



# South River EMC Communicator

## HELPING ORGANIZATIONS PREPARE

If you have to call the rescue squad, you want them to be knowledgeable, right?

Grants like Operation Round Up help organizations get equipment they need to train and prepare for their everyday activities, which is especially helpful when budgets are tight.

Dunn Emergency Services, Inc. received a \$5,000 Operation Round Up grant to help fulfill such a need.

"We had recently met with our medical director about some of our skill percentages," said Scott Phillips, assistant chief. "It was decided that we needed to have some additional tools to help our staff improve our skill success rate."

One such tool was a STAT Simulator manikin, a 110-pound, life-like manikin, which can be used for multiple types of training.



Performing an intubation on Fred, the manikin.

*Continued on page C*

## INSIDE THIS ISSUE



School starts back this month, keep everyone safe by keeping your eyes on the road.

- Improving Efficiency **B**
- Farewell To A Friend **D**
- Simplify Billing **E**
- Energy Smarts **F**



## MESSAGE FROM CEO CHRIS M. SPEARS

# IMPROVING EFFICIENCY

As you are aware, we are always looking for ways to streamline our business practices to improve service delivery to you and reduce costs.

Technology has made this pursuit much easier in recent years.

As we work to increase efficiency, we are con-

stantly looking at our business relationships, services and offerings. Recently, we decided to evaluate our existing banking relationship to determine if we are getting the best services for our needs. After an exhaustive review process, we have chosen to change banking partners.

We discovered through the process that we could gain better pricing, a greater selection of products to enhance our business, more

improved processes to enrich our workflow and what we hope will be a long partnership.

Part of this change is the addition of a lockbox solution for bill processing. What does this mean? It means that rather than having all bills sent to our office where they are opened and posted by South River EMC employees, bills will be sent to a processing site. This change will mean that payments are processed quicker and post to

accounts through an automated system and reports are automated for simplicity.

Beginning in October, the envelope you receive with your electric bill will be printed with our new lockbox site in Atlanta, GA. If you address your own envelope, please begin to use the self-addressed envelope enclosed with your electric bill beginning with your October bill.

## Refunds Allocated

As a not-for-profit utility, we give money back! We don't have stockholders. We aren't a sole proprietorship. What we are is a cooperative. That means that we are owned by each person who has an electric account with our company. That's you, and you are part of something special – you're a member.

So, at the end of each year, after all bills are paid, any remaining amount, called margins, is allocated to be refunded to the members as capital credits. Once we completed our audit for 2017, the

allocation of the margins was made. Our end-of-year margins totaled \$7,246,395.68, or 0.0796465726 percent of revenues.

What does this mean to you? If your electric bills in 2017 totaled \$1,000, then you would be earmarked to receive a refund of \$79.64 – \$19.91 in November and the remaining \$59.73 in 19 years. The amount that is retained for 19 years is used as operating capital by the Cooperative.

As in past years, the refunds should be on the November bills for amounts less than

\$100. For refunds greater than \$100, members will receive a check, which will be delivered in late October or early November.

If you think you, or a family member, might have an unclaimed capital credit refund, visit [sremc.com/content/capital-credits](http://sremc.com/content/capital-credits) and see if your name appears on the list. If so, download the claim form and submit it to our office.

Beginning in August, you will see a new line item on your bill. The Power Cost Adjustment reflects the fluctuations that can occur in wholesale energy

purchases. In months when power costs are greater than anticipated, we will pass along the expense in the form of a charge.

In months when we collect more than anticipated, we will pass that along as a credit. For example, in August, you will see a \$6 bill credit on your bill. We anticipate that a credit will remain in effect through the end of the year.

You can trust that we are always looking out for you, whether it's in our daily work or refunding your money. We are all in this together.

**EMS cont. from page A**

For some time, the organization has relied on borrowing equipment from Harnett County or Central Carolina Community College, but it was always a bit of a struggle.

"It's hard to coordinate training with the community college; they're willing, but it's hard to get our staff to them," said Phillips. "We can't check out of service for training and it's difficult to get employees to classes on their days off, because they have previous commitments."

