

South River Electric
Membership Corporation
A Touchstone Energy Cooperative

South River EMC Communicator



KEEPING PETS AND ENERGY BILLS COMFORTABLE

Many people consider their four-legged companion(s) part of the family and can't imagine life without him/her. That's why during the colder months, we make sure our whole family, including our four-legged members, is cozy — without taking a big "bite" out of our budget.

We'd like to share a few simple ways you can make your home more comfortable this winter, which can ultimately help you save on energy bills.

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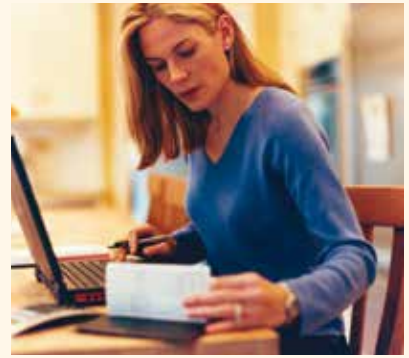
THE SMARTENERGY PROFILE

Looking for ways to save during cooler weather? By completing your SmartEnergy Profile, you can learn how energy is used in your home.

A SmartEnergy Profile shows how your use compares to the previous month and previous year. It 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 straight-forward terms.

The SmartEnergy Profile provides a step-by-step process for inputting your home profile information. You're able to select the items in your home that contribute to your energy costs, just be sure to edit your profile so you can see what implementing recommended tips does to your electric bill.



Visit sremc.com/smartenergy-profile to login or sign up!

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At the onset of the cold weather season, we replace the HVAC filter for better air quality and to help the unit operate more efficiently. You can also keep your home cozier by caulking and weatherstripping windows and doors. If your home is particularly chilly, you can tape or affix heavy, clear plastic to the inside of your window frames to create an additional barrier against the cold. Ensure that the plastic is tightly sealed to the frame to help reduce infiltration, or air movement from inside to outside and vice versa.

We know winter can be “ruff”, so we set our thermostat at 68 degrees, a “purrfect” temperature for people and pets. This is especially important for smaller, short hair and senior dogs — not just for warmth, but for their general health. Puppies, kittens and older pets with arthritis or other ailments may have a harder time controlling

their body heat and need the additional warmth when it's chilly out.

Pets that sleep close to the floor can be subject to cold drafts that enter your home through windows and exterior doors. If your pet's bed is near a window or door that feels drafty, tightly roll up a towel and place it near the bottom of the door or window to eliminate the draft. Cutting down on cold drafts helps everyone feel more comfortable during colder months.

If possible, elevate your pet's bed so it's not placed directly on a cold floor. An old chair or sofa cushion works well. If

you don't use a dog bed, take some old blankets and create a donut shape on the cushion so the dog can snuggle and “nest” within the blanket. You can do the same for cats but on a smaller scale. Blankets enable pets to nestle into them, even when they aren't tired, and provide a comfortable place for dogs and cats to curl up.

During the day, open your blinds and curtains to allow sunlight to warm your home. Close window coverings at night for an added layer of insulation.

At South River EMC, we want to help you save energy and money. Visit our web site at sremc.com/rebates-efficiency-tips for additional energy-saving tips.

We can't control the weather, but we can provide advice to help you save energy and keep your family and furry friends more comfortable during the winter season.



MAKING IMPROVEMENTS TO SAVE

Heating and cooling accounts for almost half your electric bill each month.

When a unit is at the end of life or experiencing issues, heating and cooling costs increase and comfort decreases.

This expense can be a big burden on some households, especially if they can't afford to replace their old or malfunctioning HVAC unit. South River EMC, working with Advanced Energy and a grant through the American Rescue Plan Act of 2021, was able to assist six eligible members receive new units.

These members experienced problems like older units, freon leaks, condensers with holes, weak air flow, and more.

"I believe our unit has been with the house since we bought it about 20 or so years ago," said Henrietta Robinson, of Fayetteville. "I used to set my thermostat to 68 degrees to cool the house."



If you know anything about thermostat settings, the lower you set your thermostat in the summer, the greater your electric use and costs.

Changes made, Robinson has been able to set her thermostat to 80 degrees for cooling, and she's much more comfortable.

