



# Connection

PIEDMONT ELECTRIC COOPERATIVE MEMBER NEWSLETTER | AUGUST 2022



## New Meters Help Us Better Manage Outages

Over the past year, we've been installing new meters throughout our service area so we can better serve you, our members. Not only can these updated meters help you track and manage your energy use so you can have more control over your electricity bill, but they can also help us as your local cooperative to better manage outages.

How does it work? These new meters can help identify potential issues and spot outages before you even have a chance to report them. That allows us to start working on them faster, reducing outage lengths across our service area. Simply put, these new meters help us to provide more reliable and efficient service to our members and reduce downtime in the process.

At the end of June, we had installed more than 10,000 meters, approaching a third of our system. If you have not yet received your new meter, your time is coming soon! Before your installation, you'll receive an email and postcard from Piedmont Electric Cooperative letting you know when you can expect it.

## Now It's Even Easier to Receive Outage Alerts

In addition to our new meter rollout, we're also making it easier for our members to receive outage alerts. Starting this month, you will automatically receive text messages about outages once your new meter has been installed. This makes it easier for you to request on-demand updates and report outages when they happen.

Please note that the system relies on

you having up-to-date phone number on file. Contact us at [info@pemc.coop](mailto:info@pemc.coop) or **800.222.3107** to make sure your contact information is current. Also, if you and your spouse both want to be contacted with outage updates, they'll need to be listed as an additional contact on your account. Of course, you can opt out of these alerts at any time by texting **#stop** to **800.222.3107**.

*Standard text messaging rates apply. To opt out, text #stop to 800.222.3107. As a reminder, Piedmont Electric will never sell your contact information to third parties. Your personal information will always remain confidential.*

## Beat the Peak

When you participate in Beat the Peak, you help everyone save money! When you get a notification about expected peak times, here are a few easy steps you can take to help us to conserve energy and keep costs low during peak periods.

- Hold off on using major appliances like your washing machine and dishwasher.
- Avoid using hot water.
- Adjust your thermostat up by a few degrees.
- Unplug unnecessary electronics and appliances.
- Turn off unnecessary lights.

To learn more, visit [pemc.coop/btp](http://pemc.coop/btp).

## IMPORTANT DATES

### August

#### A peak demand month

As temperatures rise, so does energy use. Be mindful to conserve energy where you can during hot weekday afternoons from 1-6 p.m. Learn more on page 23 or by visiting [pemc.coop/btp](http://pemc.coop/btp).

### August 15

#### Bright Ideas Early Bird Deadline

### September 5

#### Bright Ideas Final Deadline

### September 5

#### Labor Day

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

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# The Move-In Checklist You Didn't Know You Needed

Are you planning to move into a new place this summer? If so, you probably have a checklist of items you need to get done before you move. Well, we have a few more items you should add to your list that can help you save money once you move in!

- ☐ **Use energy-efficient lighting.** Switching out your lightbulbs with energy-efficient LED options is a renter-friendly way to save money on lighting costs.
- ☐ **Make sure your air filters are new.** Replace your air filters when you first move in to help your HVAC system work more efficiently. Continue replacing them monthly for maximum efficiency.
- ☐ **Use SmartHub to your advantage.** Renters and homeowners alike can use our SmartHub app to help better manage their energy use. Set up usage notifications in your account to help you understand how you use energy and which actions can help you save.
- ☐ **Reduce phantom energy use.** Once you're settled in, take a look around to identify any energy vampires like appliances that suck energy even when not in use. Unplug what you can to reduce your usage and save on your bill.
- ☐ **Adjust your thermostat based on your schedule.** Use a programmable thermostat so you can set a schedule. If you're out at work during the days, for example, you can set your thermostat to automatically increase by a few degrees while you're gone and decrease before you come home.
- ☐ **Upgrade your shower.** Save on water heating costs without giving up your hot showers by installing a low-flow shower head. It will help you use less water without making you uncomfortable and it's a simple replacement that most landlords will approve.
- ☐ **Pay less for the energy you use.** Consider signing up for our time-of-day rate which allows you to pay less for the energy you use during off-peak hours.

Looking for even more ways to save? Visit [pemc.coop/save-energy-money](https://pemc.coop/save-energy-money) for tips that benefit homeowners and renters.