Not only that, but the number of classes the college had going on made it harder to get the equipment for any length of time, though Phillips said it is great to see so many people learning to save lives.

With the manikin, personnel can work training into their days.

"We are able to perform airway skills, such as intubation and other airway adjuncts that are used on every call," said Phillips. "We are also able to perform incisions and chest decompressions, which are very rare skills to perform."

However, a rarely needed skill or not, the personnel of Dunn Emergency Services are preparing more than ever before on how to handle them if they arise.

"We have seen a significant improvement in our success rates," said Phillips. "Our medical director has been very happy with our progress."

Other skills that can be practiced are injections, defibrillation, pacing, and cardiac monitoring.

"Training has become more realistic, as we now has something that actually simulates a real victim," he said. "We have had a lot of positive remarks from our staff."

This manikin was selected based on what it offered for the cost, which was the ability to practice multiple skill sets.

Having more realistic training can be a huge plus when you consider the training emergency services workers go through. Required to have a minimum of 80 to 120 hours in a four-year period, they must train regularly on



Phillips shows administration of an injection.

skills throughout the year. Dunn Emergency Services alone requires 60 hours of training a year. That means in a 20-year career, an EMT should have over 1,200 hours of training logged.

"Most organizations try to purchase these manikins or borrow one from someone else to train with, because this is a big ticket item, a lot of folks don't have the money," said Phillips. "In Harnett County, our county service takes a manikin around to train various staff members while they are on duty; we're also very fortunate to have a medical school

in our county that has opened their doors and allowed us to train."

Not only will the manikin be used for training, it can also be used for hiring. Using the lifelike manikin, applicants can perform necessary skills, which includes movement of a victim.

"The need for emergency medical technicians is great, similar to the nursing shortage," said Phillips. "I'd be willing to bet most organizations in this area have at least one opening a large majority of the time, paramedics are also in dire demand."

## DON'T BE LEFT IN THE DARK

**D**id you know that you're instrumental in reporting when an outdoor or streetlight is no longer working?

South River EMC depends on members like you to contact the Cooperative when you see you have an outdoor light out, because you're on the front line.

In most cases, you are asked to tell us where the light is located, because there might be more than one outdoor light on your property,

or the streetlight might not be located close to your home.

Now, South River EMC poles have tags on them, so when you report that an outdoor or streetlight is out, you will need to know the number.

The number is located on a yellow tag attached to the pole.

This helps us to repair lighting more efficiently. We can input the information, prepare the order and have someone



out to replace it accordingly. The serviceman is able to easily locate the pole and proceed with repair.

Did you know you are able to report an out-

door or streetlight out over the phone as well as online? Remember, you will need to check the tag on the pole to report the number.

## FAREWELL TO A FRIEND

**F**rancis Clifton, South River EMC director and past president (2004-2016), passed away June 25 at the age of 82. Mr. Clifton represented the members of South River EMC's district 3 for 45 years. He was committed to the mission of providing electricity



for the members of South River EMC.

"Mr. Clifton was one of the most polite and caring people I have ever met. He was a strong leader and a man who was truly respected and loved by all. Mr. Clifton was a tremendous blessing to South River EMC, its members, its employees, the Board of Directors and to me personally," said CEO Chris Spears. "He was a man of God, a truly righteous man and there is no greater compliment to give someone. He lived his faith and shared his love. It was a privilege to serve with him and

under his leadership. He will be greatly missed."

Clifton was born raised in Giddensville in Sampson County where he lived on a farm with his four siblings and cousin and continued the family tradition once he was married.

He farmed for many years and in 1980 opened Clifton Construction. He loved his new found way of working the land and it showed as his company grew and evolved over the next 30 years.

Clifton was a lifelong member of Piney Grove Baptist Church.

He was ordained a deacon and served for over 50 years. He was also a Sunday school teacher and member of the choir.

He became a member of the Gideon's International in June 1984 and worked for many years to make sure Bibles were made available to everyone that wanted them, as well as to those who may not have known they needed them.

