



the South River EMC *Communicator*

January 2017

what's inside

SmartEnergy Profile

Basketball Camps

Protect Against CO

Ready To Work

TogetherWeSave

Greater Detail Coming To Bills

South River EMC is making a change to your bill, which will hopefully show you a little bit more about the components of your bill.

Currently, when you receive your bill, you see an electric charge, a renewable and energy efficiency charge, sales tax, and line items for any other programming you participate in, i.e. Operation Round Up, outdoor lighting, etc.

Even when no one resides in a home, the Cooperative must maintain the facilities to provide reliable electric service to the property in the event that someone decides to take up residence. These operation and maintenance costs are paid for through the facilities charge. Not only that, but the Cooperative still has to repay loans, pay for insurance and taxes on our buildings and trucks, and to provide your bill each month.

FBeginning in April, the electric charge will be broken down into two separate charges instead of one, the electric (energy) charge and the facilities charge. The facilities charge is not a new item, it was previously rolled into the electric charge on your bill each month now it will be a separate line item. In fact, the facilities charge has always appeared separately on bills for commercial accounts.

The electric charge will now only cover the energy you use in your home each month, this cost will vary based on your energy use.

The facilities charge, however, is a fixed cost that you pay each month. This cost is paid by each member, each month, and helps to cover the costs of all the "facilities" required to deliver energy to your home such as poles, lines, transformers, substations, etc.

Even when no one resides in a home, the Cooperative must maintain the facilities to provide reliable electric service to the property in the event that someone decides to take up residence.

These operation and maintenance costs are paid for through the facilities charge. Not only that, but the Cooperative still has to repay loans, pay for insurance and taxes on our buildings and trucks, and to provide your bill each month.

In order to help you manage your energy use the Cooperative has several programs, such as Smart Alerts, which allow you to receive calls, texts or e-mails regarding your energy use.

You could receive a SmartEnergy Profile

each month, with suggestions for energy savings, as well as information regarding the month's temperature highs and lows and the impact they have on your energy use. If you're interested in daily information, you can sign up for a SmartView account and see how much energy you're using daily.

For questions regarding this change or questions regarding any of these smart energy options, please contact the Cooperative at 910-892-8071.



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Your SmartEnergy Profile

As a member of South River EMC you have what is called a SmartEnergy Profile available to you. If you're not currently receiving your profile, here are some reasons you should reconsider:

- This report helps answer typical questions about how energy is used in your home.
- Identifies the major drivers of energy use in the home.
- Shows how your use compares to the previous month and the same month of the previous year.
- Provides meaningful recommendations for energy savings.

After a busy, and perhaps costly holiday season, wouldn't it ease

your mind to save a little money when it comes to your energy use?

The program ties in with your billing history, uses actual outside temperature information, saves your home profile (for ease of future use), and presents a detailed bill analysis in straightforward terms. SmartEnergy Profile provides a step-by-step process for inputting your home profile and completing the analysis. And when using the profile, if you make an improvement, you can update your profile and see an estimate of the energy savings.

Reports are sent automatically to all members who have had service at least 12 months and have an email address on file.



You can also receive a profile via U.S. Mail. If you're interested in setting up a profile, please fill out the form at our web site, sremc.com on the Smart Energy Profile page, or contact our office at 910-892-8071.

PSV Scholarship Applications Available

Are you a member of South River EMC with a high school senior?

If so, don't delay in getting information together for the Power Source Volunteers, or PSV, scholarship.

The PSV annually offer at least three college scholarships, with factors including: character, moral standards, academic performance, recommendations, statements of career goals and qualifications and extracurricular activities.

The following stipulations are required of applicants:

- Must live in a home, which receives electric service from South River EMC.
- Must have a recommendation from his or her high school principal, guidance counselor or

teacher. Nontraditional students (i.e. homeschooled or December graduate) must provide a letter from their work supervisor or community college advisor.

- Must submit SAT or ACT scores with their application.
- The submission deadline is **January 20**.

The scholarship application can be found online at sremc.com, by calling the Cooperative at 910-892-8071x 2151, or by e-mailing a request to jwmcleod@sremc.com.

The Power Source Volunteers are a volunteer committee comprised of members of South River EMC. The committee members are dedicated to serving the Cooperative through community activities and goodwill.



Have You Earned A's This Report Card Period?

South River EMC will hold a "Give Us An A" drawing on February 6.

The drawing is held for students achieving at least one A on their report card.

Each of the 15 students whose names are drawn will receive a \$25 gift card.

The program is open to students who are members, or children of members, of South River EMC. Just make a copy of the most recent

report card with at least one A and send it to the Cooperative.

