



# South River EMC Communicator

## 2018 ANNUAL MEETING OF MEMBERS

Crown Theatre and Arena, Fayetteville  
Thursday, April 19

### ENTERTAINMENT 6-7:25 P.M.

Entertainment will be provided by the Erica Jones Band in the arena.

### BAZAAR 6-7:30 P.M.

We will have a variety of vendors with information and products.

### KIDS' KORNER 6- 9 P.M.

The Kids' Korner will feature fun, hands-on 4-H activities. See page C for more information.

**\*\*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.\*\***



## INSIDE THIS ISSUE



South River EMC offices will be closed Friday, March 30, in observance of Good Friday.

CEO Comments	<b>B</b>
Don't Wait - Call	<b>C</b>
Energy Smarts	<b>F</b>
Landscaping Tricks	<b>H</b>



## BUILDING TRUST AND VALUE

**T**imes have changed and we have introduced new ways to pay your bill to increase convenience. What hasn't changed is that your monthly bill does not just keep on the lights, it electrifies your life.

Electricity keeps us connected to our world. Consider all the necessities and conveniences you enjoy, in part, because of electricity in your home.

As we rely more on electricity, it is important to recognize that electricity is still a bargain, especially compared to other items you pay for regularly.

Since 2011, medical care, residential rental rates and education have increased 3 percent or more per year. Butter, meat and egg costs have inflated by more than 1-2 percent annually, and even bread costs have risen better than a half point on average.

Electricity costs rise about 1 percent a year, but co-ops across the country have reported a decline in average residential use per household since 2010. That means we are doing more things with less energy.

Energy per household dropped by 8 percent between 2010 and 2016, slightly less than the 9 percent decline reported by all electric utilities, nationwide.

When it comes to value, electricity is a clear winner, and we are always looking for ways to work with you to make it even better. That is why we encourage energy efficiency, and promote technology, designed to give members more control over their electricity use.

SmartEnergy reports, energy use alerts, smart thermostats, power strips, and Energy Star appliances give you opportunities to control or even trim your monthly utility bills.

That is good for anyone trying to live within his or her budget. In addition, it is going to become even more important as digital devices and internet-connected technologies become even more important in our lives.

The average home has 10 Wi-Fi connected devices. That number is expected to explode to 50 by 2020. Technology and the gateways that keep it working use electricity. So, South River EMC gives you the power to stay connected.

That's why we're always working to provide service that's reliable and affordable, because we know how valuable electricity is to our members.

It is amazing what we learn through listening and observation.

New products and services are more likely to gain the satisfaction of consumers when their introduction follows market research.

South River EMC is constantly asking members for feedback. We take this information and use it to improve our service to you.

South River EMC provides an online portal enabling you to check the status of your electric service and receive daily updates on energy use.

Our online portal is just one more way of connecting with our members in a convenient, meaningful way.

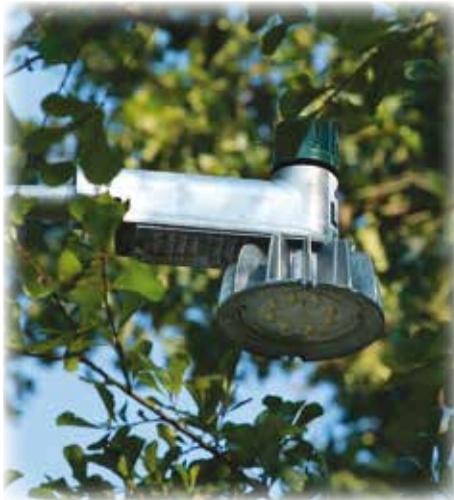
As a result of member feedback, we now offer a variety of ways for members to pay their bills. We offer something for everyone.

Another way to build trust is to demonstrate a commitment to the people you serve. Our annual meeting is a social event for our whole co-op family. We hope you will make plans now to join us April 19 at the Cumberland County Arena and Theatre. Stay tuned for more details.

## DON'T WAIT Call About Outdoor Lighting

**S**outh River EMC works to make sure you have reliable and affordable electric service.

This is why the Cooperative has been working to retrofit all outdoor lights. Replacing existing lighting with LEDs helps you and South River EMC in several ways.



LEDs have a longer lifespan, a more direct light, use less energy when lit, and require less maintenance.

All of this adds up to greater efficiency, with fewer trips to make repairs.

