



the South River EMC **Communicator**

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Getting You Back On The Road



H&H Freightliner's auto body shop grew from the smaller shop at right.

H&H Freightliner, Sterling and Western Star Services wants to be a one-stop shop for heavy-duty trucks and their drivers.

The body shop sits a short stretch down the road from the sales, parts and service office, and specifically allows for body work to be completed on site.

The purchase of the 4,000-square-foot body shop didn't allow for much work, but it was a start, and with an expansion to 8,000 square feet, H&H Freightliner can do a lot more for customers.

"Before this expansion, we didn't have the space, skill set or equipment to do this kind of work," said Phillip Howard. "Now we are full service and can help our customers with anything."

The business, which employs about 55 people locally, also works with student interns from Fayetteville Technical Community College and employs one of their

graduates on staff.

With an industry that has seen a lot of change in the last five to 10 years, from wrench work to computers, being able to grow and provide the necessary services to its customers is something H&H is happy to provide.

The expansion hammers home the idea that H&H does all it can to never tell a customer "no," and while part of it was done by managing maintenance versus being an on-call site, the drive to provide for customers is what continues to steer the business.

"We are a customer focused business that is always looking to do the right thing," said Phillip Howard. "Uptime is key in our business so the quicker we can get our customer back on the road, the more likely they are to return when a problem occurs."

To see H&H Freightliner, you might not believe it was ever

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Need Money For Improvements?

Want to improve home efficiency, but don't have the money handy?

The Energy-Efficient Loan, offered by ElecTel Cooperative Federal Credit Union, is designed for quick, affordable financing for those energy-saving items which increase your home's efficiency.

What improvements does it cover? Call 1-800-849-5600 or visit www.electelccu.org to learn more.

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meant for anything other than a heavy-duty truck business.

But in 1945, J.D. Howard opened an auto service shop. However, when his son, Steve, joined the business in the 1970s, he took an interest in the heavy-duty truck business.

"He was always drawn to the heavy-duty market, getting local

delivery fleets and single-owner operators back up and running was what he found the most success doing," said Phillip Howard, vice president of operations. "Having a customer call and getting them back up and running gave satisfaction for the services provided."

And it is that drive and customer appreciation that encouraged an expansion of the facility.

"We wanted to be a total solution for our customers," said Steve Howard, president. "We couldn't do that without a body shop." Location is also a benefit for H&H Freightliner, located scant miles off of Interstate 95, this full-service business might just be on the way to the next job if work needs done and H&H has the solution and the space.

The new 8,000-square-foot shop allows full disassembly for painting.



Why Budget Billing Could Fit You

South River EMC offers members like you a more consistent way to pay your electric bill each month. Budget Billing helps avoid the abrupt highs

and lows caused by fluctuating weather patterns.

However, the Cooperative doesn't set a standardized billing amount based on your last 12 months of energy use.

Instead, we use the last 12 months of energy use, plus the current month's energy use, average it together, and give you a more realistic average.

Called a rolling average, it does away

with the need for an annual true-up, or settling of the account balance each year.

In the past, members on Budget Billing would be faced with one of three outcomes at true-up, they could break even, a rare occurrence; they could owe, or they could be eligible for a return.

Now, there's none of that guesswork come true-up time, because there's no true-up!

It does mean that each month, your bill will vary slightly, however it won't have the impact from weather related fluctuations as standard billing would.

If you're interested in more information about Budget Billing contact the Cooperative at 910-892-8071.



SmartEnergy Profile For Smart Energy Savings

Interested in saving energy? If so, South River EMC's SmartEnergy Profile is a great way to start.

The SmartEnergy Profile is available to members with an e-mail address. Your first profile will contain general information coupled with energy-saving tips.

For members who would like information more tailored to them, you can log in and set-up your account to include more applicable information for your home, such as the amount of TVs you have or LED bulbs.

This helps you keep track of your electric use each month. And if you make a change, for example recycling your secondary refrigerator, it'll show the expected energy savings if you make that

change in your profile.

Your profile can help answer questions regarding energy use by providing temperature and billing data. Since a good portion of energy each month is used for heating and cooling, find out how much your thermostat settings affect costs with your SmartEnergy Profile.

It also provides charts and tables to help you better identify major energy users in your home.