You must include the member's



name, South River EMC account number and a daytime telephone number, report cards will not be accepted without this information.

Report cards should be sent to:

South River EMC

"Give Us An A"

PO Box 931

Dunn, NC 28335

Or scanned and e-mailed to connections@sremc.com.

Basketball Camp Applications Available January 2

Do you have a child that will be going into the sixth, seventh, or eighth grade, who enjoys basketball?

South River EMC is offering a unique opportunity to students with the Touchstone Energy Sports Camp Scholarships. These scholarships give students like yours, the ability to attend basketball camps on two of the state's largest college campuses.



Roy Williams and Spencer Hales 2016

Students statewide are encouraged to apply for one of 50 all-expenses-paid scholarships to attend the Roy Williams Basketball Camp at the University of North Carolina at Chapel Hill (June 17-21) and the Wolfpack Women's Basketball Academy at North Carolina State University in Raleigh (June 11-14).

The overnight camps are held in the summer, and campers work closely with coaches and players to develop fundamental skills, helping them perform and excel both on and off the court.

Campers must:

- Be a rising sixth, seventh or eighth grader. This means the student should currently be in fifth, sixth or seventh grade.
- Attend a school in the Cooperative service area. If unsure, please contact the Cooperative.
- Have permission from a parent or guardian to attend. An information sheet must be signed.
- Provide their own transportation to and from camp.

Winners will attend the camps courtesy of South River EMC. The Cooperative funds one scholarship to each camp.

Applicants are judged on academics, extracurricular activities and writings that must accompany the application.



Wes Moore and Jenna McLamb 2016

The application period runs from January 2 to March 31. Eligible students interested in the scholarship can contact Julie McLeod at 910-892-8071, ext. 2151, or download an application from sremc.com/content/basketball-camps.

Protect Against Carbon Monoxide Poisoning

Often called the “silent killer” because of its odorless, tasteless and colorless nature, carbon monoxide remains the leading cause of accidental poisonings in the United States, according to the Center for Disease Control and Prevention. Each year, carbon monoxide poisoning claims nearly 500 lives and causes more than 15,000 visits to hospital emergency departments.

Carbon monoxide can be found in combustion fumes, such as those produced by cars and trucks, small gasoline engines, stoves, lanterns, coal- and wood-burning stoves, and gas ranges and heating systems. Carbon monoxide from these sources can build up in enclosed or semi-enclosed spaces, poisoning people and animals who breathe it.

During cold weather, chances of carbon monoxide poisoning are greater because of all the devices used to provide warmth.

The most common symptoms of carbon monoxide poisoning are headaches, dizziness, weakness, nausea, vomiting, chest pain, and confusion. High levels of carbon monoxide inhalation can lead to loss of consciousness and death. Unless suspected, poisoning can be difficult to diagnose because the symptoms mimic other illnesses like the flu.

To prevent carbon monoxide poisoning in your home, follow these tips:

- Have your fuel-burning appliances — including gas or kerosene space heaters, fireplaces, and wood stoves — inspected by a trained professional at the beginning of every heating season. Make certain that flues and

chimneys are connected, in good condition, and not blocked.

- Choose appliances that vent fumes outside whenever possible, have them properly installed, and maintain them according to manufacturers’ instructions.

- Read and follow all instructions that accompany any fuel-burning device. If you cannot avoid using an unventilated gas or kerosene space heater, carefully follow the cautions that come with the device. Use the proper fuel and keep doors to the rest of the house open. Crack a window to ensure enough air for ventilation and proper fuel-burning.

- Do not idle your car in a closed garage. Fumes can build up very quickly.

- Never use a gas oven to heat your home, even for a short time.

- Never use a charcoal grill indoors or charcoal briquettes in a fireplace.

- Do not sleep in any room with an unventilated gas or kerosene space heater.

- Do not use any gasoline-powered engines (mowers, weed trimmers, snow blowers, chainsaws, small engines, or generators) in enclosed spaces.

- Install a battery-operated carbon monoxide detector in your home and check or replace the battery when you change the time on your clocks each spring and fall. Look for Underwriters’ Laboratory (UL) certification on any detector you purchase.

If a carbon monoxide detector in your house goes off, check to see if anyone in the house is experiencing symptoms of carbon monoxide poisoning. If so, get them out of the house immediately and tell your doctor you suspect poisoning from the gas. Regardless of whether anyone in the home has symptoms, ventilate the house, turn off all potential sources of carbon monoxide, and have a qualified technician check your gas appliances.



Co-Ops Ready To Work With Elected Officials

By Tracy Warren

As the nation prepares to welcome a new Congress and Administration, America's electric cooperatives are ready to welcome back old friends and introduce ourselves to newcomers.

