



the South River EMC **Communicator**

March 2017

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Overcoming Hurricane Matthew For The Community



Standing water in the shelter on Alexander St.

When bad storms are forecast, you try to be prepared. Sometimes no matter how much you prepare, you can't anticipate all outcomes.

When disaster strikes, organizations like the Salvation Army are ready to meet the needs of the community.

"Meeting those needs takes on many forms, and the forms may change as circumstances such as natural disasters occur," said Stacey Prevette, director of communications and development at the Salvation Army.

The Salvation Army shelter, located at 245 Alexander Street in Fayetteville, was open for anyone who might need to make use of it, and their food truck was also prepared to offer assistance throughout the community as Hurricane Matthew made landfall.

"Friday night, October 7, we took in several people who were seeking shelter before the storm," she said. "Our emergency shelter, which is at capacity with 65 residents under normal conditions, ended up with 100 people, utilizing all of the available overflow space."

Gathered in the common room Saturday morning, those who had sought shelter at the Salvation Army, watched as reports came in of flooding in Fayetteville.

"Mid-afternoon, water began rushing down Alexander Street, quickly filling up the front lawn of the shelter and creeping towards the front doors," Prevette said.

"Within minutes water was rising into the shelter lobby and flowing through the corridors."

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More Money In Your Pocket This Spring



MESSAGE FROM

CEO Chris Spears

It is my pleasure to announce that South River EMC will implement an average 4 percent bill CREDIT beginning in April through the end of the year.

There are many factors that have contributed to our current credit refund, and the primary drivers are lower fuel costs, especially natural gas, as well as ongoing efforts by the Cooperative to reduce costs.

We had originally announced that the credit would be in the form of a rate reduction. However, we have since learned from our power supplier, the North Carolina Electric Membership Corporation (NCEMC), that our wholesale power costs will likely be higher than anticipated in the years ahead. Based on this information, it's prudent not to implement a decrease now, only to raise rates next year. Since we vowed to reduce costs, we are committed to provide you with some rate relief in the form of a credit.

Another change you will notice in April is a line item called the Grid Access charge. This is not a

new charge, but a fee that was rolled into the rate formerly and is now independent of the energy charge. The Grid Access charge is exactly what it states. It's a fixed monthly cost that helps cover the expense of maintaining our electric utility system so you can gain access to the electric grid and all the benefits electricity provides. This includes the cost of transformers, power lines, poles, substations, loans, insurance, buildings, trucks, preparing and mailing bills, etc.

Utility rates cover a myriad of expenses from the cost of energy to all costs associated with the generation, transmission and distribution of that energy to your home. Aside from the energy costs – all of these other expenses are known as fixed costs. Utilities collect the full amount of their fuel costs through the energy charge, but this charge also includes some of the fixed costs. As the utility market has become so volatile over the past decade and several customer-owned

generation options have entered the marketplace, utilities have begun to move to recover the majority of fixed costs through a charge called the Grid Access charge.

Rates cannot serve their purpose of cost recovery and financial health if they aren't updated periodically. The way we determine if we are collecting an ample amount through our rates is to conduct a cost of service study. South River EMC hires an independent consultant to look at every aspect of our business and determine if our rates are adequate of our expenses. This is done every three to five years. It is through this study that we determined that we can provide the upcoming credit.

We will continue to keep you abreast of changes in the industry that impact you and your electric costs.

No matter how you look at it, we are **always** looking out for you!

South River EMC will implement an average 4 percent bill CREDIT beginning in April through the end of the year



Planning Your Annual Meeting Of Members

We are planning for your 2017 Annual Meeting of Members and invite you to join us Thursday, April 20, at the Crown Theatre and Arena in Fayetteville.

ENTERTAINMENT 6-7:25 P.M.

The evening's entertainment will be provided by North Carolina native, Emily Minor.

BAZAAR 6-7:30 P.M.

Our annual vendor bazaar will



have vendors with all kinds of information and products, but this year, there's a catch. Find out about it when you register.

KIDS' KORNER 6- 7:30 P.M.

The Kids' Korner will have a variety of inflatable games and snacks will be available. Be sure to pick up your kids before you head to the meeting.

****Please Note: Anyone registering on behalf of a church or similar institution at the annual meeting must present formal notice as the designated representative on appropriate organizational letterhead.****

HURRICANE continued from page A

Everyone was evacuated to the Salvation Army Community Center, two blocks away. The building is equipped with cots, but only has one working shower. Everyone tried to make the best of the situation.

"The next morning proved to be a difficult one as news of the extent of the damage began to spread," Prevette said. "Feeding those under our care became a priority."

Used to the larger kitchen at the shelter, Ada Isley, the shelter's cook, got to work with helpers who did their best to provide three meals a day to 100 people, including seven families. Hearing of their plight, the Fayetteville Moose Lodge generously offered their large kitchen.

