



Connection

PIEDMONT ELECTRIC COOPERATIVE MEMBER NEWSLETTER | AUGUST 2024



What's a Peak?

Peak times refer to periods when electricity demand surges to its highest levels of the day, month or year. Understanding and managing these peak times is crucial in helping us deliver reliable service while managing our costs.

Understanding Peak Times

Imagine the electric grid as a busy highway and electricity as the cars traveling on it. Just like a highway experiences traffic congestion during hours, the electric grid encounters peak times, when electricity demand is at its highest.

During these peak times, it's as if everyone is trying to drive their cars on the highway at the same time, causing congestion and delays. Similarly, people will often use electricity for things like air conditioning, water heating and large appliances all at the same time. Instead of a traffic jam, electricity becomes more expensive as power suppliers have to bring on more and more costly forms of energy to meet the demand.

As your electric co-op, we're like the organization responsible for managing traffic on the highway. It's our job to ensure that the flow of electricity, like traffic on the road, remains smooth and efficient, even during peak times. We do this by providing programs like Beat the Peak to make it easier for our members to reduce the load on the grid during peak times.

When you sign up for Beat the Peak, you'll receive a text message or email alert notifying you when a peak period is expected and reminding you to conserve energy during that time. For example, you might bump up the thermostat a few degrees, wait to run the dishwasher or shift your laundry tasks to another time of the day.

Join Beat the Peak to Help Keep Rates Low

When you join Beat the Peak, you can help us lower the peak, which reduces our demand, the next time we expect a peak period. There are two ways to register:

- **Text Message:** Text BTPEAK (first name and last name) to 800.222.3107
- **Email:** Send an email to BeatThePeak@pemc.coop with your name and email address

Thanks in advance for helping us conserve energy when it's most important!



IMPORTANT DATES

August

A peak demand month

As temperatures rise, so does energy use. Be mindful to conserve energy on hot weekdays from 1-6 p.m.

August 15

Bright Ideas early bird deadline

September 2

Labor Day

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

September 2

Bright Ideas final deadline

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Do you need help paying your energy bill?

We're here to help. Check out our payment assistance resources at pemc.coop/payment-assistance.

A Journey Ready for its Next Step

After eight years as president and general manager and nearly three decades with Piedmont Electric Cooperative, Steve Hamlin has announced his retirement.



“I am pleased and beyond proud to have been the president and general manager of Piedmont Electric Cooperative,” Steve said. His journey with the co-op began as the accounting manager, quickly rising to chief financial officer (CFO) within his first year. Steve held the CFO position for two decades before stepping into the president and general manager role.

Steve has witnessed significant changes in the industry, noting that increased consumer expectations and the advancements in technology have reshaped business operations.

“In my time with the co-op, new innovations such as outage notifications, electric vehicles and smart meters have transformed how Piedmont Electric serves its members,” Steve said.

Steve noted he is particularly proud of several major achievements: the establishment of the Piedmont Electric Helping Hand Foundation, the successful implementation of the REDLG program and the expansion of shared services with other co-ops.

“These initiatives have not only benefited members but also resulted in significant cost savings,” Steve noted, adding “I’m also incredibly proud that our employees have maintained a commendable safety record with no major injuries.”

Steve feels his legacy is centered on collaboration, safety and strategic goal achievement. He emphasized the importance of leveraging technology to enhance grid infrastructure and align with the co-op’s Brighter Future vision. He believes the industry must continue to provide reliable, sustainable and cost-effective power.

“Steve’s leadership and dedication have left an enduring mark on Piedmont Electric and the broader community, establishing a robust foundation for further growth and success,” Piedmont Electric Board Chair Randy Kinley remarked.

In retirement, Steve looks forward to traveling and spending more time with his wife and grandchildren. His advice to aspiring industry leaders is to work hard, prioritize member needs and always keep safety at the forefront.

The Piedmont Electric family is deeply grateful for Steve’s contributions and wishes him all the best on his journey forward.