"There's a huge difference," she said. "The comfort level has changed and this is an awesome program."

Foust Heating and Air of Eastover handled the heating and cooling system installations for members.

Deloris Howard, of Clinton, was another recipient of the program.

"The air flow is better, and it is much more comfortable in my home, this is great," she said.

Member Viva Murphy, of Dunn, had a good experience when her unit was replaced.

"My unit was so loud, and I was losing freon," she said. "I was ecstatic when I received the new unit, I really needed that."

This program had a short turn-around time frame. Members and their homes had to meet NC Weatherization Assistance Program and the Heating and Air Repair and Replacement Program (HARRP) eligibility standards. Once members were identified in early spring, all work had to be completed by September.



QUICK & EASY OUTAGE REPORTING

When an outage occurs, you want to report it, and you can do so in a number of ways.

Report by phone

You can report an outage by calling 910.892.8071 or 800.338.5530 and pressing 2 to report the outage through our automated system. You must provide identifying information to match your outage to your account.

Press 3 to speak with a member service representative.

Report by text

All members with a cell number on file are enrolled in outage

texting automatically. So, when an outage occurs, you might be notified automatically, and if not, simply text #out to 000530 or 888.338.5530. You will be asked to verify if it's the address associated with the phone number, or another address.

If you'd like to know the status of an outage, text #status to 000530 or 888.338.5530 and you will receive the information



available, as well as a text when power is restored.

If you do not want to participate in the service, standard messaging rates do apply, you just need to text STOP to 000530 or 888.338.5530.

If you'd rather not participate in outage texting, but still want updates you can check Facebook, Twitter or Instagram for information during large outages. You can also view our real time system map at outage.sremc.com

DO NOT report outages via social media.

CO-OP SEEKING YOUR INPUT

As the electric utility industry moves toward a greener future, we are making changes that impact our members.

In the next couple of months, we will be sending out notice regarding our efforts toward demand response. This is a process where we take measures to hold-down our peak-demand costs. You are probably familiar with some of our programs such as Switch and Save (our time-of-use rate) and Watt Watchers.

We will also be sending out information about how we plan to integrate electric vehicle adoption into our electric system.

We will be seeking your feedback on these two items and



value your opinions.

As part of the Infrastructure Investment and Jobs Act, utilities must seek public input on these program areas. As

always, we value your opinions and can't wait to hear what you think. If you have any questions, please feel free to contact us at sremc@sremc.com.



CELEBRATING VETS

From November 5-13, South River EMC office will host two Fields of Honor at each office. Each field will feature 500 flags for a total of 1,000 flags, many sponsored in honor or memory of military members. We encourage you to stop by and check out our displays. If you snap photos, please be sure to share and tag us @SouthRiverEMC.

Build a home for comfort with cost savings to boot!



Is A HERO Home For You?

The High Efficiency Residential Option, or HERO, home is 30 percent more efficient than a home built to code. This is due in part to:

- Increased insulation
- A tighter building shell
- Greater HVAC duct performance
- High-efficiency windows

HERO home rebates are available from South River EMC, for more information, visit sremc.com/hero-program or call 910.892.8071 x 2153.

Choosing The Right Water Heater

A single-family storage water heater offers a ready reservoir of hot water. It operates by releasing hot water from the top of the tank, and replacing it with cold water, which enters the bottom of the tank where it is heated. This ensures the tank is always full.

Because of this, costs add up, making water heating the second-highest contributor to your electric bill.

There are alternate options for water heating, and depending on your choice, they can save you energy and money.

Solar water heaters are energy efficient, using the sun to heat water. However, they might not be a cost-effective option if you don't have good solar resource. Typically located on your roof, their life expectancy is about 20 years, but they require an electric back-up for days with less sun or high demand.

Another option is heat pump water heating, where your water heater moves heat from one place to another, rather than generating it directly. These types of water heaters need to be kept in areas that remain in

the 40- to 90-degree range. They also require space, about 1,000 cubic feet.

Water heating is an important decision. Consider options and costs, installation requirements and installers.

For details on rebates offered through South River EMC, call 910.892.8071 x 2153 or visit sremc.com/energy-efficient-water-heating.