Soon you will have a new fixture in your outdoor light, and it will typically last longer, but if it does go out, please contact the Cooperative.

Once you report your outdoor light needs repair, it will be scheduled for work. Depending on the workload, an outdoor light will usually be replaced within 2-4 days of reporting.

We know how much people depend on their outdoor lights and we want to get them repaired as quickly as possible. You can request an outdoor light repair at [sremc.com](http://sremc.com) or by calling our office at 910-892-8071.

## Family Fun 4-H Style

The Kids' Korner at our annual meeting will be run by the 4-H.

As you know, 4-H specializes in providing fun, creative hands-on activities for kids of all ages!



Children will be able to learn the magic of electricity and create their own electric circuits, electromagnets, build brush bots, build their own energy efficient homes and more!

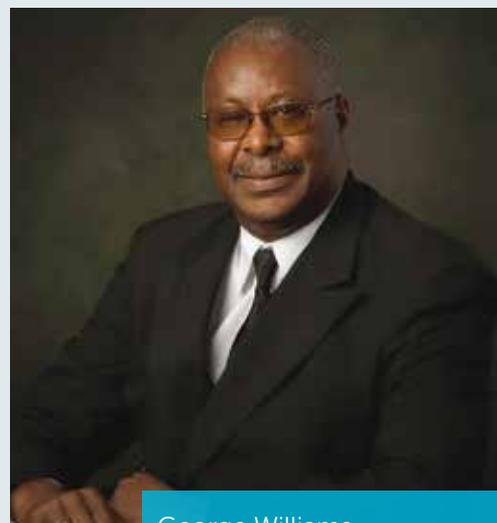
There will also be a bunny holding station outside thanks to one of the 4-H rabbit clubs!

## Director Receives Gold

South River EMC Director At-Large George Williams received his Director Gold Credential.

This recognizes directors who have earned their Credential Cooperative Director certificate and their Board Leadership Certificate. It shows Williams' commitment to advancing his knowledge throughout his tenure on the board.

The purpose of director-level education is to help cooperative directors, at every stage of their service, understand their roles and responsibilities, stay up-to-date on the key issues and trends in the industry and prepare them to meet the challenges facing electric cooperatives now and in the future.



George Williams  
Director At-Large

# TOUCHSTONE ENERGY SPORTS CAMPS

**T**ouchstone Energy Sports Camp applications are available to fifth, sixth and seventh graders who love basketball.

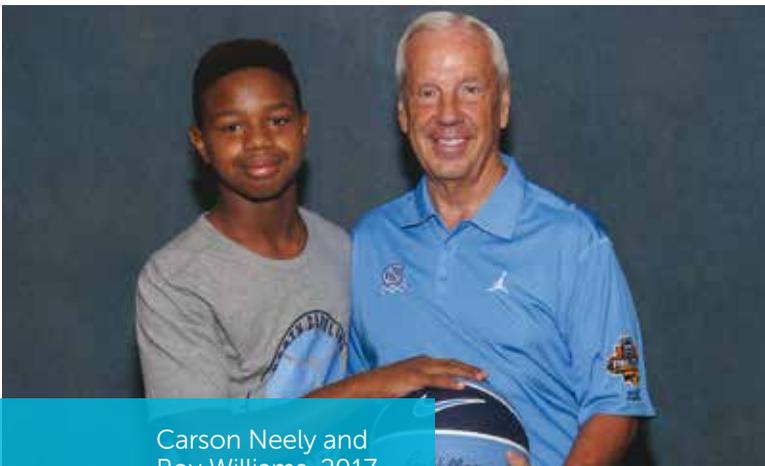
This opportunity gives students the ability to attend basketball camps on college campuses. South River EMC offers an all-expenses-paid scholarship to each, the Roy Williams Basketball Camp at UNC Chapel Hill (June 16-20) and the Wolfpack Women's Basketball Academy at N.C. State University in Raleigh (June 10-13).

Students work with coaches and players to develop fundamental skills, helping them perform and excel on and off the court.

Campers must:

- Be a rising sixth, seventh or eighth grader.
- Attend a school in the Cooperative service area.
- Have permission from a parent or guardian.
- Have their own transportation to and from camp.

Applications are available from [sremc.com/content/basketball-camps](http://sremc.com/content/basketball-camps) and are due to the Cooperative by close of business March 30.



Carson Neely and Roy Williams, 2017.



Anani Green and Wes Moore, 2017.

