South River EMC
Communicator
July 2025

Refund Allocated

South River EMC is a not-for-profit utility, and as such, we give money back! We don't have stockholders. We aren't a sole proprietorship. What we are is a Cooperative, which means that we are owned by each person who has an electric account with our company.

That's you, you're 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 members as capital credits. Once we completed our audit for 2024, the allocation of the margins was made.

Our end-of-year margins totaled $1,166,480.46 or 0.0111384686% of revenues.

What does this mean to you? If your electric bills in 2024 totaled $1,000, then you would be earmarked to receive a refund of $11.13. The refund will be returned as $2.78 in November and the remaining $8.35 in 19 years.

The amount that is retained for 19 years is used as operating capital by the Cooperative.

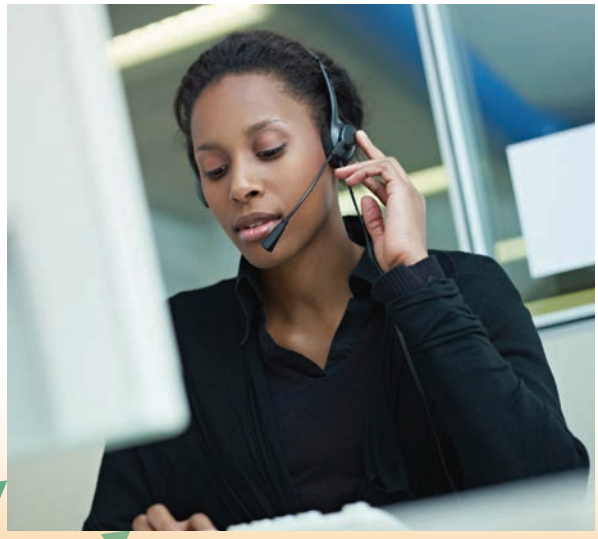
Capital credits are typically retired in November.

Members whose refund is less than $100 will receive a bill credit.

Members whose refund is $100 or greater will receive a check.

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

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.



Reminder:

South River EMC offices will be closed Friday, July 4, in celebration of Independence Day.

South River EMC earns this award based on data modeled by the ACSI® in 2024. Award criteria are determined by the ACSI based on customers rating their satisfaction with South River EMC in a survey independent of the syndicated ACSI Energy Utility Study. For more about the ACSI, visit theacsi.org/badges. ACSI and its logo are registered trademarks of the American Customer Satisfaction Index LLC.

Funding Available Soon For Upgrades

Did you know?

North Carolina has a goal of net-zero greenhouse gas emissions by 2050.

The way this is being done is through Energy Saver NC, split into two distinct, but complementary programs: Homeowners Managing Efficiency Rebates (HOMES) and Home Electrification and Appliance Rebates (HEAR).

The two programs have a total of $208 million for federally funded rebates to help income-eligible households install energy-saving measures like heat pumps, electrical panels, and insulation.

The Department of Environmental Quality is combining the two programs with existing utility rebates to simplify the experience for homeowners and contractors, to the greatest extent possible.

With goals to reduce energy costs and burdens for residents,

improve air quality, support historically underserved communities, Energy Saver NC will also serve as an opportunity to create new businesses, supporting more than 2,300 jobs and boosting local economies.

The program will run through 2031 or until funds have been depleted.

Sampson and Cumberland county residents are eligible for these programs beginning in November and Johnston and Harnett county residents are eligible in December.

To learn more about the Energy Saver NC program, visit **energysavernc.org**.

Flags Will Fly

South River EMC will once again host flags at each office to honor America this Fourth of July.

If you decide to take some pictures, please tag us online @SouthRiverEMC

Considering Our Energy Future

Reliability and affordability are key components to how we proceed.

We are at an energy crossroads, with the retirement of existing generation facilities faster than replacements can be ready, while demand skyrockets.

In fact, the North American Reliability Corporation predicts a 15% increase in summer demand incertain areas of the country over the next decade, with peak winter demand likely increasing by 18%. That means that in about five years, almost 20 states will face an elevated risk of rolling blackouts under peak conditions.

The mid-Atlantic shutdown of 2022, which left a million Americans without power, is just such an example. And while this is going on, the calls continue to close critical generation facilities with no replacements fully available.

This is due in part to a lengthy permitting process at the federal level, which limits the construction of new generation resources, while increasing burdening rules for existing power plants.

There are five things to be considered:

Grid uncertainty due to EPA's Power Plant Rule

The development of new resources is being impacted by many regulations, but nothing more so than the EPA Power Plant Rule. This rule requires existing coal plants to reduce carbon emissions by 90% by 2032 or risk being shut down no later than 2038. While reducing carbon emissions has been the plan for quite some time, this abrupt change to the original timeline, as well as the mandate of technologies that are not yet viable for use, has co-ops looking at options that might be as reliable as traditional power generation.

