

# South River EMC Communicator

June 2024

## Packing Your Disaster Kit

*If an emergency occurs you need to be prepared, which means having your disaster supply kit ready.*

This kit is a collection of basic items your household may need in the event of an emergency.

### Assemble the kit

When assembling your kit, store items in airtight plastic bags and put the kit in one or two easy-to-carry containers like plastic bins or a duffel bag. A basic emergency supply kit could include the following items:

- ▶ Water (one gallon/person/day for several days)
- ▶ Food (at least a several-day supply of non-perishables)
- ▶ Battery-powered or hand crank radio and a NOAA Weather Radio with tone alert
- ▶ Flashlight
- ▶ First aid kit
- ▶ Extra batteries
- ▶ Whistle (to signal for help)
- ▶ Dust mask

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### Reminder:

This month welcomes summer fun and heat. Hydration is key as temperatures rise.



### What's Inside

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- ▶ Plastic sheeting and duct tape (if needed to shelter in place)
- ▶ Moist towelettes, garbage bags and plastic ties (items for personal sanitation)
- ▶ Wrench or pliers (to turn off utilities)
- ▶ Manual can opener
- ▶ Local maps
- ▶ Cell phone with chargers and a backup battery

### Items For Consideration

Consider adding the following items to your emergency supply kit based on your individual needs:

- ▶ Soap, hand sanitizer and disinfectant wipes
- ▶ Prescription medications. An emergency can make it difficult for you to refill prescriptions or to find an open pharmacy. Organize and protect your prescriptions, over-the-counter drugs, and vitamins to prepare for an emergency.
- ▶ Non-prescription medications such as pain relievers, anti-diarrhea medication, antacids or laxatives.
- ▶ Prescription eyeglasses and contact lens solution.
- ▶ Infant formula, bottles, diapers, wipes and diaper rash cream.
- ▶ Pet food and extra water for your pet.
- ▶ Cash or traveler's checks.
- ▶ Important family documents such as copies of insurance policies, identification and bank account records saved electronically or in a waterproof, portable container.
- ▶ Sleeping bag or warm blanket for each person.



- ▶ Complete change of clothing and sturdy shoes.
- ▶ Fire extinguisher.
- ▶ Matches in a waterproof container.
- ▶ Feminine supplies and personal hygiene items.
- ▶ Mess kits, paper cups, plates, paper towels and plastic utensils.
- ▶ Paper and pencil.
- ▶ Books, games, puzzles or other activities for children.

### Maintenance

After assembling your kit remember to maintain it so it's ready when needed:

- ▶ Keep canned food in a cool, dry place.
- ▶ Store boxed food in tightly closed plastic or metal containers.
- ▶ Replace expired items as needed.
- ▶ Update your kit each year as your family's needs change.

### Storing Your Kit

Since you don't know where you'll be when an emergency occurs, prepare supplies for home, work and cars.

- ▶ **Home:** Keep this kit in a designated place and have it ready in case you have to leave your home quickly. Make sure all family members know where the kit is kept.
- ▶ **Work:** Be prepared to shelter at work for at least 24 hours. Your work kit should include food, water and other necessities like medicines, as well as comfortable walking shoes, stored in a "grab and go" case.
- ▶ **Car:** In case you are stranded, keep a kit of emergency supplies in your car.

It's best to be prepared during storm season. For more information, visit [ready.gov](https://www.ready.gov).

# Last Call For A's In 2024

As schools wrap up another year, it's time to submit those report cards.

The report card, if containing at least one A, could make the student eligible for the "Give Us An A" program.



"Give Us An A" recognizes students receiving at least one A on their most recent report card.

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](mailto:connections@sremc.com)

Report cards 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 drawing will be for 15 names to receive a \$25 gift card. This program is open to students who are members, or children of members, of South River EMC.

Don't miss an opportunity to celebrate good grades. Report cards should be submitted by 5 p.m., July 3.

# Touchstone Energy Announces 19 Co-ops With Top 5 ACSI® Scores for Q1 2024

South River EMC was recently recognized by Touchstone Energy® as a member cooperative that received one of the top 5 American Customer Satisfaction Index (ACSI®) scores for energy utility services among all cooperatives participating in measurement for Touchstone Energy in the first quarter of 2024.

The top five scores in that period ranged from 88 to 93, which compares favorably with electric cooperatives' annual average score of 78, as reported in the syndicated 2024 ACSI Energy Utility Study.

In Q1 (2024), South River EMC received an ACSI score of 88 on a 100-point scale. South River EMC's score is higher when compared to publicly measured cooperative utility scores reported in the syndicated 2024 ACSI

Energy Utility Study and places South River EMC 14 points higher than the average investor-owned utility score of 74, 13 points higher than the average municipal utility score of 75, as well as 10 points higher than the average cooperative utility score of 78.

Member's responses were sent to ACSI®, which 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?