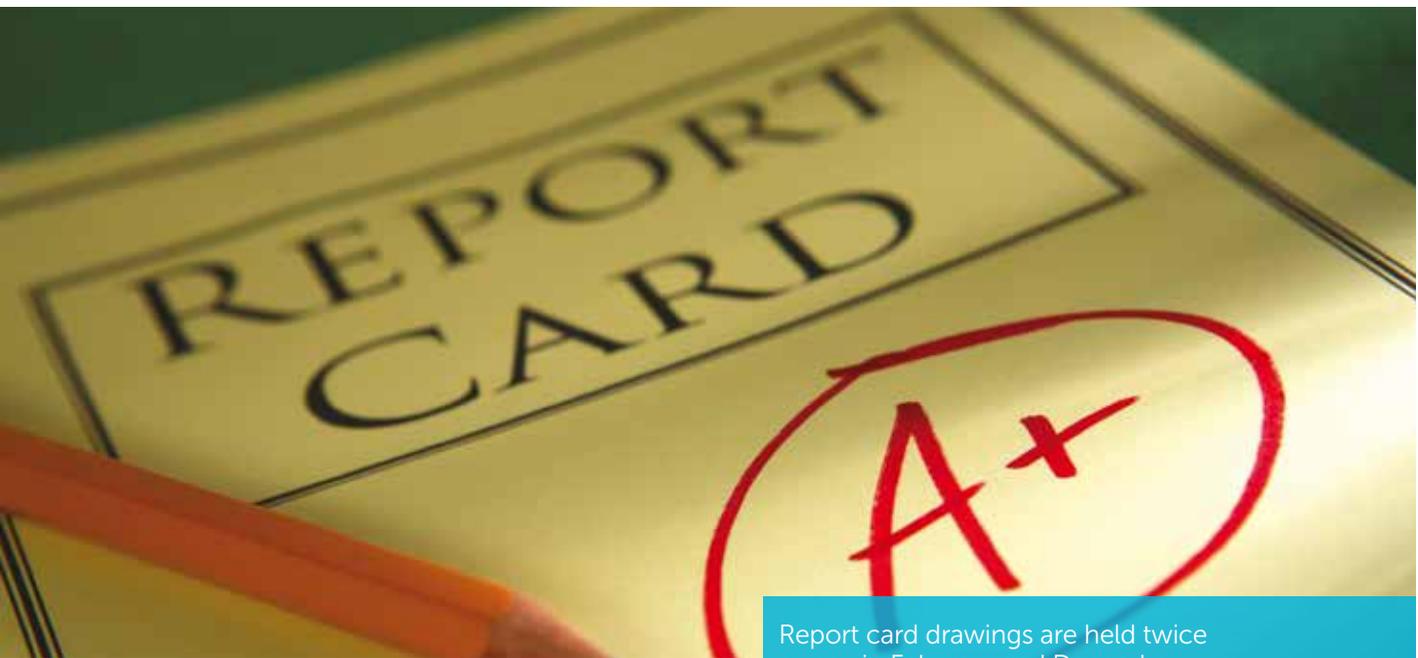
## SURGE PROTECTION

### More Than An Accessory

**P**rotect home appliances and sensitive electronics before it's too late. Electric utilities have devices in place to try and keep surges from damaging their equipment and reaching their customers' homes, but many

surges can't be stopped or prevented. Protect your equipment with Strike Guard surge protection offered by South River EMC, find out what's available by visiting [sremc.com/content/surge-protection](http://sremc.com/content/surge-protection).





Report card drawings are held twice a year, in February and December

## YOU MADE A'S

### We're recognizing you.

The following 15 students received at least one A on his or her report card and submitted the report card for the "Give Us An A" drawing.

Each student selected will receive a \$25 gift card.

**Antrell McKoy**  
Hobpton Middle



Mail report cards to:

South River EMC:  
Give Us An A, PO Box 931,  
Dunn, NC 28335

**Sarah Bullard**  
Beaver Dam Elementary

**Wesley Johnson**  
Midway Middle

**Aiden Rourke**  
Gallberry Farms Elementary

**Sarah Honeycutt**  
Midway Middle

**Azalea Longmire**  
Gray's Creek High

**Dakota Bedard**  
Clement Elementary

**Kevin Lopez Acuna**  
Gray's Creek Elementary

**Issac Woody**  
District 7 Elementary

**Caroline Matthews**  
Mintz Christian Academy

**Ryan Autry**  
Cape Fear High

**Jack Bullard**  
The Fayetteville Academy

**Aniyah Jacobs**  
Lillington-Shawtown Elementary

**Michael Burden Jr.**  
Cape Fear High

**Kayla Batten**  
Four Oaks Middle

Congratulations to our lucky students!

