



CONNECTION

PIEDMONT ELECTRIC MEMBERSHIP CORPORATION MEMBER NEWSLETTER | JULY 2021



Meet our newest Piedmont Electric board member



V. KAY SCURLOCK-FERGUSON
District 8

As a locally owned and operated co-op, our board of directors is made up of members just like you! Because we're run by people who live and work in our communities and who understand our local values, you can be sure our members' best interest is always our priority. We'd like to introduce the newest Piedmont Electric board director, V. Kay Scurlock-Ferguson.

Kay Ferguson is a member of the Saint Mary's Community in Hillsborough. She is the associate pastor of

Lipscomb Grove Church. She graduated from Orange High School, NC A&T State University (with a degree in business) and a master's degree from North Carolina Central. Reverend Ferguson has been affiliated with Piedmont Electric for 30 years. Employment with Orange County, Durham City and Piedmont Community College provided 30 years of experience in budgeting, personnel management, oversight and policy enforcement. Kay served on the nominating committee of Piedmont Electric. She is married to John Ferguson.

Board members are elected by the membership each spring through an online and mail-in voting process. This past April, Kay was elected by the members to the District 8 director seat.

IMPORTANT DATES

July

A peak demand month

As temperatures rise, so does energy use. Be mindful to conserve energy where you can during hot weekday hours from 1-6 p.m.

July 4

Independence Day

Piedmont Electric offices will be closed on July 5 and employees will be on call.

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IMPORTANT ANNOUNCEMENT:

RiverStreet Networks broadband service is now available in Person County!

See the cover of this month's Carolina Country magazine for more information or visit pemc.coop/RN.



New look, same member-first service

Starting in August, you might notice things look a little different as you are browsing our website, receiving your bill or checking your email. We're introducing an updated logo, but don't worry; we're still the same cooperative you know and love!



Piedmont Electric COOPERATIVE



Why the change?

We wanted to make sure our name and logo aligned with how our members see their co-op. So, before we decided to make any changes, we conducted focus groups with cooperative members to get feedback about our current branding and logo. Our top priority is to provide you, our members, with the best service possible. That's why your responses played such a large role in our decision-making process.

Based on your feedback, we decided to update our logo and overall branding so that it feels more up-to-date and in line with how our members view their electric cooperative.

We're proud to bring our members

cutting-edge technology, programs and equipment to help you save energy and money and our new branding will allow us to reflect that. We hope you enjoy the new look!

What's different?

Looking at our updated logo, you'll notice that we've adopted a shorter name, Piedmont Electric Cooperative. With a new, more modern font, we've elevated our brand to a new level that matches our service standards. We're also incorporating a slightly updated color palette in our branding that you'll notice in our print materials and on our website.

This refresh brings our cooperative a new look while remaining a recognizable brand within the community.

What's the same?

Everything else! You'll still get the same great member-first service that you expect from our cooperative. All of our programs are staying the same and our goal of providing our members with affordable and reliable energy remains.

