



the South River EMC *communicator*

October 2016

what's inside

Celebrate Co-op Month

Smart Solutions

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Bill Payment Gets Easier

Starting this month, you will be able to pay your bill any time day or night at the Fayetteville office. South River EMC is installing an easy-to-use, ATM-style kiosk to serve you.

C You will be able to drive up to our kiosk, input your information using the touch screen, pay your bill with cash, credit card or check and pull away. The payment will be automatically and immediately posted to your account. The kiosk does not make change, so any overpayment will be applied to your account as a credit.

D The kiosk will eliminate the need for a night drop box at the Fayetteville office. The payment kiosk is located under the drive-thru canopy and will work in conjunction with the drive-thru cashier for three months. The plan is to discontinue the drive-thru window by January 1 and all payments at the drive-thru will be made through the kiosk.

E We also offer a variety of other bill payment options including: online payment, automated phone system payments, MoneyGram, bank and credit card

F draft, electronic bank checks, pay stations and in office. We accept cash, credit card (minimum \$15 per transaction) and e-checks through most of these options. No matter your preference, we have an option for you.



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A Touchstone Energy® Cooperative



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Why We Celebrate Cooperatives

Each October cooperatives recognize something called Cooperative Month. It's our chance, as your locally owned cooperative, to share our principles with you.

What you might not have realized is that we share these values with you each and every day. To show you how, let's look at the cooperative principles:

Voluntary and Open

Membership: Cooperatives are voluntary organizations open to all persons able to use their services and willing to accept the responsibilities of membership, without gender, social, racial, political or religious discrimination.

Democratic Member Control:

Cooperatives are democratic organizations controlled by their members. At your annual meeting you elect your directors (one member, one vote) who actively participate in setting policies and making decisions. Also, cooperatives at other levels are organized in a democratic manner.

Members' Economic

Participation: Members contribute equitably to, and democratically control, the capital of their cooperative. At least part of that capital is usually the common property of the cooperative. Members can receive limited compensation, if any, on capital as a condition of membership. Members allocate surpluses for any or all of the following purposes: developing the cooperative, possibly by setting up reserves, part of which at least would be indivisible; benefiting members in proportion to their transactions with the cooperative; and supporting other activities approved by the membership.

Autonomy and Independence:

Cooperatives are autonomous, self-help organizations controlled by their members. If they enter into agreements with other organizations, including governments, or raise capital from external sources, they do so on terms that ensure democratic control by their members and maintain their cooperative autonomy.

Evaluation, Training

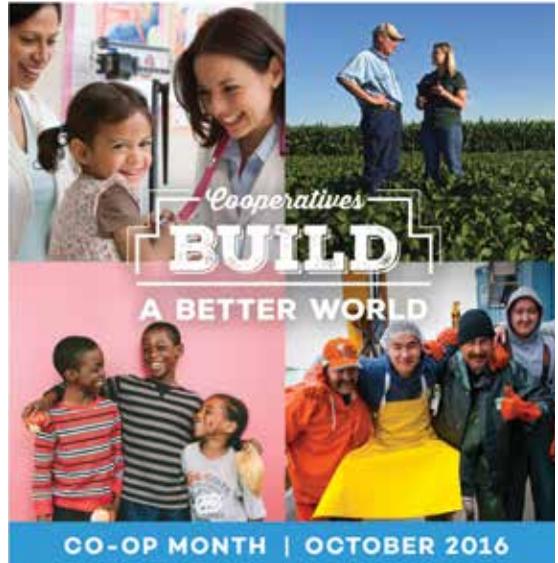
and Information: Cooperatives provide education and training for members, elected representatives, managers and employees so that they can contribute effectively to the development of their cooperatives. They inform the general public, particularly young people and opinion leaders, about the nature and benefits of cooperation. This would include events like our solar workshop.

Cooperation Among

Cooperatives: Cooperatives serve members most effectively and strengthen the cooperative movement by working together through local, national, regional and international structures. So when you hear of a big storm, our crews might be headed to help, just as we welcome crews when we experience a big storm.