The staff got in there, set up an efficient system and were able to provide meals.

The Salvation Army Love Lunches and Love Dinners serve more than 133,000 meals a year, so even the brief delay left many wondering how they would eat.

Most people seeking shelter at the Salvation Army were there for at least a month.

A shower and laundry truck were brought in to provide showers and the ability to wash clothes for those staying at the shelter.

"Several Salvation Army officers were deployed to the Fayetteville Corps to help with meals, spiritual and emotional care of survivors

and general disaster relief work," she said. "It was a busy time full of intense work and labor, but we gladly did it to serve those who so desperately needed hope and encouragement in our community."

The shelter has undergone an extensive restoration process, including floor and content removal, cleaning and moisture removal.

The Salvation Army of Fayetteville received an Operation Round Up grant from South River EMC to help with repairs.

"We are so grateful for the support we've received from the community," said Prevette. "In particular the Operation Round Up Grant from South River EMC, which is providing funds to help us with costs related to getting our programs back up and running once the shelter reopens."



Work finishes on the shelter so it can reopen.

Plant the Right Tree in the Right Place

For more tips on smart tree planting in your community, contact your local electric cooperative or visit www.ArborDay.org.

Trees beautify our neighborhoods, and when planted in the right spot, can even help lower energy bills. But the wrong tree in the wrong place can be a hazard... especially to power lines.

LARGE TREES

Height/spread of more than 40 feet, such as:

- Maple
- Birch
- Oak
- Sweetgum
- Spruce
- Linden
- Pine

MEDIUM TREES

Height/spread of 25 to 40 feet, such as:

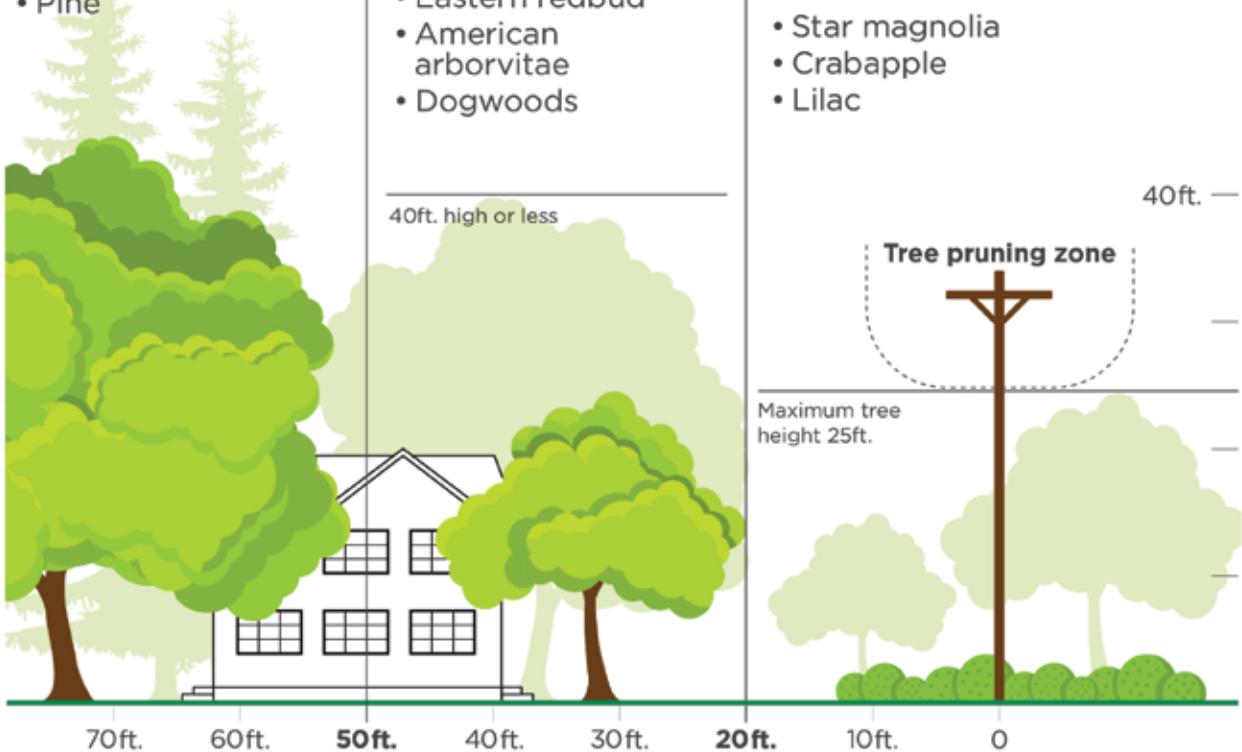
- Washington hawthorn
- Goldenraintree
- Eastern redbud
- American arborvitae
- Dogwoods

SMALL TREES

Avoid planting within 20 feet of power lines. When planting within 20 feet is unavoidable, use only shrubs and small trees.

