



Connection

PIEDMONT ELECTRIC COOPERATIVE MEMBER NEWSLETTER | MAY 2024



New Rates Start May 1

As we wrote about in last month's newsletter, there will be changes to electric rates effective May 1 following a comprehensive cost-of-service study. Please read through this page and the next three for more information on how this impacts you, why these changes were necessary and how we can help if you want to save energy and money.

How Will This Affect Your Bill?

Our goal always has been and always will be to provide our members with reliable and affordable power. While there will be a modest increase in electric rates, there will also be a decrease in the wholesale power and TIER adjustment (WPTA), with the expectation that members will see little to no net change.

That means that if you use the same amount of energy in May as you did in April, your bill should be about the same, even with the new rate change. Our goal is to keep costs as low as possible while still providing you with the exceptional service you have come to expect.

What Else Is Changing?

With this change, we are also simplifying our residential rate from three tiers down to two. We hope that this will make rates easier to understand for our members.

Also, some of our rates are different for summer months versus winter. For many of our rates, including our residential rate, that difference will be going away and we will have one rate structure year round.

Why Is This Change Happening Now?

We know that inflation has impacted all of our members' lives over the past several years and we have waited as long as possible to implement a rate change. This is a direct result of inflation and rises in energy costs from 2020 to today, and unfortunately, we can't put it off any longer.

What if I Need Help Paying my Bill?

We can offer more time to pay your bill, connect you with resources that may help you pay your bill and we can provide you with information to help you save money and energy. Please contact our office at 800.222.3107, info@pemc.coop or through our website.

We are a not-for-profit cooperative and we will continue to provide you with programs to help you offset these changes, which you can learn more about in this newsletter. As always, thank you for your support and trust as we continue to serve you.

IMPORTANT DATES

May

National Electrical Safety Month

May 12

Mother's Day

May 27

Memorial Day

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

- 12 [Rate Change Details](#)
- 13 [Bill Payment Assistance is Available](#)
- 14 [Our Best Money-Saving Program](#)

May is National Electrical Safety Month!

Visit pemc.coop/electrical-safety-month for electrical safety tips.



Rate, Facility, Rider and Other Changes for 2024

With residential rates changing for the first time since 2014, members may have questions about what is changing and how this may impact them. We are here to help answer questions and address concerns.

Below are the detailed changes for some of our most common rates as well as our riders, facilities charges and net metering excess energy credit. We could not include all rates because of space constraints. A complete list of our rates can be found on our website at pemc.coop/rates.

Please contact us at **800.222.3107**, info@pemc.coop, through SmartHub or our website chat if you have any questions. Our friendly member service representatives are here to assist you.

Residential

	PREVIOUS	NEW
SUMMER ENERGY RATE	FIRST 250 kWh \$0.1275 NEXT 550 kWh \$0.1107 ALL OTHER kWh \$0.0974	FIRST 800 kWh \$0.1302 ALL OTHER kWh \$0.0962
WINTER ENERGY RATE	FIRST 250 kWh \$0.1275 NEXT 550 kWh \$0.1107 ALL OTHER kWh \$0.0797	FIRST 800 kWh \$0.1302 ALL OTHER kWh \$0.0962
FACILITY CHARGE	SINGLE PHASE \$39.00 THREE PHASE \$87.50	SINGLE PHASE \$41.00 THREE PHASE \$92.00

Residential Energy Efficient

	PREVIOUS	NEW
SUMMER ENERGY RATE	FIRST 250 kWh \$0.1275 NEXT 550 kWh \$0.1107 ALL OTHER kWh \$0.0952	FIRST 800 kWh \$0.1302 ALL OTHER kWh \$0.0894
WINTER ENERGY RATE	FIRST 250 kWh \$0.1275 NEXT 550 kWh \$0.1107 ALL OTHER kWh \$0.0733	FIRST 800 kWh \$0.1302 ALL OTHER kWh \$0.0894
FACILITY CHARGE	SINGLE PHASE \$39.00 THREE PHASE \$87.50	SINGLE PHASE \$41.00 THREE PHASE \$92.00