Commitment to Community:

While focusing on member needs, cooperatives work for the sustainable development of their communities through policies accepted by their members. These include programs like Operation Round Up and the Bright Ideas grant program.



These principles are practiced by employees and we're proud to share them with you, our members.

In the U.S., there are more than 29,000 co-ops serving in every industry.

There are more co-ops in our local community than most people realize. For example, Electel Cooperative Federal Credit Union, Ace Hardware, Star Telephone Membership Corporation, Sandhills Farm To Table. Co-ops are even represented on the shelves at our local grocery stores, such as Land O'Lakes, Welch's, Cabot Cheese, Sunkist, Ocean Spray and many more.

According to the latest data, more than 130 million people belong to a co-op in the U.S. alone, and co-ops employ more than 2 million Americans. That's why it's so important to be aware of cooperatives and their values. So, look to do business with co-ops here in your local community and be an active member of South River EMC.

Making Members Smart, Smart, Smart!

SMARTENERGY PROFILE

This program provides a monthly report of your energy use, changes from the previous month or year, an explanation of where you use energy in your home and energy saving tips. By completing your home profile, you will receive tips tailored to your home.

SMARTVIEW

Awareness of your energy use is one of the best ways to save energy. The more you can see the impact of your actions, the more changes you make that can help not only your energy use, but costs. Used with SmartPay, it helps you plan out energy use.

SMARTPAY

Our prepaid program helps you have more control of your electric use by paying for your energy before you use it. That way, you can keep up with how much is used on daily tasks.

Awareness leads to more efficient use of energy.

Worry Free Bill Payment

Have you ever been out and realized your electric bill is due? If so, you're not alone, and that's just one of the reasons South River EMC enables members to have monthly payments drafted automatically.

By placing your account on draft, you'll receive your bill each month, along with a date on which the amount will be drafted from your chosen account.

Are you interested in setting up your electric bill on draft? The Cooperative currently offers two options, credit card or bank draft. If you have an online account, it's the quickest way to set up your draft.

Log into your South River EMC account online and from the left side select "Draft Payment Options."

From there, you'll be redirected to a page with your account information. There will be three tabs across the top, select the one that reads "Setup New Draft."

Then select the type of draft you want.

If you select credit card, make sure you check off the

electric account(s) you wish to put on this type of draft. If you only have one account, you still have to check it. From there, select your card type, enter your card number, and the expiration date. Remember, you will need to update this information if anything changes, or if your card expires. Then, check the box to authorize South River EMC to draft your card, and click submit.

If you'd rather set up your account on bank draft, select it from the options. As with credit card, you will need to select the electric account(s) you want to place on draft. Proceed to enter your financial institution's name, the routing number on your check,

and select the account type as checking, if this account is not checking you will not be able to use it for draft. Enter your bank account number, and check the box authorizing the Cooperative to draft from your bank account. Then, click submit.

Don't have an online account? Bank drafts can also be set-up by requesting a draft authorization form from the office. You can also bring a voided check, or your credit card, to a South River EMC office to sign up for draft.

If you're interested in learning more about drafting your payment, contact South River EMC at 910-892-8071 or billing@sremc.com.

The image shows a screenshot of a draft payment form. At the top right, the number 1234 is displayed. Below it, there is a "Date" field with "20" entered. The main section is titled "Pay to the order of" followed by a blank line. Below this, there are four fields: "Memo", "Routing number", "Signature", and "Account number". The "Routing number" field is circled in green and contains the numbers 1 2 3 4 5 6 7 8 9 0. The "Signature" field is circled in red and contains the numbers 0 1 2 3 4 5 6 7 8 9. At the bottom right, there are two more fields, each containing the numbers 1 2 3 4.

Pool Pumps And You

Although the time has come and gone for the pool, you could save energy and money if you are purchasing a new pump for next season.

With an estimated 5 million in-ground and 3.5 million above ground pools in the country, accompanying pool pumps use a lot of energy. Pool pumps are used to circulate, clean, and ensure that the water is safe and comfortable.

