



Connection

PIEDMONT ELECTRIC COOPERATIVE MEMBER NEWSLETTER | JUNE 2024



Beat the Heat With These Energy and Money-Saving Programs

Hot summer days are on our doorstep, are you ready? Joining our free energy- and money-saving programs is the easiest way to keep your bill lower during the dog days of summer.

See which program most appeals to you or join them all to maximize your savings.

Smart Thermostat Savings Program

Nest smart thermostat owners can join this program, which allows Piedmont Electric to adjust your thermostat through your in-home Wi-Fi by a few degrees on very hot days. However, you can always change it back at any time. In addition to helping you save on cooling costs during the summer, you'll also receive a \$2.50 monthly bill credit from June through September.

Time-of-Day Rate

Joining this program allows you to pay a lower rate for energy used during off-peak hours. Saturdays, Sundays, most holidays and 19-20 hours of every weekday are considered off-peak. In the summer, shift your energy use away from 1-6 p.m. to see the most savings. The average participating member saved about \$20 per month last year.

Free Energy Audit

Want to make some energy-efficient home improvements but don't know where to start? You can take our easy online energy analysis at pemc.coop/diy-energy-advisor to get personalized tips to help you save. Want to dig a little deeper? Contact our home energy advisors by calling **800.222.3107** to get advice or to schedule your free, in-home energy audit.

Beat the Peak

By enrolling, you'll receive a text message or email alert when peak periods are expected. Then, you can conserve energy use during those times to help lower your energy use and Piedmont Electric's overall power costs. Joining helps you decrease energy demand, which can lower the cost of energy the co-op is charged by our wholesale power provider. As your not-for-profit local co-op, we pass these savings along to you!

To learn more about all of these programs and how to join them, please visit pemc.coop.

IMPORTANT DATES

June 16
Father's Day

July 4
Independence Day
Piedmont Electric offices will be closed and employees will be on call.

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Payment Assistance Is Available When You Need It.

Visit pemc.coop/payment-assistance to learn more about resources that can help you.



Are You Taking Advantage of These Rebates?

As you read in the previous article, our programs can help you save on energy costs and several of them give you bill credits for participating. However, the savings don't stop there. Some of these programs also offer rebates for joining, helping to put more money back in your wallet almost instantly!



Smart Thermostat Rebate

If you have a Nest smart thermostat and join our smart thermostat savings program, you'll receive a \$50 rebate in the form of a bill credit just for your participation. This program is available to homeowners and renters, so long as you can provide proof of purchase of your Nest smart thermostat.

To join, visit pemc.coop/thermostats.



Load Management Rebate

When you join our air conditioning or water heater load management programs, you'll receive a \$25 rebate (with a minimum one-year participation in the program) in addition to monthly bill credits.

If you'd like to sign up for either load management program, please visit pemc.coop/load-management.



Electric Vehicle Rebate

If you buy an electric vehicle or plug-in hybrid, you can receive a \$50 rebate as a credit on your bill just for notifying us of the purchase. Then, to help you save even more, you can sign up for our EV time-of-day rate so that you'll pay a lower rate when you charge your EV overnight.

When you join, you'll receive another \$50 rebate for your participation in the program. To get started, please visit pemc.coop/electric-vehicles.



Electric Heat Pump Rebate

Are you planning to purchase an electric heat pump this year? You can get money back when you do. If you install an electric heat pump with a SEER2 of 15 or higher and have a total electric home, you can qualify for a rebate of \$50 per ton, up to \$200 per system.

You can apply for the rebate at pemc.coop/heat-pump-rebate.

Don't Forget About Tax Credits!

When you purchase ENERGY STAR® products like air conditioners, insulation, doors, windows and heat pumps they may qualify for federal tax credits.

These credits range from \$50-\$2,000, depending on the specifics of the purchase. To see what qualifies, visit energystar.gov/federal-tax-credits.

Sign Up Today

You can call one of our friendly member service representatives to learn more or sign up for any of these programs at **800.222.3107**.

Preparation Is Key for Summer Storm Seasons

The best way to handle summer storms is to prepare for them before they happen. At your cooperative, we take steps to help reduce the impact of these storms and there are always ways for you to stay ready as well. Together, we can weather these storms and stay safe when they roll through.

How Your Co-op Prepares for Summer Storms

Throughout the year, our crews proactively perform right-of-way clearing, which involves trimming back trees around power lines. This helps prevent limbs and trees from falling on power lines during inclement weather to reduce the number of outages in our service area.