Residential and Small General Service Time-of-Day

	PREVIOUS	NEW
ON-PEAK*	SUMMER \$0.3369 WINTER \$0.2642	SUMMER \$0.3369 WINTER \$0.2642
OFF-PEAK	\$0.0499	\$0.0595
RESIDENTIAL FACILITY CHARGE	SINGLE PHASE \$39.00 THREE PHASE \$87.50	SINGLE PHASE \$41.00 THREE PHASE \$92.00
SMALL GENERAL SERVICE FACILITY CHARGE	SINGLE PHASE \$41.00 THREE PHASE \$89.50	SINGLE PHASE \$43.00 THREE PHASE \$93.75

*The time-of-day rate still contains different rates between winter and summer because there are a different number of on-peak and off-peak hours between winter (4 hours on-peak per weekday) and summer (5 hours on-peak per weekday).

Small General Service

	PREVIOUS	NEW
SUMMER ENERGY RATE	FIRST 250 kWh \$0.1513 NEXT 550 kWh \$0.1332 NEXT 3,200 kWh \$0.1038 ALL OTHER kWh \$0.0849	FIRST 800 kWh \$0.1337 NEXT 3,200 kWh \$0.0944 ALL OTHER kWh \$0.0799
WINTER ENERGY RATE	FIRST 250 kWh \$0.1513 NEXT 550 kWh \$0.1332 NEXT 3,200 kWh \$0.0855 ALL OTHER kWh \$0.0701	FIRST 800 kWh \$0.1337 NEXT 3,200 kWh \$0.0944 ALL OTHER kWh \$0.0799
FACILITY CHARGE	SINGLE PHASE \$41.00 THREE PHASE \$89.50	SINGLE PHASE \$43.00 THREE PHASE \$93.75

General Service

	PREVIOUS	NEW
ENERGY CHARGES	6.14¢ PER kWh	6.15¢ PER kWh
DEMAND CHARGES	WINTER \$7.00 PER kW SUMMER \$8.00 PER kW	WINTER \$9.10 PER kW SUMMER \$9.10 PER kW
FACILITY CHARGE	\$162.00	\$170.00

Large Power

	PREVIOUS	NEW
ENERGY CHARGES	4.57¢ PER kWh	4.95¢ PER kWh
DEMAND CHARGES	WINTER \$8.90 PER kW SUMMER \$11.25 PER kW	WINTER \$12.25 PER kW SUMMER \$12.25 PER kW
FACILITY CHARGE	\$326.00	\$330.00

Qualifying Facilities

As of May 1, 2024, our Small Qualifying Facilities rate, which covered qualifying facilities of 25 kW or less, and our Large Qualifying Facilities rate, which covered qualifying facilities greater than 25 kW and up to 200 kW, are closed. Members currently on the rate may remain on the rate. In conjunction, the co-op has created a Qualifying Facilities rate which covers all qualifying facilities up to 200 kW.

	PREVIOUS	NEW
ENERGY CREDIT	3.49¢ PER kWh	3.79¢ PER kWh

Energy Efficiency Rider

	PREVIOUS	NEW
RESIDENTIAL	(0.0194)¢ PER kWh	(0.0128)¢ PER kWh
COMMERCIAL & INDUSTRIAL	0.0671¢ PER kWh	0.0624¢ PER kWh

Renewable Energy Rider

	PREVIOUS	NEW
RESIDENTIAL	\$0.34	\$0.79
COMMERCIAL	\$1.87	\$4.38
INDUSTRIAL	\$12.49	\$29.20

Storm Damage Recovery (SDR) Rider

	PREVIOUS	NEW
SDR FACTOR	0.0409¢ PER kWh	0.1724¢ PER kWh

Net Meter and Small Qualifying Facilities Credit

	PREVIOUS	NEW
EXCESS ENERGY CREDIT	3.49¢ PER kWh	3.79¢ PER kWh

The average residential member uses about 1,200 kilowatt-hours per month. Please see the example below for an idea of what your next bill might look like as the new rates take effect.

	APRIL	MAY
ENERGY	\$124.64	\$142.64
FACILITY CHARGE	\$39.00	\$41.00
WPTA*	\$25.31	\$2.27
ENERGY EFFICIENCY RIDER	(\$0.23)	(\$0.15)
RENEWABLE ENERGY RIDER	\$0.34	\$0.79
STORM DAMAGE RECOVERY RIDER	\$0.49	\$2.07
BOTTOM LINE	\$189.55	\$188.61

*WPTA was estimated based on the most recent projections at the time of publication, April 4.