Charting the Way Forward

After months of deliberation and careful review of dozens of qualified candidates, the board of directors selected Jordan Overbee as the next president and general manager of Piedmont Electric Cooperative.

“We knew how important it was to get this right for our members and for our employees,” Board Chair Randy Kinley said. “The board wanted to find someone who could make sure that Piedmont Electric continues to provide exceptional service, and we believe that Jordan is the right person to lead our co-op in fulfilling that mission.”

Jordan joins Piedmont Electric most recently from Brunswick EMC in Supply, NC on our state’s southern coast where he was the vice president of engineering and operations. A professional engineer, Jordan has extensive experience in the electric industry, having worked for more than 15 years in the industry with Progress Energy, Wake EMC and Pike Engineering.

“I’m excited to meet everybody and to have the opportunity to lead a great organization,” Jordan said. “Being there for the member and knowing that you’re providing such an important service is what excites me and is why I come to work.”

Jordan highlighted that he has worked with outstanding leaders in the past in both the business-focused investor-owned utility model and the member-centric cooperative model which has helped him hone the servant leadership style he brings to Piedmont Electric.

“Realizing what you can do for someone else on a daily basis, I believe that’s what will make Piedmont successful for our members,” Jordan explained. “If we all understand what it’s like to be a member, if every employee looks at their job and asks, ‘What do I want my electric company to do for me?’ and they feel that in everything they do, that’s how we’ll provide exceptional service to our members.”

Jordan affirmed that the co-op’s long-term priorities will remain focused on member satisfaction, reliability, cost and safety. He also shared his eagerness to connect with Piedmont Electric’s members and employees, as well as to identify strengths and opportunities for improvement in the short term.

“Piedmont is an amazing co-op,” Jordan said. “I’m excited to get there and get started.”



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 your monthly bills during a year in which the co-op collected more than it spent. In 2023, we retired \$1 million worth of capital. Piedmont Electric has returned more than \$33 million to members since 1975!

Unclaimed capital credits

Have any of your friends or family members moved out of Piedmont Electric’s 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/capital-credits 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. Thanks in advance for helping us return money to former members!

Are You Interested in a Month of Free Electricity?*

If you want to discover the simplest way to cut costs on your electricity bill, consider signing up for our time-of-day rate. As our most effective money-saving program, participating for a year could be like receiving a free month of electricity. What could be better than that?

How It Works

Last year, the average participant in the time-of-day program saved about \$20 per month. If your average bill is \$240 or less then saving \$20 each month with our time-of-day rate adds up to at least one free month of electricity over the course of a year.

Once you join, you can start saving immediately by shifting your electricity use to off-peak times when rates are lower. For instance, running energy-intensive appliances like your dryer during off-peak hours can lower your electricity costs with little effort.

To help make it even easier to save, consider using smart home devices such as programmable thermostats and smart plugs. This will allow you to automate your energy use and easily shift consumption to off-peak periods when you are billed at a lower rate. Over time, the cumulative effect of these small adjustments can lead to significant savings.

From April to October, peak times are 1-6 p.m. weekdays and from October to April, peak times are 6-10 a.m. weekdays. The energy you use outside those hours and on Saturdays, Sundays and most holidays will be billed at the lower, off-peak rate.



When You Save, We All Save

Participating in our time-of-day rate benefits more than just your household. The more members that participate, the more we collectively reduce our peak demand, which can have long-term effects on our wholesale rates. When we save on our power bill, we pass those savings along to all members!

We're so confident that our time-of-day rate will help you save that we offer a risk-free guarantee. If you join our time-of-day program for a year and don't save compared to our regular rate, we'll refund you the difference, no questions asked. Sign up by visiting pemc.coop/special-rates or by calling one of our friendly reps at 800.222.3107.

* Savings will vary. Based on average monthly member savings last year and average monthly electricity costs.

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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Jordan Overbee

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 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.