

South River EMC Communicator

January 2024

Basketball Camp Application Period Open Soon

This year, South River EMC is looking for current fifth and sixth graders to apply for the Touchstone Energy Basketball camps offered at NC State and UNC-Chapel Hill.

The camp opportunity gives boys and girls a unique experience to attend basketball camp on one of two of the state's largest college campuses.

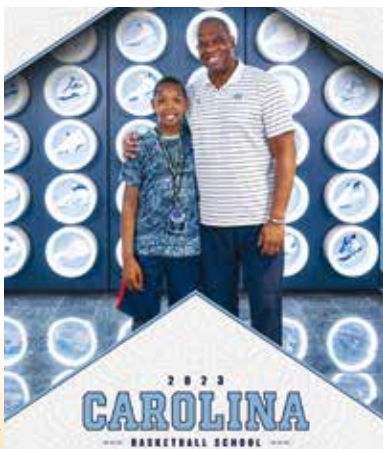
Students statewide are encouraged to apply for one of 50 all-expenses-paid scholarships to attend the Carolina Basketball Camp at the University of North Carolina at Chapel Hill (June 22-26) and the Wolfpack Women's Basketball Academy at North Carolina State University in Raleigh (date TBA).

At the overnight camps, campers work closely with coaches and players to develop fundamental skills, helping them perform and excel both on and off the court. The Cooperative funds one scholarship to each camp. Last year, we were able to send Lathan Middleton and Taylor Thornton.

Campers must:

- ▶ Be a rising sixth or seventh grader. This means the student should currently be in fifth or sixth grade.
- ▶ Attend a school in the Cooperative service area.
- ▶ 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.



Applications are scored on academics, extracurricular activities and an essay that must accompany the application.

The application period runs from Jan. 2 to March 31.

Eligible students interested in the scholarships can get more information and access the applications through sremc.com/basketball-camps.

Lathan Middleton and Coach Hubert Davis.



Reminder:

South River EMC offices will be closed Jan. 1, in celebration of the New Year.

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Touchstone Energy Announces 17 Co-ops With Top 5 ACSI® Scores for Q3 2023

ARLINGTON, VIRGINIA— Touchstone Energy® is pleased to recognize 17 member cooperatives that received the top-five ACSI® scores for energy utility services among all participating Touchstone Energy cooperatives in the third quarter of 2023.

The top-five scores in that period ranged from 89 to 93, which compares favorably with electric cooperatives' annual average score of 74, as reported in the ACSI Energy Utilities Study 2022-2023.

South River EMC recently completed its quarterly member-wide customer satisfaction survey.

Member's responses were sent to the American Customer Satisfaction Index (ACSI®), a company that measures customer satisfaction across multiple industries throughout the entire United States.

It is a national indicator of the quality of goods and services as experienced by consumers of those goods or services. Who better to rate those items than those who have experienced them?

The Cooperative has been assessing itself in this manner for years and we are very excited



about what recent REMCs have shown.

For 2023, South River EMC received an ACSI score of "90" in Quarter 1, an "89" in Quarter 2 and "89" in Quarter 3, out of a maximum score of "100".

South River EMC's score is higher than all publicly measured investor-owned utility, cooperative utility scores, municipal utility scores, and places South River EMC 17-18 points higher than the average investor-owned utility score of 72, as well as 18-19 points higher than the municipal utilities score of 71 per the industry ratings in the 2023 ACSI Utility Sector Report.

For more information, please visit theacsi.org.

[1] Results based on data provided by South River EMC, collected between Jan. 1 - March 31, 2023 (Q1), Apr. 1- Jun. 30, 2023 (Q2) and Jul. 1- Sept. 30, 2023. ACSI did not regulate the survey administration or sample size. ACSI is a registered trademark of the American Customer Satisfaction Index LLC. ACSI and its logo are registered trademarks of the American Customer Satisfaction Index LLC.

A New Year For Smart Savings

South River EMC introduced the Smart Energy Profile to help members understand energy use.

In order to get the most detailed report monthly, go to sremc.com/smart-energy-profile and click login, you will then input information such as your account number and your location, as well as details about your home.

There is a step-by-step process for inputting data, to make sure all relevant information is gathered. This is used to help identify the major drivers of energy use in your home.

By completing a Smart Energy Profile, your monthly report is much more tailored to your home.

And if you're considering a TV for the garage, or a new, high-efficiency heating and cooling system, pop the information in your profile to see how it impacts energy use and costs.

When you start receiving energy-saving tips, you can make changes to your profile to see how it impacts your costs as well.

If you're looking for ways to save as we begin a new year, a Smart Energy Profile is just one way.

Smart Alerts: You can receive several different messages regarding your energy use, just by visiting sremc.com/smartalerts.

Smart View is another great program we offer if you're looking for ways to curb your energy use.

You can look at your energy use each day and see how costs vary based on activity and temperatures. Maybe, if you bump your thermostat down a little this winter, you could save a little.

You might notice an uptick in energy use sooner, which can help you catch problems like water heater or HVAC trouble.

