



the South River EMC **communicator**

December 2016

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TogetherWeSave

Time To Move To Electric?

As more automakers roll out vehicles powered by electricity, consumers have their pick from Tesla to Toyotas to BMWs. Over 1 million electric vehicles, or EVs, have been sold worldwide; 512,259 EVs have been sold in the U.S. since 2008, according to the U.S. Department of Energy.

B North Carolinians are catching the EV fever too. At the end of 2015, there were 4,350 EVs on the road in NC alone.

C For many EV drivers, the task of keeping their vehicles charged and ready to go can be a challenge, especially when only about 9,758 charging stations are available across the U.S. Almost every state has at least one public charging station.

D For those with conventional automobiles, finding one of the estimated 180,000 public service stations to fuel their tanks is significantly easier, but EV drivers

can boast about the option of “refueling” their cars at home. Not only are home charging stations convenient, they are the most often used location for EVs when they need juice, suggests findings from the Electric Power Research Institute, which studied EV driving patterns. According to the research, 64 percent of EV recharging will take place at home, 22 percent at work and only 14 percent will be done at public charging stations. This and other research suggests that the critical needs are for charging stations to be where EV drivers work and live.

E The time it takes to refuel and the costs of at-home equipment are two important factors for consumers choosing this option. The most common home refueling unit, known as a Level 1 charger, is also considered the slowest.

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**SOUTH RIVER EMC OFFICES
WILL BE CLOSED
DECEMBER 23 AND 26
IN OBSERVATION OF
CHRISTMAS.**

**OFFICES WILL ALSO BE
CLOSED JANUARY 2,
IN CELEBRATION
OF NEW YEARS.**

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MESSAGE FROM

CEO Chris Spears

I want to reflect on Hurricane Matthew and discuss some steps we've taken to contain costs.

I would be remiss if I didn't mention the devastation left in the path of Hurricane Matthew on October 8. In its wake, Matthew left 28,000 members without electric service and many homes damaged by wind or flooding.

We enlisted the help of 159 additional linemen and tree crews from Big Sandy RECC, Ky.; West Kentucky RECC; Fleming-Mason Energy Cooperative, Ky.; Central Electric Co-op, Penn.; United Electric Cooperative, Inc., Penn.; Sullivan County REC, Inc., Penn.; Fayetteville Public Utilities, Tenn.; French Broad EMC, NC; Randolph EMC, NC; Lee Electrical Construction Inc.; Pike; Mastec; Wolf Tree Service; Lewis Tree Service; Rowe Tree Service; and Branching Out Tree Service LLC.

Crews worked diligently and safely through extremely challenging conditions to restore all electric service within six days. I am very proud of the work done by our employees during that time and I am also encouraged by the cooperative spirit that

Everything We Do, We Do For You

moved through everyone working together to restore your service.

Like with every large event, we learned some lessons that will help make us better prepared the next storm that comes our way, but all in all, I believe we ran like a well-oiled machine.

In November we had our annual retirement of capital credits. We refunded approximately \$3.7 million in the form of capital credits to over 58,000 active and inactive members. This year's refund was from 1997, parts of 1998 and/or 2015! Capital credit allocations are made each year, based on the previous year's margins. For active members, the Cooperative returned 25 percent of the amount allocated to members who purchased electricity in 2015. The remaining 75-80 percent will be returned in about 19 years. Additionally, for active/inactive members who had service in 1997 and 1998, this year, the Cooperative is returning the remaining funds earned in 1997 and 30% of the funds earned in 1998. Capital credits are a way that you can share in the success of the Cooperative.

We also have implemented several new processes in 2016 that will result in a reduction in the cost of doing business. One of the big changes we have made is line loss. This is the difference between the kilowatt hours we purchase and the number we sell. When you move energy across power lines, there tends to be losses of some of the energy. There are measures that can be taken to lessen these losses, which

results in greater efficiency for the utility. We are implementing a line loss management program to address the issue.

We have also streamlined our inventory process to ensure that we are getting inventory completed more frequently and more accurately. This results in a cost savings to the Cooperative. We are also in the midst of a lighting inventory. We have a crew that is charged with taking inventory of every outdoor light on the system, ensuring that it is properly identified and to ensure that it is associated with an electric account.