And rather than sifting through old bills to compare costs and usage history, each month's billing information for the last year is included in your report as well as changes in billing from the previous month and the previous year. For example, maybe last year

there were 29 days in your billing cycle, but this year there were 31 days.

A SmartEnergy Profile is another great tool South River EMC offers to you, our members, in order to better understand and control, your energy use.



Bright Ideas Applications Due September 23

There's still time to get your Bright Ideas grant applications submitted, but with a swiftly approaching deadline, don't delay!

Bright Ideas is an educational grant program for certified K-12 public school teachers with innovative classroom-based ideas. Grants can be for any subject and any amount up to \$2,000.

Applications for professional development will not be considered.

South River EMC expects to fund at least \$50,000 in educational

grants to our local schools. Applications are accepted online at ncbrightideas.com.

North Carolina's electric cooperatives, including South River EMC, are responsible for awarding more than \$10.2 million



in Bright Ideas grant funding, and over 2 million N.C. students have participated in approximately 9,800 Bright Ideas projects.

So don't miss out on a chance to add to your lessons this year, sit, consider and write.

Be sure to proofread your writing and ensure you provide the clearest information possible.

To apply, or for more information about the Bright Ideas grant program, visit ncbrightideas.com, call 910-892-8071, or e-mail connections@sremc.com.

Electrical Safety Lessons For Kids

We all know electricity plays a major role in our everyday lives, and it's a powerful resource that should be respected. Unfortunately, children often don't understand the dangers of electricity. At South River EMC, we encourage you to share electrical safety tips and lessons with your children as often as possible. We also understand their attention spans run short, so here are a few creative ways to get them involved.

Depending on the age of your child, consider designating an "electronics deputy." The deputy will be responsible for pointing out electronics in your home that aren't in use and keeping appliances safe from liquids. Reward your deputy for pointing out overloaded outlets or other potentially dangerous situations.

Emphasize the importance of fire prevention to children, and create a family fire drill plan as an extra precaution. Incentivize your

children by rewarding those who followed the plan and made it out of the home safely.

While it's fun and engaging to turn safety into a game, it's important to ensure your children understand the risks they face if they don't practice electrical safety.

One of the most important safety tips you can give your kids is to

avoid downed power lines. In fact, it's best to avoid power lines, transformers and substations in general. A downed power line can still be energized, and it can also energize other objects, including fences and trees. Make sure your kids understand the potential dangers of coming in contact with a downed power line or low-hanging wire. And, if they encounter a downed power line, ask them to tell you or another adult to call the appropriate utility.

Here are a few other safety tips you can share with your kids:

- Never put metal objects in outlets or appliances.
- Don't overcrowd electrical outlets.
- Never mix water and electricity.

No matter how you choose to get your kids interested in staying safe around electricity, South River EMC is here to help. To learn more about electrical safety, visit sremc.com.



Stay Focused On Safety During Harvest

During harvest season, many farmers reap the benefits of advancement in agricultural technology. With the help of GPS auto-steer devices, farmers are able to decrease driver error and maximize productivity. Yet despite these advances, safety risks remain. To help farmers stay out of harm's way, Safe Electricity shares tips for a safe harvest.

GPS with auto-guidance provides farmers with real-time location data about a field, which can be used for crop planning, map making, navigation assistance and machinery guidance. During harvest, this technology allows drivers to have their hands off the steering wheel as the combine maneuvers itself through the field. Thanks to this technology, farmers can more easily and efficiently maintain accuracy even during low-light conditions, which enhances productivity.

"One critical part of safety around electricity is awareness," explains Kyla Kruse, communications director of the Safe Electricity program. "It's important to remember that farm machinery is vulnerable to hitting power lines because of its large size, height and extensions. Being aware of the location of overhead power lines and planning a safe equipment route can help reduce accidents."

In equipment with auto-guidance systems, less focus is needed on steering, which may lead some drivers to think that they don't need to be as aware of navigation issues. However, even while using a GPS with auto-steering, farm workers need to keep safety in mind and stay focused on their surroundings.

Putting safety first requires alertness, focus and knowledge of potential hazards and safety steps. Varying pass-to-pass accuracy levels and potential issues, such as power poles not being correctly plotted in the system, reinforce the need for drivers to stay focused on the location of farm equipment while in the field and to be ready to take action if necessary.