The co-ops' message to elected officials, both old and new, Republican and Democrat, will be the same: we need to work together to protect consumer access to safe, reliable and affordable electric service.

We know this message will be well-received. After all, co-ops speak for more than 42 million electric consumers nationwide, a sizeable constituency by any measure.

Moreover, whatever you thought of the 2016 campaign, one message came through loud and clear: many, many people don't believe their concerns are being heard. For member-owned cooperatives, listening to people is at the heart of our business model. And we carry our members' concerns to public officials every day.

As co-ops reach out to engage with elected officials, they'll build on the strength of Co-ops Vote, the grassroots initiative to reverse declining voter turnout in rural areas.

Co-ops Vote did more than register voters. This initiative sent a strong message to the country's

elected officials that rural electric consumers matter.

And co-ops will be reinforcing this message with a request that policymakers keep the needs of consumers front and center. Needs such as funding for infrastructure—especially transmission lines and access to natural gas. Increasing the efficiency of the electric system. Determining the future of hydropower and nuclear energy. Elected officials will be making decisions affecting every aspect of the electric system.

Advocating for these issues is nothing new. In fact, we've been doing it for years. And we're ready to continue the fight on your behalf.

The time is now to reach out to all elected officials, new and returning.

As always, we will be reaching out to local, state and federal

officials. In initial conversations with newly elected and incumbent officials, we will be explaining the unique member-owned, not-for-profit co-op business model. And we will be reminding long-time politicians of our co-op's commitment to its members.

In Washington, D.C., our national trade association, the National Rural Electric Cooperative Association, will be conducting similar introductions, speaking with key agencies and departments within the new Administration. It is likely many of these new policymakers will know little or nothing of the co-op model.

Forging an energy future that serves rural consumers, and protecting access to safe, reliable and affordable electric power will be a bipartisan effort. Electric co-ops are optimistic. As we work with our elected leaders, we hope to renew a spirit of cooperation in the nation's Capital and in statehouses across the country.

After all, cooperation is what co-ops do best!

Tracy Warren writes on consumer and cooperative affairs for the National Rural Electric Cooperative Association, the Arlington, Va.-based service arm of the nation's 900-plus consumer-owned, not-for-profit electric cooperatives.



TOGETHERWE SAVE.COM

Changes Coming To Rebates At South River EMC

Beginning January 1, you will see changes to many of the rebates offered by South River EMC.

We will no longer be issuing rebates for LEDs or cold cathode bulbs.

We are adding some addi-

tional rebates, as well as making changes to those existing ones.

Please continue reading for information on changes.

Heating And Cooling Rebate

South River EMC will continue to offer the heating and cooling rebate with a few changes and additions.

Units being replaced must be replaced with units that have a seasonal energy efficiency ratio (SEER) rating of 17 or greater.

Rebates are as follows:

- Replacing a heat pump with a 17 SEER or greater air source heat pump- \$200 per unit.
- Replacing an electric furnace with a 17 SEER or greater air source heat pump- \$400 per unit.
- Replacing a heat pump

with/ or installing a new geothermal heat pump of 17.1 EER or greater- \$250

- Replacing an electric furnace with a geothermal heat pump 17.1 EER or greater- \$500

- Replacing an air source heat pump with a ductless mini-split system- \$200

- Replacing an electric furnace with a ductless mini-split- \$400.

As the case has always been, one of these systems might work better than the others in your home, so do your research



before purchasing a unit.

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

Smart Thermostats Are Eligible For Rebate

South River EMC is adding smart thermostats to its collection of rebates.

Smart thermostats can be costly, but they can also be cost effective for your home. One of their most positive points is the ability to remotely access your thermostat, as long as you have a wireless connection. This allows homeowners to change settings if they are away and forgot to change them before leaving.

Smart thermostats can help to make a more comfortable home and control utility expenses. The value

of your home can increase with this addition as well.

Of course, be sure to do research to make sure a smart thermostat will work with your heating and cooling system, as

well as making sure you're comfortable using it.

Take a look in your local home improvement center to get an idea of the options available, and make the best decision for you.

South River EMC is offering a \$20 bill credit for any member who installs a Nest or Ecobee thermostat in his or her home.

Complete details can be found online at sremc.com or by calling 910-892-8071 x 2152.



TOGETHERWESAVE.COM

Insulating And Weatherizing Helps Everyone

Insulating and weatherizing your home is still a good bet to help cut costs and improve comfort around your home, especially if there are cool spots you can't figure out.

Previously, South River EMC offered several \$100 rebates for weatherizing and insulating your single family home, but there have been some changes.