In an additional effort to reduce costs, we are also working to reduce the number of idle services on the system. We will begin to remove any electric service (poles, wires and meters) that has not been active for at least three years. When possible we will have a discussion with the member before removing our equipment.

We are continuing to work on sectionalizing our system. This will enable us to reduce certain outages to an isolated area and get more members' service restored quicker.

We continue to find ways to streamline our operation to improve the service we provide while containing costs and holding down rates. We're looking out for you!

Directors Receive Certifications

Directors Clifton McNeill and Francis Clifton received their Board Leadership Certificate (BLC).

The BLC comes after the Certified Cooperative Director (CCD) Certificate, and is the next step in advancing the knowledge and experience directors need to govern their board effectively.

Director Jeffrey Martin received his Credentialed Cooperative Director (CCD) Certificate, which provides essential knowledge and skills required of cooperative directors.

Congratulations!



Left to right: Clifton McNeill, Francis Clifton, Jeffrey Martin

EV continued from page A

For example, it could take anywhere from five to 100 hours for an electric car to completely recharge when it is hooked up to a 120-volt household outlet. The advantage, though, is that this type of unit is low cost and easy to use.

Another popular home-based unit, the Level 2 charger, uses 240 volts, the amount of energy it takes to power an electric clothes dryer. It is recommended that a trained and licensed electrician install this type of charging station. The Level 2 will recharge most vehicles in half the time of the Level 1 charger. Prices vary depending on features. Prices can increase with additional bells and whistles and, of course, installation will be an additional expense.

Electric vehicles provide cost savings to drivers, high performance, contribute to healthier communities and help move the nation toward energy independence. The average driver travels 12,000 miles a year. When driving those miles in an EV rather than a gasoline-fueled vehicle, the owner can save an average of \$700 in fuel costs annually.

To help reduce costs even more, EV owners can take advantage of South River EMC's time-of-use rate and get a lower rate during off-peak times. Off-peak times are when electricity is in less demand and less expensive to produce. This is typically during the night when your car would be parked. Most electric vehicles and chargers come with timers that allow you to set up

a charging profile to take advantage of any off-peak incentives.

As with any new car purchase, the details are in the options package. It is important for consumers to keep in mind that a Level 2 charging station may be a necessary luxury if they want the convenience of fast charging. But as long as your electric vehicle comes with an extension cord to reach a trusty standard outlet, you will never be without power for long.

There's a lot of information regarding EVs at plugnc.com including a complete listing of charging stations across the state. South River EMC will also be hosting an electric vehicle workshop in 2017 so watch for details.

Water Rescue Tools A Must During Hurricane

A fire department's main mission is and always has been, fire suppression. They train for it, carry the equipment for it and teach communities about it.

However, many fire departments are diversifying their services to include water rescue.

They have done this by writing grants, such as the Operation Round Up grant, for equipment that could be necessary at a moment's notice.

Fire departments have mutual aid agreements with surrounding departments; but in instances like Hurricane Matthew, equipment needed by one station could already be in use by another, which could delay services.

Recently, the Wade Community Fire Department received a \$5,000 Operation Round Up grant, which enabled them to purchase the equipment needed to provide a basic service rescue to their community.

"We purchased the essentials to make us a light water rescue department," said Captain Jeff Bumgarner. "This included eight life jackets, eight helmets, two water rescue throw bags, which included floating rope, as well as a throw cushion."

Training is required to ensure rescuers going out will be able to help those stranded individuals, since it doesn't just require strength, but water knowledge and understanding of the equipment you're using. This equipment is meant to keep not just the rescuee safe, but the rescuer as well.

The Summerville Bunnlevel Fire and Rescue department wrote their Operation Round Up grant to request funding to purchase a boat for water rescue for their medium rescue station.



"We had an older boat that was placed into service in the late 1970s, but the motor was showing its age," said Deputy Chief Keith Raynor. "We sought funding for a second boat so that when crews are placed on the Cape Fear River, there would be two to support each other."

Hurricane Matthew brought all this into perspective as fire departments worked together with existing and new gear to rescue stranded homeowners and animals.

"We had one call in which we put our gear into action during Hurricane Matthew," said Bumgarner. "It was over on Lionel Matthews Road where two individuals were swept up in the water."

At times like this, waiting for assistance or certain equipment can make or break a call, thankfully those individuals were able to be rescued and transported to safety.