Regardless the technology used on the farm, keep the following electrical safety tips in mind:

- Use a spotter when operating large machinery near power lines.
- Keep equipment at least 10 feet from power lines—at all times, in all directions.
- Look up and use care when moving equipment such as extending augers or raising the bed of grain trucks around power lines.
- Inspect the height of farm equipment to determine clearance.
- Always set extensions to the lowest setting when moving loads to prevent contact with overhead power lines. Grain augers should

always be positioned horizontally before being moved.

- Never attempt to move a power line out of the way or raise it for clearance.

- If a power line is sagging or low, contact South River EMC.

If your equipment does make contact with a power line, do not leave the cab. Immediately call 911, warn others to stay away and wait for the utility crew to cut the power.

The only reason to exit equipment that has come into contact with overhead lines is if the equipment is on fire, which is rare. However, if this is the case, jump off the equipment with your feet together and without touching the ground and machinery at the same time. Then, still keeping your feet together, hop to safety as you leave the area.

For more information on electrical safety, visit sremc.com or safeelectricity.org.



TOGETHERWESAVE.COM

Smart Lighting Choices Can Save You Money

Lighting is something we use every day, and don't think about a lot.

Why not think and start to save?

Replacing incandescent bulbs with LEDs will save you not only energy, but money. While LEDs are still slightly higher priced, they last up to 25,000 hours, compared to a CFL's 10,000 and an incandescent's estimated 1,000-2,000 hours. That means fewer trips to the store for light bulbs.

As for energy, the typical incandescent bulb is 60 watts, the CFL comparable is 13 watts and the LED is 9 watts. Con-

sider the physical energy you'll save from going up and down a ladder or stool to replace bulbs when they burn out!

Another option is cold cathodes, which offer a more muted lighting than LEDs, and are



typically found in agricultural settings. With a longer lifespan than incandescents, these bulbs could be perfect to light your animal houses.

As a member of South River EMC, if you purchase either LEDs or cold cathodes, you're eligible for a \$1 per bulb rebate. Simply send a copy of your receipt with your name, mailing address, South River EMC account number and daytime telephone number to:

South River EMC
Energy-efficient lighting
PO Box 931
Dunn, NC 28335

Don't Just Go With The Flow

Has the time come to replace your water heater? With many systems available, knowing what you need and want is a great first step in replacing your system.

Start your search with fuel type, decide if you'd prefer tank or tankless, and figure out the size you'll need.

Tank water heaters work with gas and electric fuel sources. They offer a large volume of hot water that can be dispersed to your entire home. Tank water heaters typically keep stored water at a temperature near 120 degrees at all times.

Tankless water heaters don't store heated water, but rather heat water only as it's needed. They also work with gas and electric fuel sources, but tend to use more electricity when

heating water. While they should be installed close to their most common point of use, they can service the whole house. They're popular for being eco-friendly alternatives to traditional water heaters.

Hybrid water heaters use advanced heat pump technology to pull in ambient air and extract the heat to warm water. They service the entire house.

Solar water heaters use the sun to produce the warm water for your home, but typically have a back-up source for cloudy days. Not all homes are appropriate for solar water heating due to sun availability, water use or building codes. However, for homes that are, this could be an efficient answer.

There are all kinds of deci-

sions to make when selecting a water heater.

Begin looking at what's available and effective for you.

South River EMC rebates on two types of water heaters:

A heat pump water heater for \$200, and a solar water heater for \$400. More information and applications can be found at sremc.com or by calling 910-892-8071 x 2152.



TOGETHERWESAVE.COM

Will You Make The Energy Star Commitment?

Purchasing Energy Star certified appliances takes a commitment. A commitment that once you purchase the energy-efficient appliance, you will try to use it efficiently as well.

Why? To see how much you could really save of course!

Energy Star certified products go through testing to verify they are more energy and water efficient than standard appliances.

If you purchase an appliance

that can save you energy and money, wouldn't you want to see the extent of those savings? If you do purchase one, you could be eligible for additional savings as well.

South River EMC offers a \$25 rebate on the purchase of Energy Star certified clothes washers, refrigerators, or dehumidifiers.

If you're in the market for any of these appliances, start sav-

ing today when you purchase one that's Energy Star certified, and reap

the benefits by visiting sremc.com or calling 910-892-8071 x 2152 and learning what you need to apply for a rebate.



Two Ways You Can Improve Comfort And Cost

If you want a comfortable home, make it energy efficient. There are many ways to do so, but two ways in particular can improve comfort and trim costs. One is insulation and the other is air sealing.