But did you know that the typical pool pump can use as much as 6,000 kilowatt hours (kwh) a year? That's a pretty sizable amount when you consider the average U.S. household uses about 11,000 kwh a year.

Until recently, pool pumps haven't had to meet a federal

efficiency standard, and technology is inefficient with single speed pumps being selected predominately because of their low cost.

As its name says, single-speed pumps operate at the same speed to perform all pool tasks. Since cleaning the pool requires a high speed, this is the speed that the pump operates at when operating.



However, new standards take effect in 2021, with the biggest change being the switch to variable-speed pumps over single-speed pumps. A variable speed pool pump operates by changing water levels as needed, speeding up for cleaning and slowing down for filtering.

According to the Department of Energy's advisory committee, these standards will cut the energy use for in-ground pools by 70 percent.

You can also replace your existing pump now and be eligible for South River EMC's rebate.

The Cooperative offers a \$100 rebate on the installation of a variable speed pool pump. For complete details, visit sremc.com.

A Week In Washington, D.C., On Us

Parents are always looking for opportunities for their children to expose them to new experiences and places. Well here's an opportunity if you have a child that will be a rising junior or senior in June.

This program is called the Electric Cooperative Youth Tour, and it's a week-long trip to Washington, D.C., sponsored by the North Carolina electric cooperatives.

South River EMC offers three students the opportunity to attend the Youth Tour June 10-16, 2017. This unique experience takes a North Carolina delegation of students to join with 1,500 students from across the country to experience a sample of D.C.'s treasures.

During this trip students will have an opportunity to:

- Participate in Youth Day and learn about cooperatives.
- Visit Capitol Hill and meet with our representatives in Congress.
- Visit the sites and museums of Washington, D.C.
- Take a boat trip down the Potomac.
- See a show at the Kennedy Center.
- Attend an All-States Dance.

North Carolina students also establish a Soda Pop Co-op to provide a supply of affordable

drinks while in Washington, D.C. Each student pays a small amount to become a member. At the end of the trip, the cooperative is dissolved and each student is refunded their membership fee and capital credits.

And each year, students bring home great stories and souvenirs and a bunch of new friends.

It might be just a sample of what D.C. has to offer, but it's enough to provide lasting memories. Don't miss an opportunity to experience

Washington, D.C., and to add something on your college resume.

For more information on the Youth Tour, visit sremc.com, call 910-892-8071, or e-mail connections@sremc.com. Application deadline is December 2.



Is Solar A Good Fit For You?

South River EMC will host a workshop on residential solar generation. Join us for this informative presentation focusing on the following topics:

- Is my home a good location for a generator?
 - Do I have a good solar resource?
 - Is solar right for me?
 - How to select an installer.
- What to expect during installation.

South River EMC- 6491 Ramsey St, Fayetteville
Tuesday, October 18 at 6 p.m.

Contact:
sremc@sremc.com or 910-892-8071 x 2152
(RSVPs are appreciated but not required.)

Don't Be Fooled By Common Energy Myths

Eating carrots greatly improves your eyesight. Watching too much TV harms your vision. You've heard the old wives' tales, but did you know there are also many misconceptions about home energy use? Don't be fooled by common energy myths.

Myth: The higher the thermostat setting, the faster the home will heat (or cool).

Many people think that walking into a chilly room and raising the thermostat to 85 degrees will heat the room more quickly. This isn't true.

Thermostats direct a home's heat pump system to heat or cool to a certain temperature. However, what it can do is cause the supplemental heat source (such as heat strips) to engage and this is an expensive way to heat the home. The same is true for cooling. If you do move your thermostat, try not to move it more than a degree at a time.

Myth: Opening the oven door to check on a dish doesn't waste energy.

While it's tempting to check the progress of what's cooking in the oven, opening the oven door does waste energy. Every time the oven door opens, the temperature inside is reduced by as much as 25 degrees, delaying the progress of your dish and, more importantly, costing you additional money. If you need to check the progress of a dish, try using the oven light instead.

