

Community Grant Helps Veterans

The Disabled American Veterans (DAV) organization has a mission that has never changed: veterans helping veterans and their families.

The organization was started in 1920 to help World War I veterans find work and care in an economy ill-suited to do so.

Today through fundraising, the DAV continues working to make life easier for veterans returning home sick or disabled.

Recently, the William M. Stone Chapter of Erwin, received an Operation Round Up grant for \$5,000 to be used to build ramps and remodel homes for wheelchair-bound veterans.

"I was more than ecstatic when we received that wonderful call that we had been approved," said Joanne Creswell, treasurer and part of the grant-writing team. "My mind raced with thoughts of how many more veterans we would be able to assist and my heart went to a flood of tears!"

One of the most important services is also one of

the most expensive—ramps. "Building a ramp costs a lot of money, with this grant we could build three," said John Sandrock, senior vice commander.

"Sometimes we are able to build them for less."

Costs to build the ramps have gone up and the DAV submitted a grant proposal to continue building as necessary. The money is also for home renovations.

"Veterans come back from war in a wheelchair, to a home that is not wheelchair accessible," said Sandrock.

"We widen door frames and things of that nature to ensure a wheelchair can get through."

DAV members also visit veterans at the Fayetteville VA Medical Center and they hold bingo quarterly. This is an opportunity for fun and camaraderie as fellow veterans interact with those recuperating or undergoing treatment.

"A lot of veterans don't have families," said Creswell. "And around holidays, such as Christmas and New Year's, we want them to know there is someone here."



Some veterans only need a ramp attached to a deck or porch, other times, a completely new structure needs to be put in place.

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Have a happy and safe
Thanksgiving!



In observance,
South River EMC offices will
be closed November 26 & 27

Accepted Near You

This month you received a Co-op Connections card in Carolina Country. Don't throw it away!

The card can get you discounts online, at retailers across the country, and at a pharmacy counter near you.

Visit www.sremc.com to learn all about your card, where and when you can receive discounts!

For questions please call 910-230-2982 or send an email to connections@sremc.com.

It's just another valuable benefit of being a member of your Cooperative.

Costs Continue To Rise, While Co-op Makes Cuts

by CEO and Executive Vice President Buddy G. Creed

The costs associated with producing and delivering electricity have risen steadily over the last five years, which means wholesale power suppliers are implementing wholesale rate increases to keep up. Check out the illustration below to get a visual idea of what has changed nationally since 2004.

In many cases we discuss the increases of the cost of fuels used in the generation of electricity; however there have been increases across the board in the cost of doing business. As the economy tightens, we are affected just as every other sector of the economy.

As many people think of rising costs of electricity they think of fuel and legislative mandates, however, we are also experiencing sharp increases in every aspect of our business including the cost of poles, transformers and copper—to name a few.

However, in an ongoing effort to offset costs, the Cooperative continues to streamline our operations while taking advantage of technological advances to increase efficiency. We have nearly completed the deployment of our AMR (automatic meter reading) system, which provides a series of efficiencies such as quicker high-bill resolution and elimination of the need for in-field meter reading; we have installed AVL (auto vehicle location) to assist in more efficient dispatching of work orders, which saves on fuel and overtime; we have our entire electric system electronically mapped with GIS (geographical information systems) software to help us locate accounts and facilities more efficiently as well as improved troubleshooting and outage restoration; and we have moved to a centralized phone answering system, which allows us to balance the workload between offices.

Many of these technologies have allowed us to have

the same output of workload and quality customer service while having fewer employees on the payroll.