Summerville Bunnlevel Fire and Rescue saw its share of trouble, but with this new boat in action

they were able to assist and perform necessary actions.

"We are primarily a fire suppression agency, but as more and more people are drawn to the river, more opportunities avail themselves for us to be expected to perform water rescue operations," said Raynor. "During warmer months we average at least one water event a month, sometimes weekly in high river traffic periods."

Wade Community Fire Department used their funding to purchase upgraded items, because their ultimate goal is to be medium rescue station.

"We see about 25 to 30 calls a year regarding the use of life jackets," said Bumgarner. "Then there are about three to five calls a year to help at the Cape Fear River."

Water rescue, be it surface or swift water, is definitely on the minds of many fire departments today.

South River EMC Employees Celebrate 270 Years Of Service



*Chris Kreh, 15 years.
Not pictured, Carson Walker, 5 years.*



Left to right: Rollin Sessoms, 5 years; Tommy Lee, 5 years; Craig Uleck, 25 years; Keith Conway, 15 years. Not pictured, Adam McLamb, 15 years.



*Front (left to right): Jennifer Hairr, 30 years; Teresa Haney, 15 years; Jennifer Hardee Tart, 5 years; Denise Ingram, 20 years.
Back (left to right): Darwin Denning, 25 years; Vickie Tart, 30 years; Vanessa Horne, 20 years; Andrew Smith, 25 years*



*Left to right:
Barbara Hicks, 10 years; DJ Tessein, 5 years.*

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Make Sure You're Wrapped Tight For The Holidays

Insulating your home properly will greatly lower your heating and cooling costs. Experts estimate that 40 million single-family homes in the United States need more insulation. Could yours be one of them?

Insulation in your home provides resistance to heat flow. The more heat-flow resistance provided, the lower your heating and cooling costs. Properly insulating your home not only reduces heating and cooling costs, but also improves comfort.

Most common insulation materials work by slowing heat flow. Radiant barriers and reflective insulation systems work by reducing heat gain. Heat flows from warmer to cooler until there is no longer

a temperature difference. In your home, this means in winter, heat flows directly from all heated living spaces to adjacent unheated attics, garages, basements, and even to the outdoors. Heat flow can also move indirectly through interior ceilings, walls, and floors — wherever there is a difference in temperature.

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 decrease this heat flow by providing an effective resistance to the flow of heat.

To help with that, consider weatherizing your home to pre-

vent heat loss this season. Air infiltration or the introduction of outside air inside and vice versa, is completely normal in a home. However, too much of it can add to energy costs.

However by weather stripping and caulking, you prevent uncomfortable temperatures in your home, and thermostat changes to improve comfort.

South River EMC offers a rebate on certain insulation and weatherization practices:

Sealing Rebate

- Duct \$100
- Air \$100

Insulation Rebate

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

For complete information visit sremc.com or call 910-892-8071 x 2222.

Water Heaters Eligible For Rebate If You're In The Market

Everyone enjoys a hot shower, especially during the winter season.

However, once your water heater reaches a certain age, you should be ready for replacing it. Your element might go out, or you could see your energy costs shoot up due to a leak.

Whatever the case, be ready to replace when the time comes.

South River EMC offers rebates on two different water heating units, however, be sure to do your research before selecting one.

First is the heat pump water heater, or HPWH.

Energy Star-qualified HPWHs are more efficient than standard electric water heaters because electricity is used for moving heat from one place to another in lieu of generating the heat directly.

For HPWHs, the heat source is typically the outside air or air in the basement where units are typically located. An HPWH uses anywhere from 33 to 50 percent of the electricity required by a conventional storage tank water heater

They are more costly than a standard unit though, South River EMC does offer a \$200 rebate on the purchase of such a unit.

Only HPWHs 50 gallons or less are eligible for a rebate.

Your other option could be solar water heating, which South River EMC offers a \$400 rebate on, however it requires a number of things to be cost effective, so you will definitely want to find out as much information as possible before taking this unit into consideration.

For details on these rebates visit sremc.com or call 910-892-8071 x 2152.



TOGETHERWESAVE.COM

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: biomass 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 Do You Know About Energy Star?

Energy Star certified clothes washers:

Use less energy. On average, an Energy Star-certified clothes washer can save you \$40 a year on your utility bills compared to a standard model.

Use less water. A full-sized Energy Star-certified clothes washer uses 10 gallons of water less per load, compared to a standard machine.