Clifton is survived in death by his wife of 64 years, Eloise and their three daughters: Sandra Clifton, Renee Simopoulos and Barbie Wood.

## SIMPLIFY BILLING, REAP BENEFITS

**L**ooking to simplify? Sign up for e-billing. Easy. Paperless. Environmentally friendly.

How? Login to your account on [sremc.com](http://sremc.com), click on account

management, choose the paperless options tab and click "e-mail, paperless bill and the agreement". Simple. Aren't registered on our site? Set up an account or call one of our member ser-

vice representatives at 910-892-8071. Just tell them you want to go paperless and register for e-billing. Sign-up by August 31 and you will get a chance to win one of two \$25 bill credits.



## OFFERING YOU MULTIPLE WAYS TO PAY

**W**e realize our members lead busy lives. It is for this reason that the Cooperative offers so many options to simplify bill payment:

### In Office

Our offices are located at 17494 US 421 South, Dunn; and 6491 Ramsey St., Fayetteville.

### Kiosk

Located under the

drive-thru canopy at each office.

### Online

Visit [sremc.com](http://sremc.com) and click online bill pay to pay over a secure connection.

### By Phone

Call our office at 910-892-8071 and pay using our automated system.

### Draft

Receive your bill

each month with the amount and the date it will be deducted from your bank account or credit card.

### Budget Billing

Your monthly bill will vary slightly, but helps you avoid the abrupt highs and lows caused by fluctuating weather patterns.

### Pay Station

• Carroll's IGA, Hwy. 24, Stedman

• JE Womble & Sons, Forest Hills Shopping Center, Lillington

### MoneyGram Express

MoneyGram Express is a money transfer service, for locations visit [secure.moneygram.com/](http://secure.moneygram.com/).

South River EMC is happy to offer you options for paying your bill each month.

## JUST THE FACTS: BRIGHT IDEAS

**Who:** Teachers at K-12 public schools.

**What:** Grants for up to \$2,500 for innovative, classroom-based ideas.

**Where:** Apply online at [ncbrightideas.com](http://ncbrightideas.com). South River EMC, your sponsoring electric cooperative, will fund at least \$50,000 in grants this year.

**When:** Applications are due by September 19; however, if you have an

application in before August 15, you'll be entered in the early bird drawing to win one of five \$100 visa gift cards.

**Why:** Because educators often spend their own money to obtain materials for their classrooms.

**How:** South River EMC and electric cooperatives across the state have supported the

Bright Ideas program since 1994, awarding over \$11.5 million in funding to schools.

### Special

**instructions:** South River EMC only accepts applications online at [ncbrightideas.com](http://ncbrightideas.com).



A list of past recipients can be found at [sremc.com/content/bright-ideas](http://sremc.com/content/bright-ideas), as well as additional information on the program.

Is that excitement for the pool or that mom and dad received a rebate for the new pump?



## Is It Time To Take The Plunge?

A pool pump can use a lot of energy each summer, and if it has added up this year, it might be time to consider your options.

How do you know when your pool pump needs replaced? If it shows these symptoms, it's time to make the move:

- It seems less powerful than

in the past.

- It makes noise.
- It occasionally gets hot and shuts off.
- It won't start or starts slowly.
- It is seven-to-ten years old.

South River EMC rebates on variable and two speed pool pumps, both of which use less

energy and water than a standard, single speed pump. Single speeds are commonly bundled with your pool purchases, so if you've never replaced your pump, you could start saving with the change.

For information on the rebate, and available pumps, visit [sremc.com](http://sremc.com) or call 910-892-8071 x 2152.

## Don't Let Water Heating Add To Costs

The way you heat your water is inefficient. Broad generalization, right? However, most homeowners have a standard water heater, which houses hot water and then reheats it when it cools, readying it for the next shower or load of laundry.

Still others might have a tankless system, efficient perhaps for gas powered water heating, not so much for electric.

There is solar water heating, usually a higher cost to install, but recouping those costs through rebates and energy savings.

The heat pump water heater, only slightly higher priced than a standard system, uses electricity to move heat rather than produce it, saving 2-3 times more energy and money.