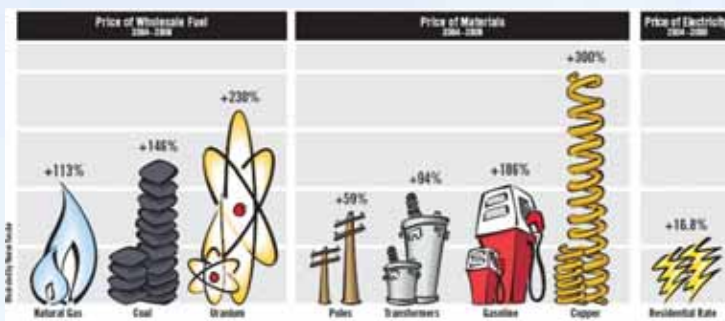
South River EMC is a member-owned electric cooperative and we make providing you with safe, reliable electricity at an affordable price a priority. However, our service goes beyond the wires. It's also important that we offer additional value that has a positive impact on everyone in the community.

That's why we have launched the Co-op Connections

card program—look for your cards in this magazine. This new card-based member benefit program is designed to deliver added value to our members. And it's free.

Whenever you visit a local participating pharmacy and present your Co-op Connections card you will be able to receive a 10% to 60% discount on prescription drugs. There are currently over 56,000 national and local pharmacies participating in this program. Since the program began two years ago, cooperative members across the nation have saved over \$10 million on prescriptions by using the Co-op Connections card. Visit www.sremc.com for a full list of participating local pharmacies.

While we realize there are many expenses that are out of our control, we are committed to bringing additional value to our members and the communities we serve by helping any way we can. The Co-op Connections program is just another way to accomplish that goal. That's the cooperative difference.



Follow Us on Twitter!

www.twitter.com/SouthRiverEMC

Power Source Volunteers Offer Scholarships

This month, the PSV is sponsoring a drawing for two Thanksgiving baskets.

Baskets include food for your feast, a \$50 Food Lion gift card for a turkey and a \$100 credit off the winner's electric bill.

One basket will be given away at each South River EMC office. Stop by the office closest to you to register before November 20!

The volunteers are also offering college scholarships for South River EMC members and their children.

Applications will be available at either office, to download from www.sremc.com, or by mail. Requests can be made by calling the Cooperative at 910-892-8071 ext. 2151 or sending an e-mail request to jwahl@sremc.com.

Applications must be delivered or postmarked before 5 p.m., January 22. Anything postmarked or delivered after that date will NOT be accepted.

Be sure when completing your application to double check all necessary files are attached, information is completely filled out and signature lines have been signed.

*Note: A complete transcript is required, please allow time for this to be processed at your school.

The Power Source Volunteers, or PSV, is a group of volunteers who work on behalf of the Cooperative as goodwill ambassadors in the community.



Best Festival In Harnett County!

Saturday, November 7

10 a.m. to 4 p.m.

downtown Dunn

Food, rides, entertainment and fun for everyone!

* Vote for Best in Show at the Photo Contest!

* See local students' artwork displayed from the Poster Contest!

Keep Costs Cooler While Staying Warm

Be tight with your money, in fact, be airtight.

In today's economy, the last thing you want is to let money slip through the cracks of your home. Spending a day sealing and tightening your home can make it more comfortable and a little less costly.

The first step is to check your doors and windows, both should be weatherstripped. If you have pets, or live in an older home, you may find your weatherstripping chewed up. Don't let this contribute to higher electric bills, replace it as soon as possible!

Step two includes caulking around areas such as your fireplace and along baseboards, air can enter and escape through these places as well.

Another energy saver is proper insulation. Make sure your attic, floor and walls are well insulated. If not, you could be losing the heating and gaining the cool when you least need it.

Make sure the ducts in your home are keeping conditioned air on a direct path to you. Have any holes in the ductwork patched and make sure the ducts are sealed when they reach the final destination.

Lastly, save a little money with your lighting.

Replacing heavily used lighting, such as lighting in the living room, with compact fluorescent lamps (CFLs), can save you \$30 over the lifetime of the bulb. CFLs last 10,000 hours, use 75 percent less energy, and gives off minimal heat.

See CFL rebate information on page G.



Smart Grid 101: The Lesson Continues

Smart technology is the focus of this month's installment of the smart grid series.

If you recall last month's article, it mentioned that if you should decide to only spend \$150 on your electric bill, you may be able to do so with smart technology.