Energy Star certified dehumidifiers:

Have more efficient refrigeration coils, compressors and fans than conventional models, which means they remove the same amount of moisture, using 15 percent less energy.

Energy Star certified refrigerators:

Are 9-10 percent more energy efficient than those models meeting the minimum federal energy efficiency stan-

dard. By replacing an old refrigerator with a new Energy Star certified refrigerator, you can save between \$35 and \$300 on energy costs over its lifetime.

So if you're interested in saving money, need a new appliance and would welcome a \$25 rebate consider an Energy Star certified appliance and a rebate from South River EMC.

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

HERO Homes For Christmas

Even if you're not in the market for a new home, it's nice to know what's out there, so do some research and see if a High Efficiency Residential Option, or HERO home, is a good option.

A HERO home is 30 percent more efficient than homes built to current building code, as they require slightly better insulation, fenestration, air sealing, equipment, and lighting packages to deliver even greater savings.

There are two ways to receive certification:

The prescriptive path is

straightforward but inflexible, requiring compliance with a list of specific requirements.

The performance path is more flexible, requiring an energy cost analysis as proof that the home you're building will have energy costs less than or equal to that same home built to prescriptive requirements. The performance path does NOT allow for HVAC or water heating tradeoffs to be HERO Code compliant.

For more information on the HERO code visit energycodes.gov.

South River EMC offers several rebates on a HERO certified home, which include:

- A \$400 rebate to contractors who build a new HERO certified home that receives electricity from South River EMC.
- A \$200 rebate to members who move into a new HERO certified home.
- A \$600 rebate for members who have a HERO home custom built.

For complete details visit sremc.com or call 910-892-8071 x 2222.

How Should You Light Your Home This Holiday Season?

When lighting needs replaced, do you replace it with similar lighting, or are you making an energy efficient change?

LED lighting differs from incandescent and compact fluorescent lighting in several ways. When designed well, LED lighting can be more efficient, durable, versatile and longer lasting.

LEDs use light emitting diodes to produce light efficiently. They're also small and provide unique design opportunities.

Some LED bulbs look like familiar light bulbs and while others don't, they can better match the performance of traditional light bulbs.

LEDs are "directional" light sources, which means they emit light in a specific direction, unlike incandescent and compact fluorescent bulbs, which emit light and heat in all directions. For this reason, LED lighting is able to use light and energy more efficiently in many applications.

When you need to replace a light bulb, do so with an energy efficient option like the LED bulb. In doing so, you're eligible for a \$1 per bulb rebate. Simply send your receipt with the following information; name, mailing address, South River EMC account number, and a daytime telephone number to:

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

Making Heating And Cooling Part Of The Budget Cut

Heating and cooling accounts for the largest part of your energy costs.

You want to make sure you have the best system for your home, be it an air source, dual fuel hybrid or geothermal heat pump, typically your best options if you have electric heating.

The air source heat pump is most commonly found in homes with electric heating, it pulls heat or cool air from outside and sends it into your home. A little less common is the dual fuel hybrid heat pump, which uses an alternate fuel source when temperatures reach lower levels to keep comfortable indoor temperatures. Lastly, and quite popular is the geothermal heat pump which pulls warm and cool air from the ground to send to your home.

Air source heat pumps are more popular because of their affordability. Dual fuel hybrid systems have a back-up for

those time of extreme temperatures, but a lot of times members do not have the additional fuel source available. The geothermal system is most efficient but also the most costly because it is located under the ground and pulls the heating and cooling from the relatively constant ground temperature. The geothermal system is usually considered during new construction because of installation.

No matter what type of system you select for your-

self when ready, you want to purchase an efficient system, because you don't want to pay more to run it than it cost to buy. A 15 SEER or greater is a great place to start looking. SEER, or seasonal energy efficiency rating, measures the efficiency of the cooling system in a unit. This is important when you think of how many warm to hot days you see in a year.

If you have an older heating and cooling system and you feel it's time to consider a replacement, you have a lot of options. Just remember efficiency is key to energy savings.

Once your selection is made, if you have purchased a 15 SEER or greater air source, or dual fuel hybrid system, you might be eligible for a \$200 rebate. A geothermal system can be eligible for a \$500 rebate. For complete details, or an application, visit sremc.com or call 910-892-8071 x 2152.