Keep up the hard work, we will have another drawing for all those students who receive A's in July. Look for the due date in future newsletters!

## For Pool Consideration

Having a pool adds to your energy costs, but with a variable or two speed pool pump running, it could be a little less.

Find out about the energy saving possibilities, as well as the rebate offered by visiting [sremc.com](http://sremc.com) or calling 910-892-8071 x 2152.

## Pick The Best Appliance

There are plenty of choices for appliances, so go with a selection that uses less energy and less water. In doing so, you save money over the life of the appliance. Plus, you might be eligible for a rebate from South River EMC. To see what Energy Star appliances are eligible for rebate, please visit [sremc.com](http://sremc.com) or call 910-892-8071 x 2152.

## When Selecting Your Next Water Heater

The energy source you use for water heating not only affects the water heater's annual operating costs but also its size and efficiency. If you only have one fuel choice, do some research to see which system is most efficient for it.

**Size.** To provide your household with enough hot water and

to maximize efficiency, you need a properly sized water heater. Your fuel source impacts this, as does the amount of water you use.

**Energy efficiency.** To maximize energy and cost savings, you want to know how energy efficient a water heater is before you purchase it. Visit [energy.gov](http://energy.gov)

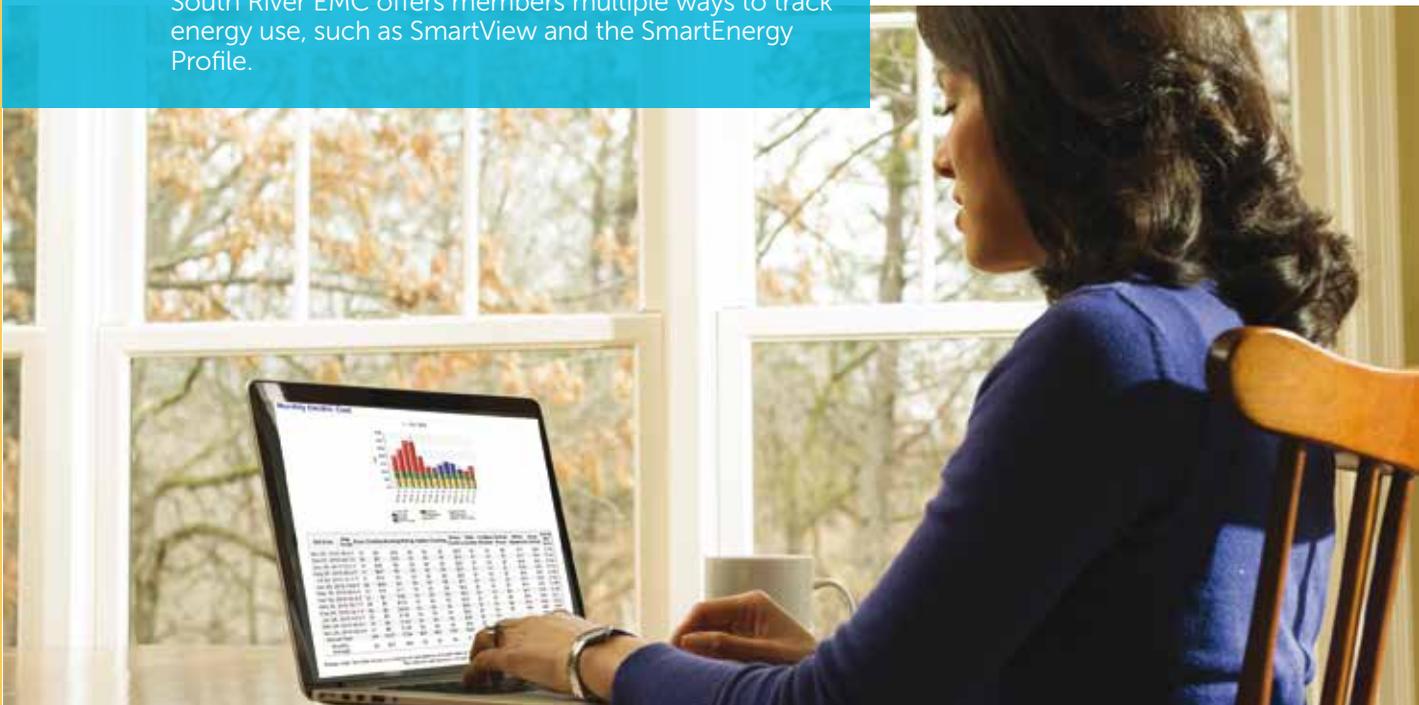
and search for water heaters for more information on estimating energy efficiency.

