



Connection

PIEDMONT ELECTRIC COOPERATIVE MEMBER NEWSLETTER | APRIL 2024



Rates Changing May 1

In last month's newsletter we discussed the conclusion of the cost-of-service study, the details of which staff and the board of directors are in the process of finalizing.

After a thorough cost-of-service study conducted by a third-party rate consultant firm, our staff and board of directors are finalizing the details to ensure that the rates we charge align with our mission of delivering exceptional service and reliability to you, our valued members.

As your trusted electric cooperative, we constantly strive to ensure that our rates remain fair and ensure we can continue to provide exceptional service. In our ongoing commitment to transparency, we want to inform you about some upcoming changes to your electric rates, effective **May 1**.

As of the publication of this newsletter, the exact details have not been finalized. However, we can share with you some general changes you can expect to see starting next month.

- **Drop in the wholesale power and TIER adjustment (WPTA):** While the WPTA line item will remain on bills, you will notice a significant decrease.
- **Increase in electric rates:** Most rate classes will see a modest increase in the base rate.
- **Little to no change in your bottom line:** With the WPTA going down and rates going up, we expect there to be little change in what you'll pay for the same energy usage from April to May.

- **Residential rate simplification:** We're streamlining our residential rate structure from three tiers to two, aiming to make your bills more straightforward and easier to understand. The tiers will continue to help lessen the impact of weather on your power bill.
- **Consistent rates year-round:** We're moving towards a consistent rate structure for both summer and winter billing periods. This adjustment reflects evolving energy use patterns and costs throughout the year, ensuring fairness and predictability for our members.

Piedmont Electric has always and will continue to strive to provide exceptional service at the lowest possible cost. We know that this rate increase will impact members, but we have waited as long as we can to increase rates without sacrificing service. This change is essential to sustain our electric system, allowing us to fund necessary maintenance and provide reliable service.

Rest assured, we remain committed to minimizing the impact of rate changes on our members. If you or someone you know is seeking ways to save energy and money or needs assistance with bill payments, please reach out to us at **800.222.3107** or **info@pemc.coop**. We're here to help find solutions that work for you.

Thank you for your continued trust and support as we work together to power our communities.

IMPORTANT DATES

April 8

Lineworker Appreciation Day

Join us in thanking our lineworkers by using #ThankALineworker on social media.

April 17

Voting Ends

Last day to vote for board of directors.

April 19

Annual Meeting Livestream

Tune in at 10 a.m. on our Facebook page or anytime after on our website.

April 22

Earth Day

- 20 **Investing in Our Planet, Investing in Our Future**
- 21 **Honor Earth Day Your Way**
- 22 **Join Us in Celebrating National Lineworker Appreciation Day!**



Need more time or help paying a bill? Contact us at **800.222.3107** for options.

Investing in Our Planet, Investing in Our Future

As we celebrate Earth Day this month, it's a good time to remember that our commitment to the planet is a priority not just on April 22, but every day. We know that promoting sustainability not only benefits the planet but our members as well and we are proud to do our part in the following ways.

Offering Energy-Reducing Programs

Our energy-saving initiatives like our time-of-day rate, load management and smart thermostat savings program are designed to be good for the earth and good for your wallet! Participating in these programs not only helps you save money month-to-month and lower your carbon footprint, but it also helps our whole cooperative to lower overall energy use and reduce the need for future power plants.

When we lower our usage, particularly on high peak days, this can help combat higher wholesale power costs which benefits every member.



Promoting Electric Vehicle Use

We know that many of our members are looking to make more sustainable choices in their lives by replacing their gas-powered cars with electric vehicles. To help make it easier to adapt to life with an EV, we are proud to offer money-saving EV time-of-day rates and rebates to our members.