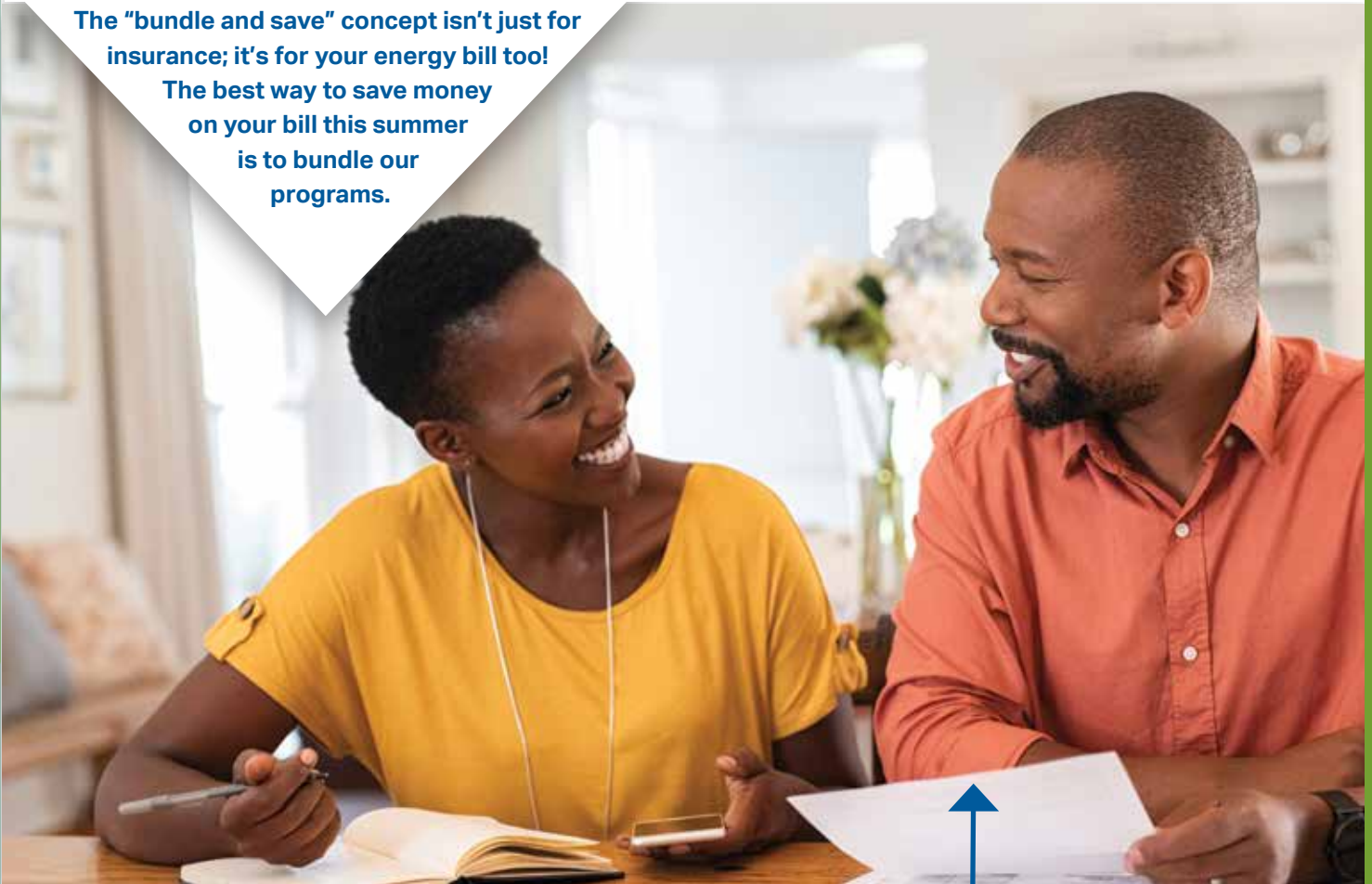
When you contact our office, you'll continue to be greeted by our same friendly team and we'll still be here to support you in all the same ways.

We may have a new look, but we'll always be the Piedmont Electric that has served our community for decades.

This refresh brings our cooperative a new look while remaining a recognizable brand within the community.

Better together

The "bundle and save" concept isn't just for insurance; it's for your energy bill too! The best way to save money on your bill this summer is to bundle our programs.



How does it work?

Here's an example to help explain how bundling can help you save. First, sign up for our smart thermostat savings program* and load management program which help you lower your energy use with no extra effort on your part. Then sign up for a time-of-day rate so you pay even less when you use your HVAC and water heater during off-peak hours.

Not only will you save energy, but you can also receive bill credits and rebates depending on which programs you join.

The more you bundle, the more you save! Learn more about how to maximize your savings by visiting pemc.coop/bundle-and-save.

*Must have WiFi to participate in this program.

Update on our new meter rollout

Last year, we announced that we'd be installing and testing new meters for a portion of our members, which are designed to help you make more informed energy decisions based on usage data.

We're excited to announce that our initial rollout with the new meters has been successful and the members who have been part of the pilot program are enjoying the benefits of having new enhanced meters.

If everything continues to go as planned, we anticipate installing the new meters in more of our service area starting in October. Here's what you need to know as we continue the rollout.

Benefits of the new meters

The new meters provide you with information about your energy use throughout each day so that you can better understand how changes in your home impact your electric bill.

The new meter can also help you decide if signing up for one of our programs, like a time-of-day rate, can help you save in new ways by providing information on how and when you use energy.

Additionally, the meters aid the cooperative as a whole because they can help identify potential issues and spot outages before members even have time to report them. Simply put, these new meters will help us better serve you and give you more control of managing your energy use.



What are the next steps?

There's nothing you need to do on your end to be included in the rollout. When it's time for you to get your new meter, we'll contact you by email and postcard to let you know when you can expect it to be installed. A door hanger will be left after your new meter is installed.

You won't need to be at home during the installation or do anything to prepare, as long as we can access your meter. However, if you prefer to be home when it's installed, you can make an appointment for us to come out when it works best with your schedule. During the installation, there will be a brief power outage for a few minutes, but then everything will be back up and running as normal.

If you have questions about the new meters, please contact us at **800.222.3107** or **info@pemc.coop**.

PIEDMONT ELECTRIC CONNECTION

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

Hillsborough and Roxboro

Office Hours:

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

Caswell Office Hours:

Wednesday 8 a.m.-5 p.m.

Report outages, make payments 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

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IF YOUR POWER GOES OUT, CALL OR TEXT 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 online through SmartHub, by completing the form on 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.