Bill Payment Assistance Is Available

We understand that times are tough for many these days. We want to assure you that we are here to be a trusted resource when you need it.

What to Do if You Are Having Trouble Paying Your Bill

If you are struggling to pay your electric bill, please contact us by calling **800.222.3107**, sending an email to info@pemc.coop, chatting with us on our website or through your SmartHub account. We are happy to work with you to help reduce the strain and will extend your due date up to 10 days from your disconnect date with no questions asked.

You can learn more by visiting pemc.coop/payment-extensions.

What to Do If You Need Additional Assistance

Do you need more than a temporary extension? We can also connect you with local energy assistance organizations that offer help in different ways. Once you have been approved for energy assistance by one of these organizations, they will call us to confirm the information you provided them and send over a pledge which will be added to your account.

To learn more about these organizations and the assistance programs available to you, please call **800.222.3107** or visit pemc.coop/payment-assistance.



What Else to Do to Manage Your Bill

We know that the implementation of a rate change can be frustrating. Our energy and money-saving programs are designed to help you manage your usage so you have more predictable monthly bills.

If you haven't already, consider signing up for our smart thermostat savings program now to help you maximize your savings from June through September. You can also join our load management programs and Beat the Peak to help you save more this summer and beyond. The best way to save is by signing up for our time-of-day rate, which you can learn more about on the next page.

More information about all of these programs and how to sign up can be found at pemc.coop/smart-energy or by calling one of our local member service representatives at **800.222.3107**.

Bill Savings With a DIY Home Energy Audit

It is always a good time to look into your home's energy efficiency. With warmer temperatures on the way, you can combat higher energy bills by being aware of where your home uses the most energy. To conduct your DIY audit, visit pemc.coop/diy-energy-advisor.

Once you complete it, consider making changes around your home to maximize the savings:

- **No cost updates:** Close your blinds on hot days and unplug appliances when not in use.
- **Low-cost updates:** Caulk gaps around your windows and change your air filter monthly.
- **Long-term investments:** Use tax incentives to help offset the cost of replacing your windows, installing energy-efficient appliances and more.

Want more advice? Members can always get a free energy audit by calling **800.222.3107**.



Our Best Money-Saving Program

The easiest way to save money on your bill is by signing up for our best money-saving program: our time-of-day rate. How effective is it?

Last year, the average time-of-day participant saved about \$20 per month. Across an entire year, this can add up to more than a month's worth of electricity in savings!

If you'd like to experience those savings for yourself, visit pemc.coop/special-rates. Once you sign up, you'll pay a lower rate for the energy you use during off-peak hours. During the summer, peak hours are 1-6 p.m. weekdays so the energy you use outside of those hours will be billed at a lower rate. Saturdays, Sundays and most holidays are also considered off-peak times.

Making small changes to the way you use energy around your home can make a big impact. Over the years, we've seen this program work for seniors, people who work from home and others who are home during the day because shifting energy use to off-peak times is all it takes to save.

If you want to see how much you can save, try our time-of-day rate risk-free for a year. There's nothing to lose, so why not give it a try for yourself?

Call us at **800.222.3107** to sign up or learn more.



Someone You Know May Have Unclaimed Capital Credits!

As a not-for-profit utility, Piedmont Electric does not earn profits. Instead, any remaining revenue (also called margins) after all expenses are paid is returned to our member-owners in proportion to their usage of our services. This is one of the many ways we differ from for-profit electric utilities.

Each year, we keep track of how much electricity you buy and how much money you pay for it. At the end of the year, we determine whether there are margins, and if there are, we assign them to members as capital credits based on their electricity use during the year. After approval from the board of directors, we pay out the capital credits via bill credit or check.

Unfortunately, when someone moves away and we don't have their new address, we're unable to send them their capital credits. If you know anyone who has moved out of our service area in the last few years, they may have capital credits waiting for them to claim.

Please visit pemc.coop/capital-credits to search for unclaimed money for family members and friends who have moved away to let them know if money is waiting for them. If unclaimed for four years, the money must be turned over to the state treasurer's office, where the money can then be claimed at nccash.com.

Thank you for helping us return this money to our 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.
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.

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

Stephen B. Hamlin
President & General Manager

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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.