High Efficiency Heat Pumps Are The Way To Go

Heat pumps offer an energy-efficient alternative to furnaces and air conditioners. They use electricity to transfer heat from a cool to a warm space. During the heating season, heat pumps move heat from the outdoors into your warm home.

South River EMC offers rebates on three different types of high-efficiency heat pumps. Efficiency is measured by the

seasonal energy efficiency ratio, or SEER, rating, which measures cooling efficiency. When comparing units, the higher the SEER, the more efficient the unit in this climate. Many homes are built with a heating and cooling unit to code, and as it ages, it gets less efficient.

If it's time for a new unit, perhaps a new air source heat pump, or maybe a ductless

mini-split system, consider an upgrade to a 17 SEER heat pump. Geothermal heat pumps are typically a good fit for new construction, as they must be installed underground.

Interested in learning more about rebate amounts and requirements? Visit sremc.com/energy-star-heating-cooling or call 910.892.8071 x 2222.

Save With Energy Star

Are you in the market for a new appliance? Perhaps your refrigerator is making a weird noise, or maybe your washer isn't draining like it should.

Rigorously tested to save energy, Energy Star certified appliances can help you save money as well. Got snackers? Energy Star certified refrigerators are nine percent more efficient than a standard refrigerator.

The average family washes about 300 loads of laundry a year. Energy Star washing machines use 25 percent less energy and 33 percent less water. Double the savings!

Energy Star certified clothes dryers save with moisture sensors, and lower temperature heating options.

An Energy Star certified dehumidifier uses more efficient

refrigeration coils, compressors, and fans to remove the same amount of moisture as a similarly sized conventional unit using nearly 15 percent less energy.

South River EMC offers rebates on these Energy Star-certified products. For details visit sremc.com/energy-star-appliances or call 910.892.8071 x 2153.



Saving With Heating And Cooling Improvements

Have you felt a cool draft of air lately, and did you get up and adjust the thermostat?

Don't worry, you're not alone; however, fixing your discomfort in this way is only going to lead to higher energy use.

Weatherizing your home helps you improve the comfort of it, while also helping to cut costs. It includes items like insulation, weather stripping and caulk, which work together to prevent air entering and exiting your home at a level that causes you discomfort.

A little air in and out of your home is normal, and should not have a large impact on comfort and cost, but when it does, it's time to do something.

First, assess. A home energy audit helps you understand your home's energy use and comfort. An audit can help you determine how much energy your home uses, where your home is inefficient, and which problem areas and fixes you should prioritize. An audit is your first step in making energy-saving home improvements.

You can do one yourself, or you can contact our Advise Guys (adviseguys@sremc.com) who also perform audits. Once completed, you can start making decisions.

You might find that air sealing is necessary, and it is the easiest place to start. It involves caulking the stationary parts and weather stripping the moving parts of your home. There are some areas that are considered trouble spots when it comes to air leaks: such as the attic, your ducts, around whole-house fans, recessed lighting, chimney flues, dropped ceilings, windows and doors and pipe penetrations, to name a few.

Next is an insulation assessment. Insulation provides resistance to heat flow and lowers your heating and cooling costs.

Heat flows from warmer to cooler areas until there is no longer a temperature difference. In your home, this means that in winter, heat flows directly from all heated living spaces to adjacent unheated attics, garages, basements, and especially 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. Properly insulating your home will decrease this heat flow by providing an effective resistance to the flow of heat.

Depending on where you live, you fall in one of two climate zones, either Zone 4 (Harnett County), or Zone 3 (Johnston, Sampson and Cumberland counties). When talking about what resistance, or R-value your insulation should have, your location is important. Uninsulated attics in a zone 3 can be from R-49-R60, but in zone 4, they must be R-60. With 3-4 inches of existing insulation in an attic, zone 3 requires R-38-R-49, while zone 4 requires R-49. Uninsulated floors for both zones are R-19, so, if you find you need insulation in your home, be sure to check how much.

The type of insulation you select is yet another consideration, depending on your needs. But if insulation is patchy in your attic, you need to make improvements, because heat will escape this winter and everyone will feel it.

Improvements in insulation and weatherization are eligible for rebates from South River EMC, for details, visit sremc.com/insulation-weatherization or call 910.892.8071 x 2222.

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