



# Connection

PIEDMONT ELECTRIC COOPERATIVE MEMBER NEWSLETTER | SEPTEMBER 2021



## Electric vehicles made easy

Did you know that National Drive Electric Week starts Sept. 25? Help us celebrate by learning about the different ways we support electric vehicle (EV) drivers.

### EV calculator

Not sure if an electric vehicle is right for you? Crunch the numbers first with our EV calculator. Using this free tool, you can figure out your charging needs based on how often and how far you plan to drive.

You can also use it to calculate your estimated monthly fuel savings based on different vehicle models to help you decide which one is right for you. Try it out at [pemc.coop/electric-vehicle-calculator](http://pemc.coop/electric-vehicle-calculator).

### EV rebates for Piedmont Electric members

We want it to be easier than ever for our members to make the switch to an electric vehicle which is why we offer an EV rebate. Once you buy your new EV, let us know and you'll receive a one-time \$50 credit on your bill.

You'll also receive a \$50 credit when you sign up for our electric vehicle time-of-day rate. The savings begin almost instantly when you choose to drive an EV!

### EV time-of-day rate

Not only will you receive a rebate when you sign up for this program, but you can also pay a lower rate when you charge your

vehicle. Members of this program pay a lower rate when charging their electric vehicles overnight during off-peak times.

Visit [pemc.coop/electric-vehicle-rate](http://pemc.coop/electric-vehicle-rate) to learn more about off-peak hours and to sign up.

### EV charging station

Need to charge your vehicle while you're out and about? Piedmont Electric has your back. Stop by our newest charging station located at the Arby's in Mebane. This DC fast charger can charge some EVs to 80 percent in 20-30 minutes.

Looking for more EV resources? Visit [pemc.coop/electric-vehicles](http://pemc.coop/electric-vehicles) to find charging stations around the state, get answers to frequently asked questions and more.

### IMPORTANT DATES

#### September 1

**Basketball camp applications open**

#### September 6

##### Labor Day

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

**Bright Ideas final deadline**

#### September 25 - October 3

**National Drive Electric Week**

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### Person County, sign up for internet now!

If you live in or around Person County you could be eligible to sign up for new internet service today. Visit [join.buildpiedmont.com](http://join.buildpiedmont.com) and provide your contact information or call us at 800.222.3107 and one of our member service representatives will enter your information for you. If you're eligible, RiverStreet Networks will contact you to help you sign up.

## Making it easier to manage your bill

As the weather changes, your bill often changes with it which can make planning your budget tricky. We're here to make it easier for you to manage your bill so you have a better understanding of what you can expect from month to month.

### Budget billing

If you want to pay the same amount each month, our budget billing option will provide you the stability you want. When you sign up for this payment option, you'll pay a flat monthly fee for 11 months of the year.

In the 12th month, you'll make a "settle-up" payment based on your actual energy use throughout the year and a new monthly budget billing amount will be calculated for the following year. This helps give you peace of mind that your bill will be predictable regardless of the changing weather.

### Automatic bank draft

Take an item off your to-do list when you sign up for our automatic bank draft option. Instead of having to remember to pay your bill once you receive it, your payment will be drafted out of your bank account automatically each month.

If we have your email address, you will receive your bill notice electronically and you can also review your statement at any time by logging in to your SmartHub account.

### Electronic payments

If you like doing things yourself, you can pay your bill using your bank's electronic transfer system. Fast and secure, you can use your bank's bill payment option to pay your power bill. This simple method is quick and easy.

### Paperless billing

If you're looking for ways to make environmentally friendly choices in your everyday life, you'll love our paperless billing option. All you have to do is log in to your SmartHub account to turn off the "printed bill status" option and you'll no longer receive paper bills in the mail.

This option works with any of the payment programs mentioned above so you can go green no matter how you choose to pay your bill.

Visit [pemc.coop/payment-options](https://pemc.coop/payment-options) for more information about how to make paying your bill easier.



## Help is here when you need it

As your local electric cooperative, we want you to know that we're always here for you. We all need assistance on occasion and we want to help. That's why we offer bill payment assistance to members in need.

Take a closer look at some of the assistance programs that are available to our members.

### Due date extensions

If requested, we're happy to extend your due date up to 10 days no questions asked. All you have to do is make an extension request through your SmartHub account or by calling us at **800.222.3107**.

### Bill payment assistance

Our Helping Hand Foundation can provide help in the form of bill payment assistance for our members in need. Contact your county's social services department to apply. This is thanks to generous donations from fellow members who round up their bills to the nearest dollar. We are truly stronger together.

Local social services contact information:

Alamance County, 336.229.2974

Granville County, 919.693.1511

Caswell County, 336.694.4141

Orange County, 919.245.2800

Durham County, 919.560.8000

Person County, 336.599.8361

### Community initiatives that can help

If you need additional assistance, there are also a few local programs you can turn to for a little help:

- Crisis Intervention Program (CIP) and Low Income Energy Assistance Program (LIEAP) offer utility bill payment assistance through local social service departments
- Community Action Agencies provide help to families and individuals with utility and rent expenses
- Housing Opportunities and Prevention of Evictions (HOPE) Program provides utility and rent assistance to eligible renters

For more information and a complete list of resources visit [pemc.coop/bill-payment-assistance](https://pemc.coop/bill-payment-assistance).

### A new low-income solar initiative is coming!

We're proud to announce that we're partnering with the N.C. Clean Energy Technology Center to use funds from the Coronavirus Aid, Relief, and Economic Security Act (CARES) to enroll four eligible members in our community solar program at no cost to the members.

If you're selected, you'll receive a solar output credit on your bill each month, helping you take advantage of solar energy for free. To learn more visit [pemc.coop/communitysolar](https://pemc.coop/communitysolar).

## Energy management made smarter

You've probably heard the phrase, "work smarter, not harder." Our SmartHub app was designed with that motto in mind. When you download this free app, you can manage everything in your Piedmont Electric account right from one convenient spot.

### Pay your bill

Using the SmartHub app, you can log into your account and pay your bill with just the tap of your finger. Want to make it even easier? In the app, you can set up automatic bank drafts so you can set it and forget it.

### Report an outage

If you're experiencing a power outage, the fastest way to make sure our team knows is by reporting it through the SmartHub app. Simply tap "Report an issue/inquiry" to report and we'll begin restoration as soon as possible.

### Manage your account

Need to update information on your account or submit a service request? You can do it all on your own time conveniently from your phone or tablet.

### Track your energy use

Looking for ways to lower your bill? The best place to start is by monitoring your energy use to see what kind of changes you should make. SmartHub makes this easier than ever! Use your app to set up daily energy use alerts and get special notifications when unusual spikes are detected so you're never surprised by a bill.

Whether you're new to our cooperative or this isn't your first rodeo, downloading the free SmartHub app can make your life easier.

Don't have a smartphone or tablet? No problem! You can also access your SmartHub account from a computer by visiting [pemc.smarthub.coop](http://pemc.smarthub.coop). You can always call us at **800.222.3107** if you need assistance to get started.



## PIEDMONT ELECTRIC CONNECTION

Published monthly for the members of Piedmont Electric Cooperative. Piedmont Electric Cooperative 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.  
(Subject to change)

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.

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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.