Don't just play it by ear, find the best option for your family— it might pay you back.

South River EMC offers a \$150 rebate on solar water heating and a \$200 rebate on heat pump water heating. For details visit [sremc.com](http://sremc.com) or call 910-892-8071.

## Let The Star Help You Save

Energy Star appliances save energy and money, having passed rigorous testing in order to receive the distinction. Where applicable, they also use less

water, making for savings all around.

South River EMC offers a rebate on the purchase of Energy Star

certified refrigerators, clothes washers, dryers, and dehumidifiers. For details visit [sremc.com](http://sremc.com) or call 910-892-8071 x 2152.

## It's All About Those Features

A smart thermostat is a Wi-Fi enabled device that automatically adjusts heating and cooling settings in your home.

Smart thermostats that earn the Energy Star label, like the ecobee and Nest, have been independently certified, based on actual field data, to deliver energy savings.

Why a smart thermostat? It's all about the features, which include:

### Convenience

- Many smart thermostats learn your temperature preferences and establish a schedule that automatically

adjusts when you're asleep or away.

- Geofencing, a GPS technology, allows your smart thermostat to know when you're on the way home and automatically adjusts your home's temperature.

### Control

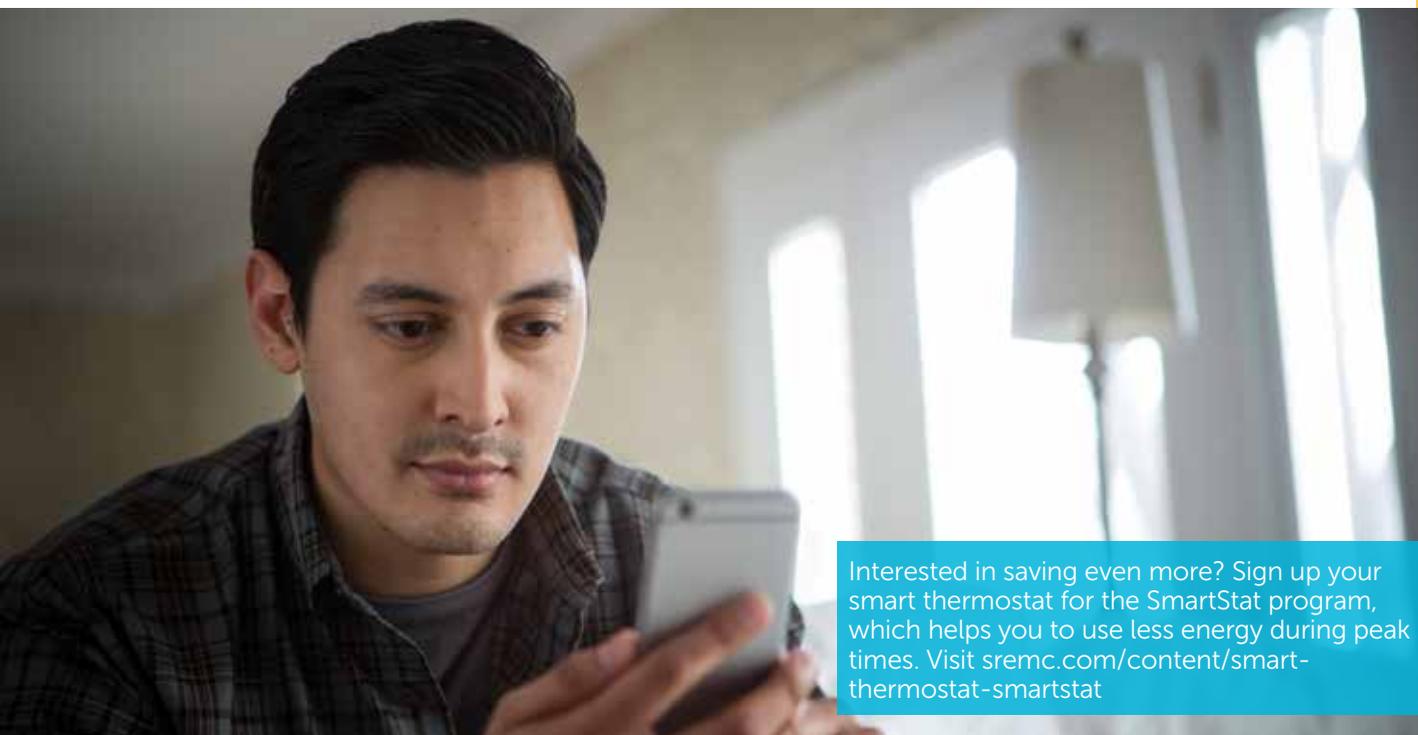
- Wi-Fi enabled thermostats allow you to control your home's heating and cooling remotely using a smart phone or tablet.
- Energy Star certified smart thermostats enter a low-power standby mode when inactive.