Members in single family homes who update insulation from R-19 to R 30 or R38* or install R 30 to R38* insulation in the attic/roof of their home are eligible for a \$75 rebate. Single family homes are no longer eligible for a rebate on floor/crawlspace insulation.

Air sealing in single family homes, weatherizing moving

parts and caulking non-moving parts, is also eligible for a \$75 rebate. Duct sealing in single family homes is no longer eligible for rebate.

MANUFACTURED HOUSING

What's new are the Cooperative's rebates on manufactured homes.

Air sealing in a manufactured home with an air source heat pump is eligible for a \$100 rebate.

Air sealing in a manufactured home with an electric furnace and central AC is eligible for a \$200 rebate.

Duct sealing in a manufactured home with an air source heat pump is eligible for a \$100 rebate.

Duct sealing in a manufactured home with an electric furnace and central AC is eligible for a \$200 rebate.

Newly installing roof insulation (R30/38)* or replacing insulation (R19 to R30/38)* in a manufactured home with an air source heat pump is eligible for a \$100 rebate.

Newly installing roof insulation (R30 to R38)* or replacing insulation (R19 to R30/38)* in a manufactured home with an electric furnace and central AC is eligible for a \$200 rebate.

Newly installing floor insulation (R19) or replacing insulation (R13 to R19) in a manufactured home with an air source heat pump is eligible for a \$100 rebate

Newly installing floor insulation (R19) or replacing

insulation (R13 to R19) in a manufactured home with an electric furnace and central AC is eligible for a \$200 rebate.

LOW-INCOME WEATHERIZATION

Another addition is the bill credit for low-income homes, which entails: a weatherization package for single family or manufactured homes performed by an agency such as Community Action and includes air/duct sealing, improved insulation, HVAC tune up, and programmable thermostat. The bill credit is for \$200 and you are only eligible if your home has a heat pump or electric furnace and central A/C.

Details on these rebates can be found at sremc.com or by calling 910-892-8071 x 2222.

**R38 insulation is code for homes in Harnett County.*



Need A New Water Heater?

Are you in the market for an energy efficient water heater? If not, you should be, because these units can help cut energy costs, which means more money in your pocket.

Heat pump water heaters are more efficient than electric storage water heaters because the electricity is used for moving heat from one place to another in lieu of generating the heat directly.

For heat pump water heaters, the heat source is the air in proximity to the unit, which is typically the outside air (garage), the basement, or laundry room with adequate ventilation. A heat pump water heater uses

anywhere from 33-50 percent of the electricity required by a conventional storage tank water heater. They typically require around 1,000 cubic feet and need to be located in areas remaining in the 40 – 90 degree range year round.

Meanwhile, solar water heaters are designed to serve as preheaters for conventional storage or demand water heaters. As the solar system preheats the water, the extra temperature boost required by the storage or demand water heater is relatively low, and high flow rate can be achieved. Solar water heating units are considerably less expensive and more

reliable than ever before, however, you should do research before making a purchase to be sure it's the right type of system for your home.

South River EMC offers rebates on these two energy efficient water heating systems, please keep reading, because these rebates have changed.

Heat pump water heaters are still eligible for a \$200 rebate, but this is only applicable if the system is under 50 gallons. The solar water heating rebate is now eligible for a \$150 rebate.

For complete details contact South River EMC at 910-892-8071 x 2152 or sremc.com.

When You Pick Appliances, Pick Energy Star

Energy Star-certified appliances must meet strict guidelines to receive that blue star. However, that blue star is an easy way for homeowners, like yourself, to identify which appliances could help cut energy costs.

South River EMC offers a rebate on several Energy Star-certified appliances: clothes washers, refrigerators, dehumidifiers, and new this year, high efficiency dryers.

On average, a new Energy Star-certified clothes washer can save you about \$45 a year on your utility bills compared to a standard model. It also uses 10 gallons of water less per load than a standard machine.

Energy Star-certified refrigerators are about 9 percent more energy efficient than models that meet the federal minimum

energy efficiency standard, it might not seem like a lot, but this is an appliance that is constantly working, so the savings add up.

Energy Star-certified dehumidifiers have more efficient refrigeration coils, compressors, and fans than conventional models, meaning they remove the same amount of moisture, but use 15 percent less energy.

Energy Star-certified dryers use about 20 percent less energy than conventional models without sacrificing performance. They do this using energy saving technologies, such as moisture sensors. Many Energy Star dryers also include features, such as steam cycles that can help save time on ironing clothes by preventing wrinkle.

If you purchase one of these four Energy Star-certified appliances you could be eligible for a \$10 credit. The Cooperative now offers a \$10 bill credit for each of these appliances.

For questions or to receive an application visit sremc.com or call 910-892-8071x 2152.