Grid strain is due to energy policy and greater demand.

Concerns over electric grid reliability have been rising as several factors, including an increase in demand, have heavily contributed to strain on resources. This is due in part to the growth of the technology sector, like AI data centers, there is also a push for the electrification of the U.S. economy and onshoring of businesses and manufacturing. Not only that, but the retirement of generation facilities is happening faster than they can be replaced. This closes power plants preemptively, when there is still useful life in them.

Federal regulations endanger the reliability of electricity

While the EPA rule is a big concern, it is not the only one, especially on the federal level. Permitting has become slow and unworkable, which is slowing efforts by electric cooperatives, to meet rising demand. The process often leads to litigation, which delays the siting of power plants and routine activities. In fact, the process is so unpredictable at times that even widely supported solar plants have been delayed. The 50- year-old National Environmental Policy Act stifles the development of infrastructure, which further decreases accessibility.

Current administration must work to ensure a stronger electric sector

Current administration needs to coordinate with the Department of Energy, among other federal agencies, to boost the reliability of the power grid. That means the EPA power plant rule would be struck down, as well as several other overzealous regulations, which limit the energy sector. Federal permitting overhaul could also gain bipartisan support in Congress. Increasing supply to meet growing demand will take time, and it is not a single step approach, it's multiple items that need to be considered for a balanced approach.

The wide-ranging impacts on the U.S. energy sector — local economies to global competitiveness

Electricity is still a cornerstone of America's economy and is critical to global competitiveness, particularly as we explore AI and technologies of the like. Not only that, but it is paramount to rural economies and development, in order to provide access to reliable, affordable electricity. Regulations that could increase the cost of producing electricity, or indeed threaten, its availability will pose serious threats to rural economies.

South River EMC and the nation's electric cooperative network is dedicated to advocating for common-sense energy policy that ensures safety, affordability and reliability.

Who Owns What?

Understanding Electric Equipment Responsibilities

As July rolls in with longer days and hotter temperatures, it also brings the increased potential for severe weather.

Summer storms can arrive quickly and hit hard, sometimes causing significant damage to essential electric equipment throughout our community.

South River EMC is prepared to respond swiftly to outages and restore power safely, but it is important for homeowners to understand which parts of the electric system are their responsibility and which are maintained by us at the co-op. Understanding these key differences can help speed up repairs and ensure everyone stays safe when the weather turns rough.

South River EMC is responsible for maintaining and repairing the equipment and lines that run to your home, including poles, distribution power lines, electric meters and pad mounted transformers.

South River EMC members are responsible for the equipment located between the electric meter and your home or business, including any underground service lines that lead into the structure and the service panel. Members are also responsible for the weatherhead and service mast located outside the home.

If any equipment that you as the homeowner are responsible for is damaged, please call a licensed electrician to conduct the repairs. A professional has the experience and know-how to assess and manage these repairs.

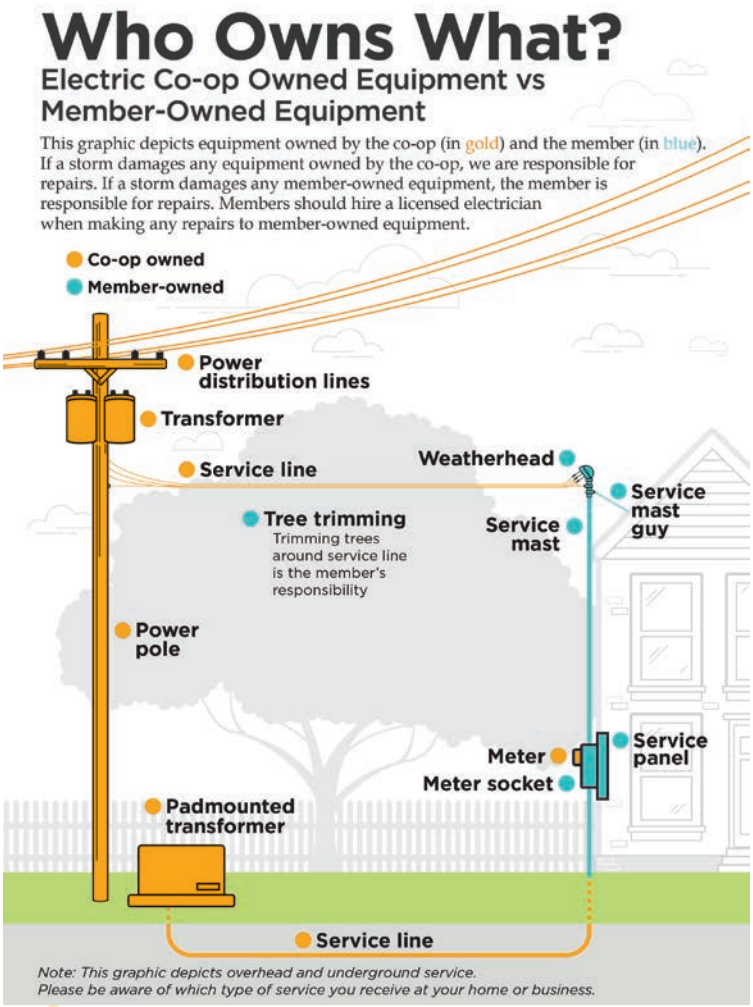
When severe weather damages electrical equipment, it's important to note that any necessary repairs to the homeowner's equipment must be conducted before South River EMC crews can restore power to your home or business. By understanding the equipment you are responsible for, the repair and restoration process will be smoother and faster.