We have also installed several EV charging stations in our service area so it's easier for you to reliably charge your EV on the go. We have:

- A fast-charging station at the Mebane Arby's
- Two fast-charging stations at Carrboro Plaza
- A level-2 charging station at our Hillsborough office

Maintaining a Mix of Energy Sources

Our goal is to provide our members with reliable energy in a sustainable way. To do this, we maintain a diverse energy portfolio, which currently includes:

- 46% nuclear
- 39% natural gas
- 8% renewable energy
- 7% coal

Beyond that, we are on track to meet our goal of reducing carbon dioxide emissions by 50% by 2030 and to have net zero carbon emissions by 2050.

We know that investing in our planet is a long-term commitment and it's one that we're proud to celebrate on Earth Day and every other day of the year.



Honor Earth Day Your Way

Do you have any plans for Earth Day this year? If not, there are plenty of ways to honor the planet in a way that works for you and Mother Nature. We've rounded up some ideas to help you celebrate the planet not just on Earth Day, but year-round as well!

Save Energy... and Money

When you sign up for one (or all) of our energy-saving programs, it will be easier for you to save money on your monthly bill. But beyond that, it can help you reduce your carbon footprint.

To save during the hottest part of the year, consider signing up for our smart thermostat savings program and air conditioning load management program. Both of these programs offer bill credits during the summer months in addition to helping you lower your bill.

For year-round savings, consider our time-of-day rate, water heater load management program and Beat the Peak program. All of these are designed to help you easily save money on energy costs.

Want to maximize the impact of our programs? Try practicing energy-efficient best practices every day. To learn helpful habits, visit pemc.coop/energy-saving-tips.

Make Energy-Efficient Updates Around Your Home

Older appliances are typically less efficient, so they use more energy compared to newer models. If it's time to upgrade the appliances around your home, look for ENERGY STAR® models to maximize efficiency.

Some home upgrades may qualify for our Energy Efficiency and Renewable Energy Loan Program. Learn more by visiting pemc.coop/loan-program.

Get a Free Home Energy Analysis

If you're unsure about which home updates will make the biggest impact, enlist the help of an expert! You can schedule a free in-home energy analysis done by an energy specialist to get recommendations for home comfort improvements. Schedule yours by visiting pemc.coop/home-energy-advisor.

Go Paperless With Your Bill

One of the easiest things you can do to benefit the planet on Earth Day is to switch to our paperless billing option. Log in to your SmartHub account and move the "Printed Bill Status" slider to the "OFF" position to make the switch. This will help reduce the amount of paper and postage we use and is a simple change that has a lasting impact.



Ready to Enroll?

Give us a call at 800.222.3107, email info@pemc.coop or chat with us on our website at pemc.coop.

#ThankALineworker for National Lineworker Appreciation Day

On **Monday, April 8**, electric cooperatives across the country will celebrate, thank and honor the lineworkers who are responsible for keeping the lights on in our homes and businesses. When the rest of us hunker down inside during inclement weather, our brave lineworkers go out into the elements to restore power to our communities.

While we recognize their hard work year-round, the second Monday of every April is a special time to thank them for everything they do to help us provide reliable electric service to our members.

It's because of their hard work and dedication to keeping the lights on that you can feel confident you'll have the power you need to focus on your family, work and other important aspects of your life.

To help show your appreciation for our lineworkers, we hope you'll join us by using #ThankALineworker across social media platforms on April 8. This is a small way to recognize the hard work they do year-round, so spread the love with a message they'll see!

What Does It Mean to Be a Piedmont Electric Lineworker?

Part of what makes our lineworkers special is their passion for this job. We asked one of our lineworkers, Jacob Denny, to share why this job is important to him:



My job is important to me because first, it allows me to be a provider for my family. Second, I get to experience a brotherhood like no other, and lastly, I get to give back to a community and the people that have helped me become the man I am today.
- Jacob Denny, Roxboro Crew - A Class Lineman



#ThankALineworker

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.
Available by phone Monday-Friday, 8 a.m. to 5 p.m. Report outages, make payments and access account information by phone 24-hours-a-day by calling 800.222.3107.
You can also pay your bill online at pemc.smarthub.coop.

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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 with your SmartHub login.

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.