Keeping an eye on your energy use benefits everyone, it helps you to save energy and money,

which in turn helps save the Cooperative money as well.

Looking for more ways to save? South River EMC offers several rebates, which can be read about in later pages, as well as on our web site at sremc.com/rebates-efficiency-tips. You can also visit energystar.gov and search "federal tax incentives" to check if any of the improvements you're considering make you eligible for federal rebates.

If you have an electric vehicle or are out of the house each day for work, you might want to consider our time-of-use rate.

It means moving most of your energy use to off-peak hours, because energy used during peak hours is charged at a very steep rate. Energy used during off-peak times is a bargain, and, energy use shifted to the super off-peak time is a real steal!

For more information on this program, visit sremc.com/TOU.

South River EMC
Membership Corporation

Saving Tips Energy Forecast Bill Analysis My Home

Tell Us About Your Home

1) WHAT IS THE LOCATION OF YOUR HOME?

Your Account Number
Enter Account No.

Enter City
Dunn, North Carolina

2) HOW BIG IS YOUR HOME?

Advanced House Details

Small House (1000-1600 Sqft.)

Medium House (1600-3500 Sqft.)

Large House (3500-8000 Sqft.)

Do you own your home? Yes

3) HOW MANY PEOPLE LIVE IN YOUR HOME?

An Amazing Opportunity For Students This Summer

Want to score big with your teen? Tell them about the Electric Cooperative Youth Tour.

Each summer, South River EMC sends up to three rising high school juniors or seniors on a weeklong, all-expenses-paid trip to Washington, D.C. (June 15-21, 2024). The best part, it's with kids their own age!

The Youth Tour offers students the highlights of Washington, D.C., including visiting monuments, museums, attending an all-states dance, taking a boat

ride down the Potomac, participating in youth day, meeting with members of Congress, and taking in a game or show.

Students who are selected to represent South River EMC on the Youth Tour will also be eligible to receive a \$1,000 college scholarship.

Applications are due Jan. 26.

For more information, visit sremc.com/electric-cooperative-youth-tour or call 910.892.8071.



2023 Youth Tourist Carleigh Sackewitz

How To Have The Best Summer Ever

South River EMC is offering an opportunity to students who are current high school freshmen, sophomores and juniors.

That opportunity is the Cooperative Leadership Camp this summer in Laurel Hill.

The weeklong camp offers high school students an opportunity to discover more about the cooperative business model, develop

leadership- and team-building skills, meet students from across the state and have fun.

The objectives are to educate, connect and promote the cooperative way of doing business and provide a fun learning experience for the students that are selected to attend. Workshops include:

- A Day in the Life of a Line Worker
- Coastal's Reality Series

- Farming & Sustainability: Cabot Co-op
- Build Worker/Owner T-shirt Cooperative
- The Food Co-op's Living Wage

In addition to hands-on learning about the big world of cooperatives, students get a fun overnight camp experience, including swimming, lake activities, canoeing, hiking trails, archery, bonfires and more.

All meals are included, and lodging is in air-conditioned bunk houses. Bus transportation to and from designated locations across the state is also available and included for attendees. ~~attendees.~~ Applications are due by April 26.

For more information or to apply, visit sremc.com/cooperative-leadership-camp.

Students attending are eligible to apply for the \$1,000 Jim Graham college scholarship during their senior year of high school.



Co-op Leadership Camp Attendees 2023

If You Have A's, We Want Them!

Calling all students who might have A's on their report cards!

South River EMC offers the "Give Us An A" program to students who achieve at least one A on their most recent report card.

Simply make a copy of the report card and send it to:

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

Or email it to: connections@sremc.com.

You must include the member's name, address, South River EMC account number and daytime telephone number. Report cards will not be accepted without this information.

The Cooperative will randomly draw 15 names to receive a \$25 gift card.

The program is open to students who are members, or children of members, of South River EMC.

Don't miss this opportunity to celebrate good grades.

Report cards should be submitted by 5 p.m., Feb. 6.



Easier than ever to manage your account.



Just search for and download **South River EMC** from your Apple or Google App Store.

The APP lets you access account info, pay your bills, report an outage, and much more!

 South River Electric Membership Corporation
A Tandem Energy® Cooperative

sremc.com | 910-892-8071



Water Heaters For Consideration

Water heating is the second highest contributor to your electric costs each month.

You can reduce water heating costs in four ways:

- ▶ Using less hot water.
- ▶ Turning down the thermostat on your water heater.
- ▶ Insulating your water heater and pipes.
- ▶ Buying a new, more efficient

model or type of water heater.

If considering a new water heater, consider one with higher efficiency for your home.

Solar water heating uses the sun to heat water for use, but you need a good solar resource and it is recommended that you have an electric back up.

A heat pump water heater moves, rather than makes heat,

and is 2-3 times more efficient. It also has spacial and temperature requirements.

Do your research and find the best fit for your home and family.

South River EMC offers rebates on solar water heaters and heat pump water heaters. For details, or an application, visit [sremc.com/energy-efficient-water-heating](https://www.sremc.com/energy-efficient-water-heating).