The next generation of appliances, "smart appliances," are supposed to be programmable to a price amount you want to pay for electricity. If the price signal from your meter is over that amount, the appliance will not run. An example being, if you used to run your dishwasher at 6 p.m., it may be a peak price period, and more than you want to pay. Instead, your dishwasher will run when the price falls to the bracket you are willing to pay.



Ironing at a different time may one day be cheaper.

Smart appliances are also supposed to be able to help during power fluctuations, as well as test themselves and notify a repair center if necessary.

There is no end at this time, to what smart technology could possibly do.

This is just a glance at what smart technology could do, but what do we need it to do?

We need it to deliver safe, reliable, and affordable electricity, because technology does not apply only to appliances. Smart technology will also be responsible for how your appliances are receiving power.

South River EMC is a cooperative that already has some technology in place, which will help lineworkers find problems on the lines.

Currently, smart technologies, as well as the smart grid, are still being developed. The end product may actually be completely different.

VETERANS Continued from page A



William M. Stone

The Erwin Chapter has about 316 members, 282 of which are lifelong members.

"Being a lifelong member means the member is entitled to all the benefits the organization has to offer," said Commander Jean Grove. "Because they are paid up for life."

The most you would pay is \$250 for lifetime membership, for those under 40 years old. In addition to DAV programs and services, lifelong members have access to a variety of important programs, products and services.

The Erwin Chapter was chartered in 1976 and is named after a local soldier who was killed during World War II.

Since the '70s, the chapter has changed locations numerous times, finally settling at the community center in Erwin. There, the DAV meet once a month to discuss legislative news, look at upcoming events, discuss

veterans that are in need, and to enjoy each others company.

Funding to help these veterans comes largely from a 90-day raffle ticket fundraiser. Local businesses supply prizes and tickets are sold for \$1. The first year, \$3,000 was raised, three years later, \$20,000 was made from this fundraiser.

Another way to help the DAV is through a donation of your time. The DAV is always looking for drivers to transport, and sometimes sit with, disabled veterans with appointments at the VA Medical Centers in Durham or Fayetteville.

Visit www.dav.org to locate a chapter near you or to just learn more.



Chapter members were ecstatic about receiving funding to help more veterans.

Grants Available Through Operation Round Up

South River EMC is accepting Operation Round Up applications for the December funding cycle. Applications are due to the Cooperative office by November 20. Applications are available in both South River EMC offices and online.

Please be sure to read the guidelines thoroughly and, when completing an application, have all required information and all the appropriate attachments and signatures.

For more information visit www.sremc.com/roundup.aspx.



ENERGY STAR Tax-Free Holiday

November 6-8

Purchase ENERGY STAR appliances for less!

Tax-free items include: clothes washers, freezers, refrigerators, central air conditioners, room air conditioners, air-source heat pumps, geothermal heat pumps, ceiling fans, dehumidifiers and programmable thermostats.

The tax-free offer does not apply to rentals of qualified products or to sales of qualified products for use in a trade or business.



Cooking Safely in November

Cooking is one of the most popular ways to celebrate the holidays, and as the holiday season begins, people will start dusting off their cookbooks and head back into the kitchen. Use cooking as a way to gather with family and friends, but make sure everyone is acquainted with some kitchen safety basics before getting started.

Before and After Cooking:

- Be sure that a fire extinguisher is easily accessible in your kitchen. Make sure everyone in your home knows where the fire extinguisher is and how to use it.
- Don't let grease build on range tops, ovens or toaster ovens. Grease is a fire hazard, and remember, water should *never* be used to extinguish a grease fire.
- Keep flammable items, such as paper towels, plastic bags and holiday decorations, at least three feet away from range tops.
- Carefully read and follow the operating instructions of kitchen appliances before use.
- Never plug kitchen appliances into extension cords. This could overload outlets and cause a fire.
- Plug all appliances directly into outlets when using them, and be sure to unplug them when

you're finished. Not only is unplugging appliances safer, but it also saves energy.