# It Takes Two to Make the Savings Go Right

*If you find yourself saying, "I wanna save right now!" try bundling our programs to get the best possible results.*

We're here to help you maximize your savings by offering a variety of programs suited to your specific needs. While all of our programs are great on their own, they're even better when you combine them.

## How It Works

Joining our load management program helps you lower your use of major energy users like your air conditioning unit and water heater. You can save even more by signing up for our time-of-day rate in conjunction with load management which will help you avoid using those heavy energy users during on-peak times. Continue the bundle by signing up for our smart thermostat savings program, which can help you save on cooling costs during the summer. This program requires WiFi.

On top of helping you save by reducing your energy use, these programs also come with the following bill credits when you sign up:

- **A/C load management:** \$25 sign-up credit and up to \$7.50/month credit (June-September)
- **Water heater load management:** \$1 credit per month
- **Smart thermostat savings program:** \$50 sign-up credit and \$2.50/month credit (June-September)

## Add Rebates to the Bundle

Finally, be sure to take advantage of the following rebates to further maximize your savings:

- Install an electric heat pump with a SEER of 15 or higher and have a total electric home to qualify for **\$50/ton, up to \$200** per system.
- Receive a **\$50 credit** on your bill when you notify us of your electric vehicle or plug-in hybrid ownership.
- Sign up for our EV time-of-day rate to receive a **\$50 bill credit**.

Ready to start saving? Learn more about how to save money by bundling our programs by visiting [pemc.coop/bundle-and-save](https://pemc.coop/bundle-and-save) and your savings will be outta sight!



## Naming a Beneficiary for Your Capital Credits

As your not-for-profit electric cooperative, we return margins, or profits, back to our members as capital credits. Depending on how much you have accumulated and the years you received service, you'll receive your capital credits either as a credit on your bill or via check each December.

Did you know that you can designate a beneficiary for your capital credits should you pass away before receiving the payment? All you have to do is fill out a simple form to name a person or organization as a beneficiary for your capital credits to ensure they get the funds you're owed. By setting up a beneficiary, you can save your loved one or chosen organization the time and cost of going through the clerk of courts to get the money.

If you'd prefer to donate your capital credits back to your community, you can also set up a designation to have the amount donated to our Helping Hand Foundation in your name upon your passing.

To set up or change your capital credit beneficiary at any time, visit **[pemc.coop/beneficiary](https://pemc.coop/beneficiary)** and download the designation form. Please note that the form will need to be notarized before you return it to Piedmont Electric Cooperative.



### OFFICIAL NOTICE

#### What are capital credits and how are they calculated?

Because we're a not-for-profit cooperative, we give profits (known as margins) back to our members in the form of capital credits.

The amount you're owed is based upon the amount of revenue you contribute to the cooperative through payment of your monthly bills during a year in which the co-op collected more than it spent. In 2021, we retired 1.3 million worth of capital credits from 1994 and half of capital credits from 1995.

#### When to expect your capital credits

All capital credits from 1994 and earlier have been returned. That is more than \$28.6 million to members since 1975!

Our member-elected board of directors determines whether our co-op's financial position permits the return of capital credits, the amount of which will be returned to members and which year or years are returned. Capital credits helps keep our rates low as it lowers the amount of funds we need to borrow in a given year.

#### Unclaimed capital credits

Have any of your friends or family members moved out of the Piedmont Electric Cooperative service area over the last few years? If a member moves away and we don't have their new address, they could have money waiting for them in the form of capital credits or uncashed checks.

Visit **[pemc.coop/capitalcredit](https://pemc.coop/capitalcredit)** to search for unclaimed capital credits for your friends and family members who have moved.

We always attempt to contact former members that are owed money, but if capital credits go unclaimed for more than four years, they have to be turned over to the state treasurer's office. That money can be claimed by visiting **[nccash.com](https://nccash.com)**.

Thanks in advance for helping us return money to former members!

## 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 Drive-Thru Hours:**  
Tuesday, Wednesday and Thursday  
8 a.m.-5 p.m.

**Caswell Drive-Thru Hours:**  
Wednesday 8 a.m.-5 p.m.  
Offices are closed except for scheduled appointments.

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

Stephen B. Hamlin  
President & General Manager

#### DIRECTORS

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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 phone number connected to your account online through SmartHub, by completing the form on your monthly bill or by calling 800.222.3107.

Use the SmartHub app to report an outage or online at **[pemc.smarthub.coop/#reportanissue](https://pemc.smarthub.coop/#reportanissue)**.

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.