Myth: Ceiling fans keep your home cool while you're away.

Believe it or not, many people

think this is true. Ceiling fans cool people, not rooms. Ceiling fans circulate air but don't change the temperature. A running ceiling fan in an empty room is only adding to your electricity use, so remember to turn it off if you leave the room.

Myth: Reducing my energy use is too expensive.

You might think that reducing energy use requires expensive up-front costs, like purchasing new, more efficient appliances or construction upgrades to an older home. But the truth is, consumers who make small changes to their energy efficiency habits, such as turning off lights when not in use, sealing air leaks and using a programmable thermostat, can see a reduction in energy consumption.

Remember, energy efficiency doesn't have to be difficult. Focus on small changes to save big. Learn more about ways to save energy by visiting sremc.com or calling 910-892-8071.



TOGETHER WESAVE.COM

Lighting For Daily Use

You use lights, it's a fact. Another fact is that the type of light you use can impact your wallet. Your options include: incandescent, compact fluorescent lamp (CFL), light emitting diode (LED), or cold cathode.

For years, incandescent had the most use, they were what everyone thought of when they pictured a light bulb.

Then came the CFL, and people weren't always happy with them. Their look, their color, the time it took a bulb to light up, but as time went on, these things were improved upon.

During this time, you saw

cold cathodes, but they might not have gained a lot of traction. These bulbs, which have the appearance of CFLs, don't give off as much heat as an incandescent or CFL and also have a more muted lighting, a good fit for hog, chicken and turkey houses. Soon after, the talk grew to include LEDs. However, LEDs are a technology that's been around awhile, but now is making great strides. Lighting is bright, doesn't give off as much heat and can last an average of 50,000 hours. That's



a pretty substantial lifespan for the price.

The Cooperative offers a \$1 per bulb rebate on the purchase of LEDs or cold cathodes, because these are the most efficient bulbs. If you purchase either of these bulbs, include with the original, or a copy of the receipt, your name, mailing address, South River EMC account number and a daytime telephone number. Mail this to:

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

Tips On When To Replace That Water Heater

Most people realize their water heater will fail, they just don't know when. But here are some signs to watch for:

Your water heater's age

It's crucial to know the age of your water heater. Generally, water heaters 10 years old or older should be considered for replacement.

Water quality

If you find rusty water coming from the hot water pipes in your home, this can be a sign that your water heater is rusting away on the inside and could begin leaking. Galvanized piping could be the cause, check into that before replacing your unit. If it's not the piping, start planning.

Noises

As water heaters age, sediment builds up in the bottom of

the tank. As the sediment is repeatedly reheated, it eventually hardens. When this happens, you often hear rumbling or banging sounds coming from the water heater as it heats up. This is a sign that the water heater is at the end of its useful life, and if you start hearing noises, be on the lookout for small leaks.

Water around the water heater

If you notice moisture around your water heater, you might have a small leak or a fracture. However, before replacing your water heater, make sure there are no other leaks coming from the fittings or connections to the tank. Also, make sure the temperature/pressure overflow pipe is not leaking. If all of the connections and fittings are dry, it's time to replace the water heater.

So be prepared for what you

want to replace your existing unit with, perhaps a standard electric tank water heater, maybe a heat pump water heater, or even a solar water heater.

Each system has its high and low points, but by doing your research you can find the information to make the best decision for you.

South River EMC offers a \$200 rebate on the energy efficient heat pump water heater, and a \$400 rebate on the solar water heater. However, make sure you select a system appropriate for your lifestyle.

For more information visit sremc.com or call 910-892-8071 x 2152

TOGETHER WESAVE.COM

Purchase A Star, An Energy Star

Planning on shopping for a new appliance? If so, consider ones that are Energy Star certified. The Energy Star logo signifies that appliances carrying it have undergone rigorous testing to prove that they're more efficient than their counterparts.

Undoubtedly, you know that

Energy Star certified appliances save energy and water and therefore, money. Some, save a lot, others might not seem to save a lot, but consider how often they're used and how it adds up.

