

**Piedmont Electric Membership Corporation  
Hillsborough, North Carolina  
Board of Directors Meeting  
April 21, 2025  
SUMMARY MINUTES**

The regular meeting of the Board of Directors of Piedmont Electric Membership Corporation was held at 3:00 p.m. on April 21, 2025 pursuant to notice of date and time of said meeting at the headquarters of the Cooperative in Hillsborough, North Carolina.

The following Members of the Board were present: Randy Kinley, Steven Bailey, David Poythress, Richal Vanhook, V. Kay Scurlock-Ferguson, Steve Long, Darren Chalk and Cy Vernon with Jimmy Thomas participating via TEAMS. Also present were Jordan Overbee, President and General Manager; Sarah Bohlin, Vice President of Corporate Services; Lisa Kennedy, Vice President of Financial Services; Jarrod Kilgore, Vice President of Engineering and Operations; Mike Parker and C.P. Stewart, Attorneys.

Mr. Kinley called the meeting to order and offered an invocation.

1. Upon motion and second, the Board approved the minutes from the March 17, 2025 Board meeting.
2. Upon motion and second, the Board approved the summary minutes from the March 17, 2025, Board meeting.
3. The President & General Manager gave the President's Report.
  - a. The Lineman Appreciation breakfast was very well received by the employees. The Safety Certification Day is April 23 beginning at 8:00 a.m.
  - b. He requested a full day with the Board in June or July for strategic planning.
  - c. He recommended changes to the Service Rules and Regulations to require members to notify the Cooperative of a change in the load and to de-energize any service that has been idle for one year. If the member requests that service remain idle, the member will be required to pay one—half the normal facility charge. Upon motion and second, the Board approved the recommended changes to the Service Rules and Regulations.
  - d. He recommends changing the current solar rate of \$10.00 to whatever the pass-through rate is to the member for current members and leave it up to new

members to apply for the credit. Upon motion and second, the Board approved leaving it to new members to apply for the solar credit.

- e. It was noted that the EV rate is the same on a holiday as on any other day.
- f. He updated the goals, noting that only the capital budget to actual variance and thermostat enrollment are currently below the target and all others are on or over the target goal.

4. The VP of Engineering & Operations

- a. Gave the update of the 2025 right of way maintenance schedule with 514.21 total miles, of which 111.46 miles are complete and 402.85 remain. Herbicide treatment of the substations and pole yards is complete. Over 100 danger trees have been identified from 65 members who called in requests and around 50 have been removed to date by Lewis Tree.
- b. He gave the outage report for March with an average of 11.41 minutes per outage. The longest outage was almost 7 hours, affecting 512 members.
- c. He reported on the progress of acquiring the transmission right-of-way to serve the Moriah Energy Center and identified the affected landowners and the route.

5. The Manager of Member Services, joined the meeting at 3:55 p.m.

- a. He reviewed the member satisfaction scores for the 1<sup>st</sup> quarter of 2025. The member satisfaction score was 86%, down slightly from the 87% score for the last quarter of 2024. Other scores of note were member engagement 87.5%; 58% identify as a member and 42% as customers. He reviewed the net promoter scores which are the difference in the top scores and the low scores. 78.2% identify as promoters with 11.3% passive and 10.5% as detractor in response to the question “if you could choose your electric company, would you recommend Piedmont to a friend.” He also reviewed the results from the service interaction, key performance and gap analysis of performance and importances.
- b. He gave the member services data, noting Piedmont has 34,333 accounts and had 14,337 calls in the month. They were answered on average of 52 seconds and lasted 3 minutes 10 seconds. He also reviewed the way members paid their bills: 64% online, 17.3% by mail, 13.7% by phone, 4.8% by the drive through and .2% other. He informed the Board that 2,027 members were on a time-of-day rate,

464 with electric vehicles and 495 with net solar metering with some overlap of these members.

c. He was excused at 4:15 p.m.