While Cooking:

- Never use cooking appliances near the sink or any other wet areas.
- When cooking on your range top, turn pot handles toward the back of the range to prevent children from reaching up and pulling down a hot pot or pan.
- Always stay in the kitchen when cooking anything on the stove. If you have to leave the kitchen, turn off the stove while gone.

Take extra precautions if you're planning a more elaborate meal, like a fried turkey. Never try to use a turkey fryer indoors, even if you think it may be too cold to cook outside. These devices are serious fire hazards. Read the extensive safety instructions that come with turkey fryers very carefully.

Follow these simple cooking safety tips and enjoy the meals you share with your family and friends this holiday season.



Nominating Committee Appointed

South River EMC is preparing for the 2010 Annual Meeting of Members as 2009 draws to a close.

At a meeting of the Cooperative Board of Directors, the nominating committee was appointed in accordance with the Cooperative bylaws.

This committee, made up of a representative from each of the membership districts, will make recommendations for directors in District 4, District 6 and District 8. Terms of office in these three districts expire in 2010.

District 1 - Van Buie, 1680 Buie Rd., Broadway; represents South River EMC service area west of Highway 401 in Harnett County.

District 2 - Rebecca O'Dell, 276 Austin Ln., Newton Grove; represents South River EMC service area east of Highway 421 and north of Highway 13 in Sampson and Johnston counties.

District 3 - Iris Lucas, 887 Junious Lucas Rd., Faison; represents South River EMC service area east of Highway 242 and south of Highway 13 in Sampson County.

District 4 - Elwood Williams, 2197 Fayetteville Hwy., Dunn; represents South River EMC service area in Sampson County southwest of Highway 421 and west of Highway 242, east of Dunn Road and Carroll Store Road to Maxwell Rd., east of South River School Rd. and Bluman Rd. to the Harnett-Sampson-Cumberland county lines and north to Highway 421.

District 5 - Ronald D. Hedgepeth, 615 Vander Rd., Salemburg; represents South River EMC service area south of Maxwell Rd., west of Carroll Store Rd. and Dunn Rd., west of Highway 242 and Highway 411 to Highway 701, northeast of Old Fayetteville Rd. and

Turnbull Rd. to the Sampson-Cumberland county line and north to Maxwell Rd.

District 6 - Carol Hudson, 3661 Murphy Rd., Fayetteville; represents South River EMC service area in Cumberland County north of Highway 24, east of the Cape Fear River, south of the Cumberland-Harnett county line and west of the Cumberland-Sampson county line.

District 7 - Wayne Collier Jr., 5489 Indian Ridge Rd., Linden; represents South River EMC service area in Cumberland County north of Highway 24, west of the Cape Fear River, south of the Cumberland-Harnett county line, and all of Harnett County east of Highway 401.

District 8 - Joseph Wilson Marsh, 3608 Blossom Road, Fayetteville; represents South River EMC service area in Cumberland and Bladen counties, south of Highway 53.

At Large - Alexander Eastman, 995 Butler Rd., Salemburg; may nominate from any South River EMC district.



South River EMC's Touchstone Energy Savers Programs



Not All Homes Are Built The Same

ENERGY STAR is the label given by the Environmental Protection Agency and the Department of Energy to products that exceed federal energy-efficiency guidelines. Homes earn this label if they use at least 15 percent less energy than a home built to the standard energy code.

ENERGY STAR homes achieve this distinction in five ways, beginning with the design of engineered heating ventilation and air conditioning. The design takes into account the bends and turns in ductwork, register locations, duct lengths, connections and air flow, all of which results in energy savings and more consistent temperatures.

Airtight ducts are a second way energy is saved. These are achieved by using straps, collar ties and mastic, which translate into lower heating and cool-



ing costs and better air distribution. Energy-efficient vinyl windows with specially-designed glass are a third way ENERGY STAR saves money.

The window treatment reflects the sun's energy away from the home in the summer and heat back to the home in the winter, which reduces fabric fading as well as lower energy costs.

