looking out for your best interest**

One of the benefits of the nonprofit cooperative structure is that we're made up of members, not customers. As a result, we always have your best interests in mind. Whether you're looking for greener energy solutions, saving energy and money or ways to better protect your home, we have programs for you!

Let's take a closer look at three ways we can work together!



**Piedmont Electric  
Membership Corporation**

Your Touchstone Energy Cooperative 

## Maximizing your membership



### COMMUNITY SOLAR PROGRAM

Piedmont Electric supports renewable energy like solar power, but we know that it can be difficult to install. Our community solar program makes solar energy available to all members. This is perfect if you rent, don't want to pay the upfront cost of installing solar yourself, or don't have the best location for panels.

When you join community solar, you pay a monthly subscription fee of \$2.50/month per panel. You can subscribe to a maximum of 15 panels and you'll receive a credit for the amount of energy produced on your next bill.

To learn more and sign up, visit [pemc.coop/communitysolar](http://pemc.coop/communitysolar) or call us at **800.222.3107**.

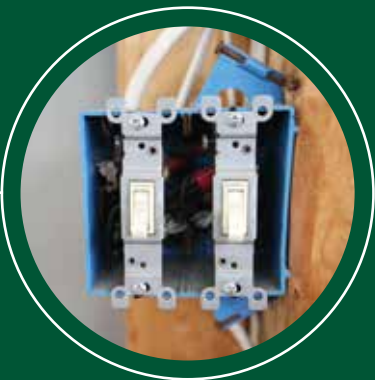


### STRIKE GUARD PROGRAM

We understand that appliances are expensive and a damaging power surge can lead to expensive repairs. That's why we implemented our Strike Guard program which offers two-level protection against surges to reduce the risk of damage to your home electrical system and valuable electronic equipment.

With this program, you can either lease or purchase protection from Piedmont Electric and choose the plan that works best for your lifestyle and needs.

For more information about pricing, visit [pemc.coop/strikeguard](http://pemc.coop/strikeguard).



### HOME CONNECTIONS PROGRAM

What would you do if you experienced an electrical system issue in your home? Most home warranties don't cover breaker panels, light switches and receptacles, so you could be looking at an expensive fix for a critical issue. That's where Piedmont Electric can help.

Our home connections warranty program protects you if electrical system issues arise. Once you are a part of the program, all you have to do is give us a call at **800.222.3107** and we will get this issue fixed for you. Contact us today to find out how you can add this valuable protection.

**We value each and every one of our members and will always continue to look for new opportunities that benefit you. We want every member to get the absolute most out of their membership with Piedmont Electric!**

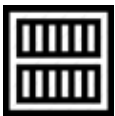




**GAME ON!**  
**Take our 4-week  
 energy-saving  
 challenge**

**Making just one small change each week can impact your energy bill.**

Want to lower your energy bill? Take our 4-week challenge where small steps add up to big savings! When we all take small steps, it helps the whole cooperative save money and everybody wins!



**WEEK 1: CHANGE OUT YOUR AIR FILTERS**

When your air filters are dirty, your air conditioning unit doesn't push as much air through the filter and as a result has to run longer to keep your home cool. Go through your home and replace all of your filters with a clean one so your air conditioner doesn't have to run as long to cool your home. We recommend replacing your air filters once a month.



**WEEK 2: REPLACE YOUR LIGHT BULBS**

Did you know that LED light bulbs can last around 50 times longer than a traditional bulb? This week, take out any traditional incandescent light bulbs in your home and replace them with an LED alternative, which uses less energy and you won't have to replace as often.



**WEEK 3: ADJUST YOUR THERMOSTAT**

For the third week of our energy-saving challenge, set your thermostat to 78°F. This will help you save on cooling costs while still keeping your home at a comfortable temperature. If you have a programmable or smart thermostat, it'll be even easier to set a schedule and forget it! We recommend keeping your thermostat set at 78°F in the summer and 68°F in the winter.



**WEEK 4: UNPLUG ELECTRONIC DEVICES THAT ARE NOT IN USE**

Did you know that plugged-in appliances and electronics use energy even when they are turned off? This is known as phantom load and it can be a sneaky cause of a higher electric bill. For your final week of this energy-saving challenge, keep any electronics or appliances unplugged when they are not in use and consider using smart power strips to save energy without the hassle of having to turn off each device.

**PIEDMONT ELECTRIC CONNECTION**

Published monthly for the members of Piedmont Electric Membership Corporation Piedmont Electric is an equal opportunity provider and employer.

**OFFICE HOURS:**

Monday-Friday, 8 a.m.-5 p.m.

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.

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

Stephen B. Hamlin  
 President and CEO

**DIRECTORS**

Bill R. Barber, Chairman  
 Vacant, Vice Chairman  
 Sam T. Woods, Secretary  
 Richal Vanhook, Treasurer  
 Steven P. Bailey, Randy Kinley,  
 Stephen C. Long, Andrew  
 M. Oakley, David Poythress,  
 Elizabeth Townsend & Cyrus  
 Vernon

**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 or "#status" for an update on your outage.

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.

Please note that it may take up to 24 hours for our system to recognize new cell phone numbers in the text outage alert program.