The Requirements Of HERO Homes

The high efficiency residential option, or HERO, home is a consideration for those looking to build a home.

A HERO home is 30% more efficient than code-built home, due to requirements for slightly better insulation, fenestration, air sealing, equipment, and lighting packages. These types of homes are built tighter, focusing almost solely on the thermal enclosure.

There are two ways to achieve HERO certification:

The straightforward but inflexible **prescriptive path** involves complying fully with a list of specific requirements for things like insulation, high-efficiency lighting, window U-factors, whole house tightness and duct leakage testing, among other things.

The more flexible **performance path** requires an energy cost analysis (provided to you by your HERS Rater and signed-off by a Design Professional) as proof that the home you are building will have energy

costs that are less than or equal to that same home built to the HERO Code's prescriptive requirements. This path does NOT allow for HVAC or water heating trade offs to be HERO Code compliant.

If you are interested in building a HERO certified home, or having one built, information can be found on [energycodes.gov](https://www.energycodes.gov). Meanwhile, information on the rebate offered by South River EMC can be found at [sremc.com/hero-program](https://www.sremc.com/hero-program).

Weatherize For Comfort This Winter

Through weatherization improvements and upgrades, low-income households can save money and energy if you take part in the Community Action weatherization program.

With a goal of keeping homeowners warm in the winter, cool in the summer, and safe all year

long while also educating you about energy efficiency and household safety, the program consists of several tasks which must be performed by Community Action. This includes: air/duct sealing, improved insulation, an HVAC tune-up or replacement, and a programmable thermostat

in a home with a heat pump or an electric furnace/central AC.

If you have this weatherization work done by Community Action, you could be eligible for a rebate.

For details, as well as the application visit sremc.com/weatherization.

Looking Out For Savings On New Windows

Even the most energy-efficient windows can result in a drafty house and moisture condensation if they are not properly installed. Make sure to follow manufacturer instructions, seek out trained installers, and watch for lead dust.

When purchasing windows, look for the u-factor and the solar heat gain coefficient (SHGC). The u-factor measures how well the window insulates. While the

U-Factor can take any value, in general for windows it ranges from 0.20 to 1.20. The lower the U-Factor, the better the window insulates.

The SHGC measures how much of the sun's heat comes through the window. It can range in value from 0 to 1. The lower the SHGC, the less solar heat the window lets in. Replacing your home's windows can improve indoor comfort and filter out

damaging ultraviolet light, while potentially saving you hundreds of dollars a year on heating and cooling costs.

If your home has older windows and they are impacting your comfort level, replacement might prove a little easier with a rebate from South River EMC. For information on the rebate offered, visit sremc.com/windows.



Tax Credit Reminder

When thinking about energy efficient purchases, see what federal tax credits are available

by visiting energystar.gov and searching "federal tax credits." You can receive a rebate from both

South River EMC and the federal government. Explore the opportunities today.

It Might Not Be The Season

Thinking ahead, when it comes times to re-open the pool, are you ready?

It might seem early, but there's never a bad time to look for possible energy savings. Replacing your pool pump might be the first step.

Check out a variable or two-speed pool pump. These types of pumps allow you to tailor the water and energy use of the pump to the tasks being performed. A variable speed will have a few more options than a two-speed pump. Both are more efficient options

than a single speed pump.

Just put it on your list for consideration before it's poll weather again!

South River EMC offers a rebate as well, for details visit sremc.com/pool-pumps.

Do Repair Costs Signal A New HVAC Unit?

Have you heard of the \$5,000 rule?

The \$5,000 rule is an HVAC industry accepted practice for determining whether to repair or replace a heating and cooling system.

Multiply the age of your equipment by its estimated repair cost. If the outcome is under \$5,000, you should probably repair it. If it is over \$5,000, you should replace it.

Now, not all problems call for a replacement, but for those that do, make efficiency part of the process.

The seasonal energy efficiency ratio 2, or SEER2, rating, will be the most helpful to you in determining efficiency.

Heat pumps, like refrigerators, use electricity to transfer heat

from a cool space to a warm space, making the cool space cooler and the warm space warmer. During the heating season, heat pumps move heat from the cool outdoors into your warm home.

Because they transfer heat rather than generate it, heat pumps can efficiently provide comfortable temperatures for your home.

The SEER2 rating measures the efficiency in cooling, and that's important because of how much cooling we see in this area during the year. The higher the SEER, the more efficient the system.

Of course, you want to compare quotes, make sure installers are quoting for the same size and SEER rating.

There are several types of heat pumps as well, and South River EMC offers rebates on high efficiency (16 SEER2 or greater).

There is the air source, which pulls heat from outside air, and geothermal, which pulls heat from the relatively constant ground temperatures.

South River EMC also offers a rebate on central A/C as well.

Full details on rebates and requirements can be found at sremc.com/energy-star-heating-cooling.

Don't forget, if you're interested in how a new heating and cooling unit could impact your electric costs, you can input it into your Smart Energy Profile.

South River EMC
Communicator

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 Touchstone Energy® Cooperatives
The power of human connections®