**Costs.** Before you purchase a water heater, it's a good idea to estimate its annual operating costs and compare those costs with other less or more energy-efficient models. The upfront cost could be recouped

through long-term energy savings.

South River EMC offers two rebates, a \$150 rebate on solar water heating and a \$200 rebate on heat pump water heating. Visit [energy.gov](http://energy.gov) for information on the units and [sremc.com](http://sremc.com) for information on the rebates. You can also call 910-892-8071 x 2152.

South River EMC offers members multiple ways to track energy use, such as SmartView and the SmartEnergy Profile.





Smart thermostats are helping save members money and can connect with phones and tablets.

## Smart Thermostat, Smart Energy Use

Smart thermostats are easier to use and most people find themselves making the most of the capabilities.

With Wi-Fi compatibility, you can't forget to make a

change, and besides being easy to navigate, they can further increase comfort by connecting with humidifiers/dehumidifiers and air filtration products.

South River EMC offers a rebate on the purchase of a smart thermostat. For full details visit [sremc.com](http://sremc.com) or call 910-892-8071 x 2152.

## Considering Heat Pumps

Heat pumps use electricity to move heat rather than generate it, making them an efficient heating and cooling option.

Of course there are several different types of heat pumps

which include air source, ductless mini-split and geothermal heat pumps.

Once you decide on the type of heat pump that will fit your home, you'll need to consider size and efficiency. Get several estimates on sizing, because if you purchase too large or small of a system, it affects efficiency, comfort, cost and life of the unit.

Why is the efficiency so important? Because just like other appliances, heat pumps have two costs, the cost to purchase, and the cost to run. An inefficient system typically costs more to run than an ef-

ficient system. When considering efficiency look at the seasonal energy efficiency ratio, or SEER rating. SEER measures the cooling efficiency of a system; the higher the SEER, the more efficient the system. Efficient systems can save you money, many times recouping the additional purchase costs.

Consider these items before purchasing your next heating and cooling system. South River EMC offers several rebates on high efficiency systems. For complete details visit [sremc.com](http://sremc.com) or call 910-892-8071 x 2152.



Mini splits are just one of the systems to consider.

## LANDSCAPING TRICKS FOR SAVING ENERGY

**L**andscaping for energy efficiency is smart and time tested. With basic technology and resources, primitive societies designed homes that stayed comfortable even in hostile climates by using smart landscaping.

Today, energy-efficient landscaping can help lower utility bills. Apps and websites can help design various planting schemes to maximize energy savings. While insulation, argon gas filled windows, and heat pumps are smart investments, they can be complemented by landscaping; one of the most basic methods of conserving energy.

We live in the temperate climate region where the weather varies greatly; therefore, we must design for both extremes. During

winter the goal is to keep heat in and cold out by blocking wind and enabling sunlight to penetrate the home. The goal for summer is to temper the heat by shading the sun and creating cooling breezes. A well-planned and landscaped property can do both.

First, give the highest priority to planting shade trees due west of west-facing windows. Second, plant shade trees due east of east facing windows. Contrary to common thought, the least effective place for a tree is to the south of the house. The reason is that in the summer, at midday, the shade will fall under the tree instead of on the house and in winter the shade will fall on the house, preventing the sun's



Energy Services Advisor Robert Talton

heat from warming the home. Carefully plan your landscaping project in order to maximize the benefits of your landscaping. Wisely positioned trees can reduce a home's energy use by up to 25 percent.

Energy efficient landscaping can increase the comfort of your home and maximize the energy efficiency

of heating and cooling systems. On average, a well-designed landscape plan provides enough savings to allow an eight-year payback. Shading of an air conditioner can increase its efficiency by 10 percent. For more information on energy efficient landscaping visit [energy.gov/energysaver/landscaping-energy-efficient-homes](http://energy.gov/energysaver/landscaping-energy-efficient-homes).

### South River EMC Communicator



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A Touchstone Energy® Cooperative



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