**MANDATORY DISCLAIMER:** Compared to publicly measured energy utilities in the ACSI® survey of customers rating their own energy utility. Results based on data provided by South River EMC, collected between Jan. 1 – Mar. 31, 2024. ACSI did not regulate the survey administration or sample size. ACSI and its logo are registered trademarks of the American Customer Satisfaction Index LLC. For more about the ACSI, visit [theacsi.org](http://theacsi.org).

Consistent in quality representation, listed in the ACSI survey of customers rating their own energy utility. Results listed on data provided by South River EMC, collected between January 1 and March 31, 2024. ACSI did not regulate the survey administration or sample size. ACSI and its logo are registered trademarks of the American Customer Satisfaction Index LLC. For more about the ACSI, visit [theacsi.org](http://theacsi.org).

The most important requirements for electric service are between the following items:

- ▶ **Reliability**
- ▶ **Affordability**

Voices for Cooperative Power (VCP) is an organization that can help. Members of VCP work together to influence elected officials as they make important federal and state policy decisions that impact electric co-ops and their consumer-members. Our experiences and the ways we use energy are unique. VCP members come together to communicate this perspective and protect the ability of our co-ops to deliver affordable, reliable services to our communities.

**DON'T LET BAD ENERGY  
POLICIES MELT YOUR  
SUMMER PLANS.**

**JOIN VCP TODAY.**



## Cool Down With A Bright Idea This Summer

*As summer heats up, may your cool ideas be bright!*

Whether a teacher in your first year, 10th, or 20th, there are always new ideas or even replacement needs, and often times a budget that doesn't account for them.

A Bright Ideas grant could be just the way to replace or introduce new concepts. The Bright Ideas program awards grants to teachers in certified, public K-12 schools, who have innovative, classroom-based ideas.

Project ideas can be for any topic and can amount up to \$2,500.

Each year, South River EMC awards at least \$50,000 in grant

funding to teachers in parts of Harnett, Johnston, Sampson and Cumberland counties.

Since 1994, educators statewide have received \$15.8 million to fund over 14,700 projects affecting 3.65 million students.

Applications for professional development will not be considered for funding.

Educators with applications in by Aug. 15 are eligible to win a \$100 Visa gift card. The final application deadline is Sept. 15.

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

If you want to learn more about Bright Ideas, visit [sremc.com](http://sremc.com) or e-mail [connections@sremc.com](mailto:connections@sremc.com).





# Summer Plans

*This summer is for students.*

Once again, South River EMC is sending two students to Washington, D.C., on the Electric Cooperative Youth Tour. The weeklong trip will have students participating in a youth day, a boat ride on the Potomac, meeting senators and representatives, and seeing many of the capitol's sites. Students



selected to attend this year are **Brady West**, of Autryville, and **Mallory Edwards**, of Clinton.

Also occurring this summer, are the Touchstone Energy Basketball Camps. The Cooperative sends two students, one to the Wolfpack Women's



## Touchstone Energy® Sports Camp Scholarships

basketball camp at N.C. State, and one to the Tar-heel basketball camp at UNC- Chapel Hill.

Students will attend the overnight camps courtesy of South River EMC where they will work closely with coaches and players to develop fundamental skills, helping them perform and excel both on and off the court. Students selected are:

**Ayden Blue** and **Emery Williams**.

Congratulations to the students selected for these programs! Information on programs offered by South River EMC can be found at [sremc.com](http://sremc.com).

## SIGNS OF AN

# ENERGY SCAM

### High-Pressure Tactics

Scammers will pressure you, creating a sense of urgency. Claims that your power will be disconnected without immediate payment are common with utility scams.

### Sketchy Payment Methods

Scammers may ask for unusual payment methods like gift cards or cryptocurrency. In these cases, it's likely a scam.

### Dodgy Communication

Whether an email, text message or letter, utility scams typically include poor grammar, spelling errors or unusual email addresses. These are common warning signs of a scam.





## Consider A New Pump For Savings

South River EMC offers rebates on variable and two-speed pool pumps.

Normally, pools are sold or installed with a single-speed pump. Using one speed for water

and tasks can add up. That's why replacing such a system with a variable or two speed pump, which allow you to tailor speed to task, can help save.

For details on the rebate offered by South River EMC, as well as considerations of more efficient pumps, visit [sremc.com/pool-pumps](https://www.sremc.com/pool-pumps).

## Cool Savings from The HERO Home

The High Efficiency Residential Option, or HERO, home is an option if you're looking at building a home. A HERO home is 30 percent more efficient than homes built to code due to improvements in the thermal enclosure.

There are two ways to receive the HERO certification, the prescriptive path and the performance path, both of which have requirements.

If you're looking at options to build a home, and savings is im-

portant, learn more about HERO homes and rebates offered on them by South River EMC. Visit [energycodes.gov](https://energycodes.gov) for information on HERO home code compliance and [sremc.com/hero-program](https://www.sremc.com/hero-program).