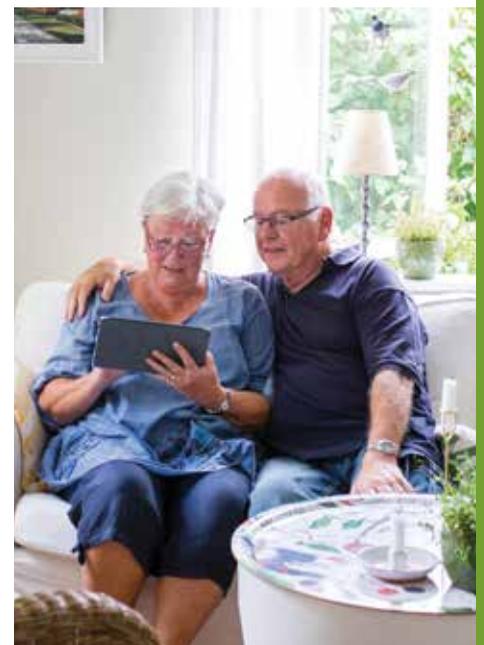
When a summer storm is expected, we also have line crews ready so they can respond to outages quickly. This allows us to restore power to affected areas as soon as possible to minimize downtime.



How You Can Prepare for Summer Storms

Here are a few simple steps you can take to help you be ready the next time a summer storm rolls through our area.

- Make an emergency kit to keep on hand:** Create an easy-to-access emergency kit with nonperishable foods, bottled water, first aid supplies, flashlights and batteries. This can help you stay comfortable during a long-term outage.
- Update your information in your SmartHub account:** We share important information with our members during weather extremes. If we don't have your correct phone number or email address on file, we won't be able to share this information with you. Log in to your SmartHub account to verify that the correct contact info is on file to ensure you don't miss out on these critical communications.
- Charge your cell phone:** Make sure your cell phone is charged so you can report outages, check updates and find other important information while the power is out.
- Follow us on social media:** We also share real-time outage updates on our Facebook and Twitter pages. Follow @PiedmontEMC to see all the latest news.
- Visit the outage center on our website:** Before summer storms hit, bookmark pemc.coop/outage-center so you can easily access this one-stop-shop during inclement weather. On this page, you can report outages, see the latest outage updates and more.
- Know how to report an outage:** With our new meters, we often know the power is out before you do! However, you can also report an outage through SmartHub, by texting "#out" to 800.222.3107 or by calling our automated outage line at 800.222.3107.



Questions? Call 800.222.3107!

Tap into the Power of the Sun With Community Solar

What if you could go green without the cost or maintenance requirements of a traditional solar panel installation? With our community solar program, you can. We have two solar fields in our service area, which collectively have more than 1,800 panels generating up to 2,500 kWh of electricity per day.

Piedmont Electric members can subscribe to the energy output of up to 25 of these panels for \$2.50 per panel/month. Participants will then receive a bill credit for the kWh generation from the subscribed panels each month.

This is a perfect option for renters who want to take advantage of renewable energy but can't install solar panels on their property. To join, visit pemc.coop/community-solar.



Let's Chat!

If you've visited our website lately, you might have noticed a chat box in the lower right-hand corner. This convenient feature allows you to connect with our local, friendly member service representatives to get quick, real-time updates about your account, learn about our services and programs, ask questions and more.

Implementing this chat feature allows us to better serve our members and gives you easier access to the information you need on your schedule. If you'd like to learn more about how it works, try it on our site or visit pemc.coop/chatfeature.



Annual Meeting Recap

We held our annual meeting on Friday, April 19, from our Hillsborough office. During the livestream, we shared our 2023 annual report, discussed all the latest cooperative news and announced the results of our board of directors election.

We'd like to thank everyone who voted this year! There were a total of 854 votes, with 209 members voting by mail-in ballot and 645 members voting online. The following members were elected to the Piedmont Electric board of directors:

- Cy Vernon, District 3
- Jimmy Thomas, District 7
- V. Kay Scurlock-Ferguson, District 8

The winners of the \$100 bill credits were Patricia Saunders from Orange County in District 2 and Shelba Johnson from Durham County in District 8.

If you missed the annual meeting livestream, you can watch it at any time by visiting pemc.coop/annual-meeting. Thank you to everyone who took the time to tune in live or has watched it in the weeks since the meeting.

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 or website chat 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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Stephen B. Hamlin
President & General Manager

DIRECTORS

Randy Kinley, Chair
Steven P. Bailey, Vice Chair
David Poythress, Secretary
Richal Vanhook, Treasurer
Darren Chalk, Stephen C. Long,
V.Kay Scurlock-Ferguson,
Jimmy Thomas & Cyrus Vernon

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.