Height/spread of no more than 25 feet such as:

- Star magnolia
- Crabapple
- Lilac



Be safe! Always call 811 before you dig to locate any buried utility lines.

Achieving A's

South River EMC is recognizing 15 students participating in the "Give Us An A" program for their good grades.

Each student will receive a \$25 gift card and they are as follows:

Brittany Elicker
Gray's Creek High

Alexander Bell
Harnett Central High

Logan Hallas
Fayetteville Academy

Bowden Warren
Hobbs Elementary

Mathias Winston
Pine Forest Middle

Wesley Jernigan
Armstrong Elementary

Hannah Robinson
Midway High

Daniel Moody
Village Christian Academy

Brianna Teasley
Mac Williams Middle

Anasia Bell
Harnett Central Middle



Madison Bostic
Howard Hall Elementary

Antonio Dupree
Gray's Creek High

Thomas Bullard
Beaver Dam Elementary

Mia Baca
Western Harnett Middle

Sadie Parrish
Stedman Elementary

Did your child miss out on our drawing? The Cooperative will be holding another drawing in July, so keep those grades up!

Last Call For Basketball Camp

Do you have a child that is in the fifth, sixth or seventh 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.

Your student is encouraged to apply for an all-expenses-paid scholarship to attend the Roy Williams Basketball Camp at the University of North Carolina at Chapel Hill (June 17-21) or 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:

- At the time of the camp be a rising sixth, seventh or eighth grader.
 - 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.



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.

Appliance Shopping For Energy Savings

There are all kinds of considerations when you're appliance shopping, including: size, cost, color, make, model, efficiency, the list can go on.

And while everyone has their list of features they're looking for, energy efficiency should be at the top. Appliances have two costs, the cost to purchase and the cost to run, which is why efficiency is so important.

You don't want to pay a large sum to continue paying a large monthly bill to run the appliance.

Energy Star certified appliances might cost more on the front end, but they make up for that in energy savings over their lifetime. After all, these appliances go through rigorous testing to show their efficiency over standard appliances. If they use

less energy and in some cases, less water, why shouldn't you consider Energy Star certified appliances?

South River EMC offers a \$10 bill credit on the purchase of an Energy Star certified clothes washer, refrigerator, dehumidifier or high efficiency dryer. For complete details visit sremc.com or call 910-892-8071 x 2152.

How Are You Heating Your Household Water?

The water in your home probably isn't something you think a lot about until there's an issue. Issues include items like a leak or frigid water.

In those cases you probably only consider two things, cost and time. You don't want too much expense, but you don't want to be without warm water. By preparing yourself before such an event occurs you can make the best decision when the time comes.

After all, a standard water heater's life span is around 10 years, so if your system is nearing or even past that age, you need to be prepared.

The electric water heater is the second highest user of electricity in your home, so replacing it with the same type of unit won't help your energy costs.

However, considering other options like heat pump water heaters, or HPWH, and solar water heating should not be



taken lightly, as both require additional costs compared to a standard water heater, although they are more efficient.

The HPWH is only slightly more costly than a standard water heater, and must be located in an area that remains in the 40 to 90 degree range year round. They also require 1,000 cubic feet for the system, which exhausts cold air. The system's efficiency comes from moving heat from one place to another instead of generating it directly to heat water.

A solar water heater is significantly more expensive than a standard water heater, however

the energy to run it is free. There are some stipulations though when considering this system. First is your solar resource, because if you don't receive enough sun you'll never recoup your costs. Do building covenants okay such an installation, some areas may not. Do you use enough warm water to make this

purchase worthwhile? A family of two might not find this system as beneficial as a family of five would. It would take longer to recover the cost of such a system. Solar systems also require a certified installer, so you'll definitely want to check references if you elect to install this type of system.

South River EMC offers a \$150 rebate on solar water heater installations, and a \$200 rebate on HPWH installations of 50 gallons or less. Systems over 50 gallons are required to be HPWHs.

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

TOGETHERWESAVE.COM

Even If You Forget It, You Can Set It

Keeping your home comfortable can be confusing. You often find that some areas of your home are warmer than others.

If you've had your heating and cooling system replaced or repaired one important item might not have changed, your thermostat. But when you have a problem with the temperature in your home, that's where you head.

While system changes will typically help you save energy, you should consider your thermostat as well. A programmable thermostat, which allows you to establish different settings for different days, is great if you program it. The idea of a programmable thermostat is to set it and forget it.

But what if you were on vacation and you forgot to set your thermostat, and it ran as normal but it was a really cold day, meaning it would work continuously to warm an empty home at the preset times.