Quality control is assured because energy features are documented, inspected and retested by third parties. Independent inspectors also certify that homes carrying the ENERGY STAR

label save at least 15 percent more energy than homes meeting the standard code.

If you are interested in buying or purchasing an energy efficient, ENERGY STAR certified home visit www.sremc.com to find out how a house like this, could save you even more.

Save with Appliances and Lighting

ENERGY STAR products can save you money and energy, however you may be wary of the initial price tag, but now is the best time to look at energy-efficient items.

ENERGY STAR qualified appliances incorporate advanced technologies that use 10-50% less energy and water than standard models. The money you save on your utility bills can more than make up for difference in price. By purchasing appliances that have earned the ENERGY STAR you can save \$75 a year in energy costs, while saving the environment.

ENERGY STAR certified CFLs use 75 percent less energy, do not get as hot as standard incandescent bulbs and last 10,000 hours. That's a great buy!

The Cooperative realizes the most energy-efficient measures are not always the lowest cost and for taking the initiative we want to reward members.

South River EMC currently offers two appliance and lighting programs.

You can receive a \$25 rebate for the purchase of a new ENERGY STAR qualified electric clothes washer, refrigerator, freezer, dishwasher or programmable thermostat.

Or, you can receive a \$1 rebate for every CFL bulb you purchase. That's \$1 per bulb, not per pack!

Visit www.sremc.com and click the Touchstone Energy Savers link for more information on our CFL rebate, our ENERGY STAR appliance rebate and **application**, and also, our ENERGY STAR certified home rebate.

Save with ENERGY STAR and South River EMC!





Touchstone Energy Savers Programs

Water Heater Efficiency Pays Off

The cooler it gets this November, the more need you may find for an insulating blanket on your water heater. An insulated blanket will reduce standby heat loss (heat lost through the walls of the tank) by 25-40%.

South River EMC has a complete kit that can help you reduce water heating costs. Not only do you receive a blanket for your water heater; you also receive pipe insulation, so you won't lose heat as your water travels; two faucet aerators; a kitchen sink aerator and a water-efficient showerhead. You get it all for just \$12!

You can install the kit yourself, or for \$10, a South River EMC employee will come to your home and install the kit for you.

Spend \$12 and save \$70 to \$90 a year! Call South River EMC at 910-892-8071 or for more information, email questions to sremc@sremc.com. You can also pick a kit up at either office!



Save On Solar Power

Today's solar-water-heating systems popularity is increasing for several reasons. Solar-water-heating systems are reliable, adaptable, and pollution-free because they use renewable energy from the sun.

A solar-water-heating system is a substantial, but rewarding, investment. It can reduce your monthly electric bill while helping to protect our environment. Because of federal and state incentives, along with South River EMC's \$1,000 rebate to members, installing a solar water heating system has never been a better deal.

Eligibility:

- You must receive electric service from South River EMC in your home.
- The unit must have been newly installed after 1/01/09 to qualify for rebate.
- System must be checked for compliance by an authorized South River EMC employee before a rebate is issued.
- Member must sign an agreement, which allows the Cooperative the rights to any renewable energy certificates produced from the solar-water-heating unit in exchange for the rebate.



How to apply:

- Decide which system works best for your home.
- Contact a qualified installer.
- Complete installation.

Call Catherine O'Dell at 910-230-2982 to receive an application or e-mail a request to sremc@sremc.com.

Light for Less

South River EMC offers a 25% rebate for the cost incurred by farmers to fully convert the lighting in hog, turkey and chicken houses from incandescent lighting to cold cathode or compact fluorescent lamps (CFLs). The farm must receive electric service from South River EMC.

Don't make changes that will affect the health of your animals to save money, simply change the lights!

Replacing standard incandescent bulbs with compact fluorescent lamps (CFLs) helps you save money and energy!

For more information, call 910-230-2982 or visit our Web site at www.sremc.com.

***Rebate is based solely on the cost of materials.*