Heat naturally flows from warmer to cooler areas until there's no longer a temperature difference. In your home, this means that in winter, heat flows directly from heated living spaces to adjacent unheated attics, garages, and even to the outdoors. Heat flow can also move indirectly through interior ceilings, walls, and floors, wherever there's a difference in

temperature. During the cooling season, heat flows from the outdoors to the interior of a house.

To maintain comfort, the heat lost in the winter must be replaced by your heating system and the heat gained in the summer must be removed by your cooling system. Properly insulating your home will help decrease this heat flow by providing an effective resistance to the flow of heat.

Most insulation materials work by slowing heat flow through objects and in and out of your home at inopportune times. Insulation's resistance to heat flow is measured or rated in terms of its thermal resistance or R-value — the higher the R-value, the greater the insulating effectiveness.

Remember the other option that could help with energy savings? Air sealing, which reduces the amount of air leaking in and out of your home. It can cut heating and cooling costs,

improve durability, increase comfort, and create a healthier indoor environment. Caulking and weatherstripping are two simple and effective air-sealing techniques that offer quick returns on investment. Caulk is generally used for cracks and openings between stationary house components such as around door and window frames, and weatherstripping is used to seal components that move, such as doors and operable windows.

South River EMC also rebates on these energy saving improvements that can bring added comfort.

Sealing Rebate

Duct	\$100
Air	\$100

Insulation Rebate

Attic/roof	\$100
Floor/crawl	\$100

For more information, visit sremc.com or call 910-892-8071 x 2153.



2016 Tax Credits

You could be eligible for tax credits or rebates by purchasing certain types of appliances, making certain upgrades, or installing renewable energy systems.

The following tax credits expire December 31, 2016:

Tax Credit: 10 percent of cost up to \$500 or a specific amount from \$50-\$300. Includes: bio-mass stoves; air source heat pumps; central air conditioning; gas, propane, or oil hot water boiler; gas, propane or oil furnaces and fans; insulation; roofs; water heaters (non-

solar); windows, doors & skylights.

Tax Credit: 30 percent of cost on: geothermal heat pumps; residential wind turbines; solar energy systems.

More information can be found at energystar.gov.

Care In Selection Is Key To Low-Cost Operation

A typical family spends around 50 percent of its annual utility budget on heating and cooling. Careful selection and sizing of heating and cooling equipment can reduce initial costs, increase comfort, increase operating efficiency, and reduce utility costs.

A common mistake in equipment selection, especially air conditioners and heat pumps, is sizing. Bigger doesn't mean better. Over-capacity equipment has a higher initial cost, costs more to operate, and is less effective than optimally sized equipment.

When you've found the right size for your system, perform a life-cycle analysis of properly sized options to select a cost-effective system. Considerations include equipment and installation prices, annual heating and cooling expenses, and maintenance costs. Although more difficult to evaluate, equipment reliability, longevity, and warranty coverage are also important.

For example, high-efficiency heating and cooling equipment often have higher purchase costs than standard-efficiency

models, but costs less to run. So the life-cycle cost—rather than initial purchase price—may make high-efficiency equipment the economical choice.

Heat pumps provide both heating and cooling from a single unit, and do so by pulling heat or cool air from the surrounding air. At lower outdoor temperatures, built-in electric resistance heaters kick in to boost delivery air temperatures, however that can be costly.

Geothermal systems are heat pumps that use the relatively constant temperature of soil as a heat source. Although installation costs are higher, geothermal systems are more efficient than air-source heat pumps because the earth is a relatively

constant temperature in the summer and winter.

Equipment efficiency is a measure of how much energy is effectively converted into heating and cooling the home. More efficient systems use less energy to achieve the same degree of conditioning. The Seasonal Energy Efficiency Ratio (SEER) measures a heat pump and air conditioner's efficiency during a full cooling season, which is important in warmer temperature areas.

Remember, a high efficiency system might cost more, but will cost less to run over its lifespan, so choose the right one for you.

The Cooperative offers a \$200 rebate on 15 SEER or greater air source and dual fuel hybrid systems, and a \$500 rebate on geothermal units.

Central AC systems of 16 SEER or greater, are eligible for a \$50 rebate per unit.

For details or an application visit sremc.com or call 910-892-8071 x 2152.