### Insight

- Smart thermostats provide data to help you track and manage your energy use.
- Software updates ensure your smart thermostat is using the latest programming and energy-saving features available.

By actively using your smart thermostat you can save energy and money. Not only that, but South River EMC also offers a rebate on smart thermostats.

For more information, visit [sremc.com](http://sremc.com) or call 910-892-8071 x 2152.



Interested in saving even more? Sign up your smart thermostat for the SmartStat program, which helps you to use less energy during peak times. Visit [sremc.com/content/smart-thermostat-smartstat](http://sremc.com/content/smart-thermostat-smartstat)

## Are You In Need Of A HERO?

You might have never heard of the high efficiency residential option, or HERO, home. However, building a home to HERO code could increase comfort, while decreasing energy use and costs.

The HERO home looks to deliver a home that is 30 percent more efficient than homes built to North Carolina building code.

Information on the HERO code

can be found at [energycodes.gov](http://energycodes.gov). Information on South River EMC rebates for HERO homes can be found at [sremc.com](http://sremc.com) or by calling 910-892-8071 x 2153.

## A Comfortable House At A Comfortable Cost

Your home's tightness is important, it helps prevent higher energy use and cost, as well as making your home comfortable.

That's why heat transfer and air infiltration aren't to be taken lightly. Heat transfer stems from little to no insulation, or incorrectly laid insulation, which allows heat to move outside

in the winter and inside in the summer.

Meanwhile, air infiltration is the passage of indoor air outside, and vice versa. You're paying to heat and cool your home, and it is being lost to the outdoors. This causes thermostat adjustment, adding to energy use and therefore, cost.

By replacing or refreshing insulation, as well as weather stripping and caulking, you can add to your comfort and savings. South River EMC also offers several rebates, for details visit [sremc.com](http://sremc.com) or call 910-892-8071 x 2222.

## Heat Pumps, The Three-In-One

Heating, cooling and dehumidifying – heat pumps do it all! Being an all-in-one system, when you select one for your home, you want it to be the right one.

Consider cost, efficiency and system type when looking at systems.

Obviously, you want a system that meets your needs and is affordable. But don't just think of the purchase cost, consider the cost to use the appliance.

That's why efficiency is so important. The system might have a higher purchase price, but its

efficiency will help recoup the cost over the system's lifetime. Look for systems 17 SEER or higher. SEER, or seasonal energy efficiency ratio, measures the cooling efficiency of a heating and cooling system. The higher the SEER the more efficient the system.

Then, there is the type of system. You have an air source heat pump, which pulls heat or cold from the air through ductwork, to heat or cool your home.

The mini split heat pump, which doesn't deal with ductwork, but

has two units, one inside and one outside, to provide heating and cooling.

And the geothermal heat pump, which uses the relatively constant ground temperature to provide heating and cooling for your home.

Find an efficient system that meets your budget, and you could make money back.

For information on rebates offered by South River EMC, visit [sremc.com](http://sremc.com) or call 910-892-8071 x 2152.

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A Touchstone Energy® Cooperative



PO Box 931  
Dunn, NC 28335  
(910) 892-8071  
800-338-5530  
[www.sremc.com](http://www.sremc.com)