6. The Manager of Information Technology, joined the meeting at 4:15 p.m.

a. He gave the cybersecurity report for the 1st quarter of 2025. Of the total 400,410 emails received for the quarter, 31,669 were blocked at the edge, 15 were malware, 2,571 were phishing, 14,655 were spam, 4,686 were deleted by zero-hour auto purge and 346,814 were delivered. He noted there were two failures during the January phishing campaigns but none in the February and March campaigns. He shared a sample report from Adlumin MDR (Managed Detection and Response through the Security Operation Center performing Security information and Event Management (SOC/SIEM. This software monitors all events on computers, servers, firewalls, Microsoft 365, CrowdStrike (Endpoint protections) and DUO (multifactor authentication. This monitors activity 24/7/365.

b. He reported the fiber has been replaced in the Hillsborough office and there is ongoing dark fiber maintenance and one repair on McKee Road.

c. He was excused at 4:25 p.m.

7. The VP of Corporate Services

a. Presented the Monthly Safety Report which has been revised to show the YTD calculated Incident/DART rate. There were no new injuries and no near misses with only one injury for the year to date. She plans to attend the Safety Committee meetings, noting one accident that was not the fault of the Piedmont employee. Upon motion and second, the Board approved the Monthly Safety Report.

b. She gave the report on the Rural Electric Development Loan and Grant ("REDLG") loans. There is funding available through the revolving fund and for loans. The loans for the Prospect Hill and Cornwall Volunteer Fire Departments were submitted to USDA. Both Person County Rescue Squad and the Hurdle Mills Volunteer Fire Department are expecting delivery soon.

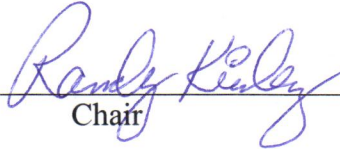
c. She reviewed the Paperless Billing Initiative, which is part of the goals of controllable costs per member for 2025. The initiative would select members

who pay through electronic means and would allow opt-out at any time. This would be communicated through Carolina Country and emailed to members. Upon motion and second, the Board voted to proceed with the paperless billing initiative.

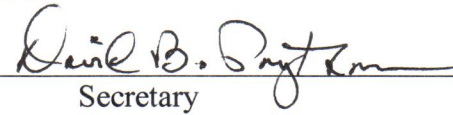
- d. She reviewed the Compensation and Overtime report for the 1<sup>st</sup> quarter of 2025 for Piedmont Electric employees and Piedmont Energy Services employees. There were a total of 97 employees.
  - e. She then presented seven employee policies that staff recommend updating. Upon motion and second, the Board approved each updated policy separately.
8. Mr. Parker reviewed the results of the election conducted by Survey and Ballot Systems for the Annual Meeting. 1,100 members cast votes with 1,044 being valid, 54 unexercised and 2 invalid ballots. For District 4, Mr. Long was unopposed and received 831 votes. For District 6 Mr. Chalk was unopposed and received 830 votes. For District 9 Kim Woods received 542 votes and Mr. Vanhook received 502 votes.
9. The VP of Financial Services
- a. Reviewed recommended changes to the Disbursement Authorization to reflect the trend towards more electronic payments. Upon motion by and second, the Board approved the revised Disbursement Authorization.
  - b. She presented the AR45 work orders for January and February 2025. Upon motion and second, the Board approved the January and February 2025 AR45 work orders.
  - c. She presented the unaudited financials for March 2025. Piedmont experienced 433 normal degree days and 268 actual degree days for a monthly variance of -165 and a cumulative variance of -158 or -9.23%. Piedmont connected 112 new services in 2025 as compared to 128 new services connected year-to-date in 2024 and has 34,736 net services in place compared to 34,344 net services year-to-date in 2024. Piedmont added 7.21 miles of line in 2025 and now has a total of 3,691.59 miles of line.
  - d. She presented the Wholesale Power Cost Adjustment for March 2025.
10. The Board thanked Mr. Vanhook for his excellent service to Piedmont as a Director.

Staff were excused for an executive session that began at 5:25 p.m. and ended at 6:00 p.m.

There being no further business to conduct, Mr. Kinley declared the meeting adjourned at 6:00 p.m.

  
Chair

Attest:

  
Secretary

PEMC Minutes 04/21/25