South River EMC offers a \$25 rebate on three Energy Star

certified appliances: clothes washers, dehumidifiers and refrigerators. Each one can save you energy and money. Maybe enough to replace another appliance that needs it.

For information on this rebate, visit sremc.com or call 910-892-8071 x 2152.

When A Comfortable Temperature Is Your Goal

Is your home warmer in the summer than you like? And in the winter, is it colder?

It's true that the majority of your energy costs come from heating and cooling your home. Sometimes it's because of the age and efficiency of your system, and other times it can be insulation and weatherization practices.

For example, by setting your thermostat at 68 degrees during the summer, you'll probably see higher energy costs, because your heat pump or central air conditioning, will work continuously to keep your home at the 68 degree mark. And during summer, that's a lot of work.

But contributing to those temperatures is where insulation and weatherization come into play. Homes with improper or older insulation can have spots that run colder in the winter or warmer in the summer, because of heat transfer.

Insulation works to prevent heat transfer from warmer areas to colder areas. In order to make a more even temperature, you would gain heat from



outside in the summer and lose heat from inside in the winter. Of course, this is typically noticed by spots of cool air (winter) or warm air (summer) in your home.

Replacing insulation is just one step you can take, but be sure to do your research before replacing anything. Find the best type of insulation for your home, the right R-value, or resistance rating, and be sure you have enough to complete your job.

When it comes to weatherization, it's about air infiltration, which is the ability for air to flow in and out of your home.

Infiltration itself isn't bad, but in large quantities it's uncomfortable.

Cut down on it by checking your weather stripping and caulking and replacing it as needed. Weather stripping is applied to moving pieces, like doors and windows, while caulking is for fixed areas, such as plumbing penetrations, and around door and window frames.

Making these small improvements can improve your comfort and cut costs.

South River EMC offers rebates on some of these improvements:

Sealing Rebate:

Duct	\$100
Air	\$100

Insulation Rebate:

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

Before you start your improvement project, be sure to visit sremc.com or call 910-892-8071 x 2153 for full details.

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.

What Heating And Cooling Means For Your Bill

If heating and cooling is the biggest portion of your energy costs, make sure you enjoy it.

In order to do so, you must be aware of items like your unit's age and efficiency, as well as thermostat settings, activity in the home, and the efficiency of your home.

It's recommended that units be serviced at least twice a year, between times of extreme heat and extreme cold. As your unit ages, as with many things, it can become less efficient, and a heating and cooling system's efficiency is measured by the seasonal energy efficiency ratio,

or SEER rating. The higher the rating, the more efficient the system. What SEER measures though, is the relative amount of energy needed to provide a specific cooling output for your home.

For your thermostat, the higher it's set in the summer, and the lower it's set in the winter, helps contribute to costs as well. Let's say that it'll be 98 degrees today, and your thermostat is set on 68 degrees, your system will work to make sure your home stays at 68 degrees. That unit will run constantly to keep the home cool, which puts wear and tear on it.

When it comes to activities, let's say everyone is at home during the hottest part of the day and you adjust the thermostat, which causes your heating and cooling system to work harder. You could turn on a fan to help keep you cool.

Lastly, consider the efficiency of your home. Homes with leaky windows and doorways, older insulation, or lack thereof, can affect your energy costs.

Heat transfer, along with air infiltration, can cause discomfort. And because you're not comfortable, you adjust the thermostat, working the system harder.

So weatherize your home and invest in a high efficiency heating and cooling system when the time comes.

These units, 15 SEER or greater, will use energy more efficiently and although a little more initially, can be recouped in savings if used appropriately.

South River EMC offers rebates on several types of high efficiency heat pumps and central air conditioners. A \$200 rebate is available for 15 SEER or greater air source or dual fuel hybrid heat pumps. There's a \$500 rebate available for geothermal heat pumps. A 16 SEER or greater central air conditioning unit is eligible for a \$50 rebate.

For more information, visit sremc.com or call 910-892-8071 x 2152.