Smart thermostats can fix those problems. If you're going home early and it's a cold day, you can use your phone to adjust the temperature. Maybe as you enjoy the beach vacation, you wonder if you set the thermostat appropriately. Pull out your tablet or cell phone and with a wi-fi connection, you can check and change it if needed.

Smart thermostats also adapt to your schedule and have sensors to determine if someone is



at home. Some even come with sensors for your rooms to help more accurately determine the temperature in the rooms where you spend the most time.

If you install a smart thermostat in your home, you could be eligible for a \$20 bill credit. For an application, visit sremc.com or call 910-892-8071x 2152.

Options To Warm And Cool Your Home

The average household spends more than \$2,200 a year on energy bills, with nearly half of this going to heating and cooling costs.

These costs come from several sources, the age and efficiency of your equipment, your thermostat settings, as well as the upkeep of equipment.

When you purchase a heating and cooling system, you want it to be efficient, so you need to look at the SEER rating. SEER stands for seasonal energy efficiency ratio, and that tells you the cooling efficiency of a system, important for North Carolina summers. That means the higher the SEER rating, the

more efficient the system.

As your system ages, even if properly maintained, it becomes less efficient in the way it heats or cools. When that happens, it's good to consider a replacement.

Be cautious when adjusting your thermostat setting, moving it no more than two degrees at a time to allow for temperature adjustment.

Leaky duct work can waste that precious air you're paying to heat or cool, so make sure ducts are well connected and don't have holes. Installing a ductless system is another option if applicable for your home, no need to worry about energy lost through ductwork.

South River EMC rebates on efficient heating and cooling systems of 17 SEER or greater:

<i>Air source HP replacing an HP:</i>	\$200
<i>Air source HP replacing an electric furnace:</i>	\$400
<i>Geothermal HP 17.1 EER (replacement or new):</i>	\$250
<i>Geothermal HP replacing electric furnace (17.1 EER or greater):</i>	\$500
<i>Ductless mini-split HP replacing a HP:</i>	\$200
<i>Ductless mini-split HP replacing electric furnace:</i>	\$400

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

Consider Those Sunny Pool Days Ahead

It's still early to be thinking about your pool, but it's never too early to begin research and shopping for deals.

Pools add to electric costs because of the pool pump. Pool pumps often run much longer than necessary. Belief is that circulating your pool's water keeps the chemicals mixed and removes debris. However, as long the water circulates while chemicals are added, they should remain mixed. And it's not necessary to recirculate the water every day to remove

debris, and most debris can be removed using a skimmer or vacuum. Furthermore, longer circulation doesn't necessarily reduce the growth of algae. Instead, treating the water and scrubbing the walls are the best methods.

The type of pump you have affects your energy costs as much as how long you run your pump. A basic pump runs at a single speed, no matter the task, be it filtering or cleaning. Filtering doesn't require as much water use.

However a variable or two speed pump allows you to change settings for whatever task being performed. This saves energy because you aren't running your pump full throttle for every task, when a slower speed will do the job.

South River EMC offers a \$50 rebate on the purchase of a variable or two speed pool pump. For more information, visit sremc.com or call 910-892-8071 x 2152.

Keep Comfortable, Keep Cost Effective

The temperatures might be on the rise the closer we get to spring, but that doesn't mean you should ignore uncomfortable temperatures in your home.

As the weather warms, your home, which might have had spots of cold during winter, could now experience the opposite. Combating those warmer temperatures with your thermostat means unwanted energy use.

Instead, do a check of your home. Change air filters, feel around for areas where the air is cooler if it's cool outside or warmer if it's warm when you're checking. This could show air infiltration, which can be fixed by caulking non-moving parts, like plumbing penetrations and around outlets, and weatherstripping moving parts, like doors and windows.

Another concern could be insulation, if there isn't enough

insulation, or if your home is older and insulation has settled, it might need added or replaced. Insulation prevents heat transfer, or the loss of outside air in and vice versa. That means, as warmer temperatures come into play, your house will be warmer. Combating that with your thermostat leads to higher energy costs and overworked heating and cooling systems.

Don't touch the thermostat, investigate! If you have children or grandchildren, ask them for help getting in those low down areas if you cannot.

South River EMC offers several different rebates on these



energy efficient improvements to your home.

Single family homes are eligible for the following rebates:

- Air sealing \$75
- Attic/roof insulation \$75

Manufactured homes are eligible for the following rebates:

- Air sealing (HP) \$100
- Air sealing (EF) \$200
- Duct sealing (HP) \$100
- Duct sealing (EF) \$200
- Roof insulation (HP) \$100
- Roof insulation (EF) \$200
- Floor insulation (HP) \$100
- Floor insulation (EF) \$200

If you receive a weatherization package performed by an agency such as Community Action you could be eligible for a \$200 bill credit.

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

*HP= heat pump

**EF= electric furnace