## Why Weatherization Is Important

Homes are often made uncomfortable by air infiltration and heat transfer.

Air infiltration is the loss of cooled air to the outside with the entrance of warm air from outside. Meanwhile, heat transfer occurs when heat from an unconditioned space moves into a conditioned space,

such as an attic, trying to warm it.

By weatherizing and insulating your home you could improve comfort and savings.

Community Action offers a weatherization package to help single family or manufactured low-income homes. The package includes air/duct sealing,

improved insulation, an HVAC tune-up or replacement, and a programmable thermostat.

Having work completed by a Community Action program could make you eligible for a rebate from South River EMC.

For details visit [sremc.com/weatherization](https://www.sremc.com/weatherization).

## How You Heat Your Water Matters

South River EMC offers rebates on heat pump water heaters, which use the surrounding air to heat water, and on solar water heaters, which use the sun to

heat water.

Both have their efficiencies, and inefficiencies; however, they can be more efficient than your current water heater.

Do your research and look into what both systems offer, as well as the rebates offered by South River EMC. Visit [sremc.com/energy-efficient-water-heating](https://sremc.com/energy-efficient-water-heating).

## Are Your Windows Costing You?

Home windows have a lifespan of 15-20 years. Once they reach this age, the seals start to weaken or fail, which leaves you open to drafts. Drafts lead to discomfort and changes to the thermostat to compensate.

While these windows might work fine, they might not be the most efficient. If you're uncomfortable and weatherization work hasn't helped, your heat pump is newer or has recently been serviced with no problems,

windows might be worth a look.

South River EMC offers a rebate on new windows installed in your home. For details on the rebate, visit [sremc.com/energy-star-windows](https://sremc.com/energy-star-windows).

## Be Ready, Replace Efficiently

Temperatures are on the rise and your heating and cooling unit is undoubtedly hard at work to keep you comfortable.

However, the older the unit is, the more costly it could be to maintain temperatures this summer. If your unit is 10 years old and has not been serviced regu-

larly, trouble could be brewing.

If you are in the market, or find yourself in the market, for a new heating and cooling system, look at the seasonal energy efficiency ratio, or SEER, rating. This rating measures the cooling efficiency of a system. The higher the SEER rating, the more efficient a system

is at cooling. Of course, you'll want to make sure you select an appropriately sized unit for your home. South River EMC offers rebates on heating and cooling systems of 16 SEER and greater, for details visit [sremc.com/energy-star-heating-cooling](https://sremc.com/energy-star-heating-cooling).





Message from Advise Guy Eric Gainey



## Efficient Strategies to Lower Your Summer Cooling Costs

The official first day of summer is Thursday, June 20. Even though it's not officially summer yet, you have probably been running your air conditioner for a while. As warmer weather continues it's crucial to adopt smart approaches to keep your home cool while saving on energy expenses. Consider the following detailed methods:

### Optimal Thermostat Settings

During the hotter months, adhere to the recommended thermostat setting of 78°F. It's tempting to lower the temperature drastically for instant relief, but this can significantly increase energy use. Instead, maintain a moderate temperature and use fans to enhance comfort without overworking your air conditioning system.

### Ceiling Fans Utilization

While ceiling fans don't actively cool the air, they create a wind chill effect, making you feel cooler. To maximize effectiveness, ensure they rotate counterclockwise during the summer months. Remember that running ceiling fans alone won't lower the room temperature, so turn them off when leaving the room.

### Selecting and Installing Fans

When choosing ceiling fans, opt for models with an Energy Star rating for energy efficiency. Proper installation is crucial; fans should be mounted at least seven to nine feet from the floor and ten to twelve inches below the ceiling for optimal airflow.

### Portable Fans as Alternatives

If installing ceiling fans isn't feasible, consider using portable fans as a cost-effective alternative. They offer similar cooling benefits and can be moved around as needed. Investing in smaller portable fans may also be more economical than installing multiple ceiling fans.

### Ventilation and Door Management

Maintain balanced airflow by keeping interior doors and supply vents open throughout your home. Closing doors to unused rooms disrupts the equilibrium of your HVAC system, leading to inefficiencies and increased energy consumption. Ensure that air can flow freely throughout your home to optimize cooling efficiency.

### Air Sealing for Energy Efficiency

Identify and seal air leaks in your home to prevent energy loss and reduce cooling costs. Common leakage points include doors, windows, and plumbing penetrations. Weather stripping and caulking are effective solutions for sealing gaps and cracks, helping to maintain a comfortable indoor environment while minimizing energy usage.

By implementing these detailed strategies, you can effectively manage your home's cooling needs while reducing energy consumption and lowering your utility bills during the summer months.

For more information on ways to save, visit our website at [sremc.com](http://sremc.com) or call us at 910.892.8071 and ask to speak with an Advise Guy.



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The power of human connections<sup>®</sup>