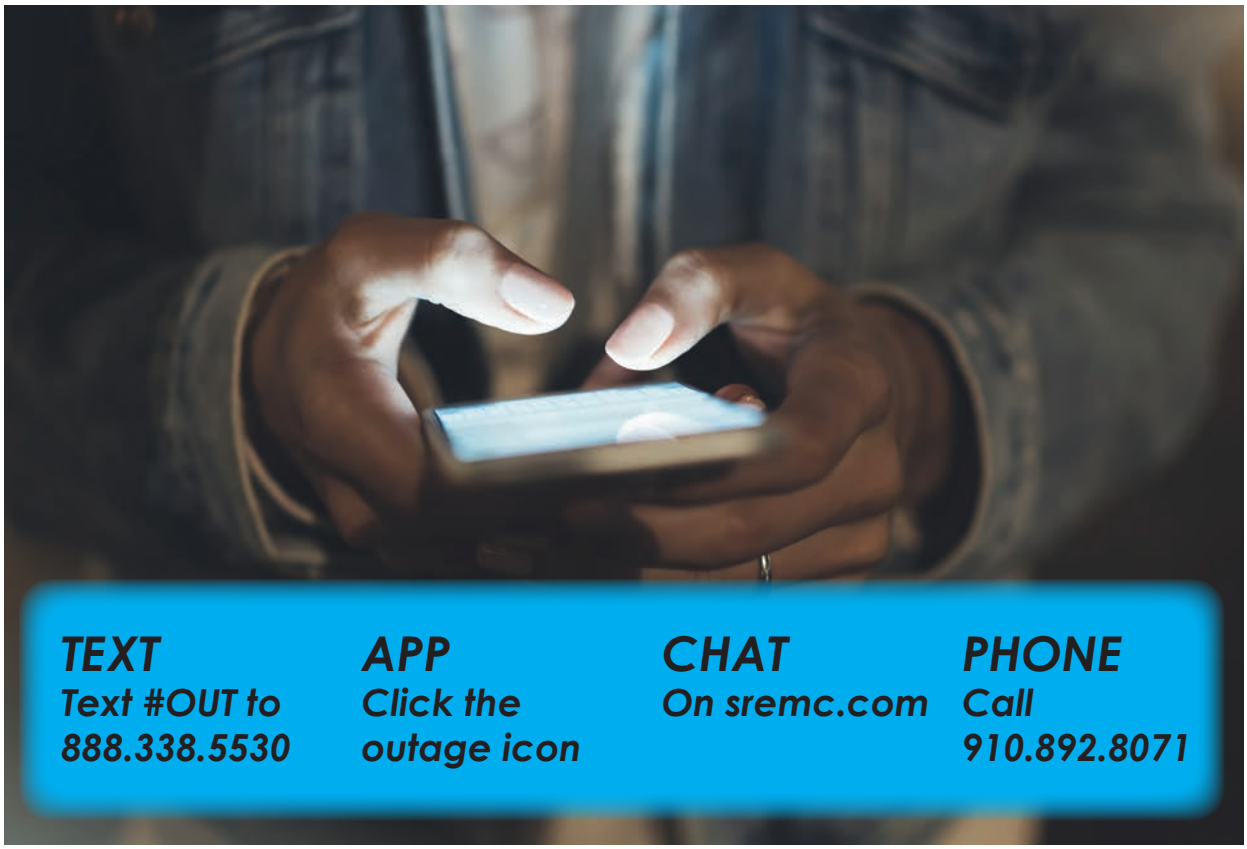
We take great pride in the trees and landscaping that contribute to the natural beauty where we live, however, regular trimming is essential to ensure reliable electric service and minimize damage from severe weather. South River EMC regularly trims trees throughout our service territory to improve service reliability. The Cooperative also sprays annually throughout the system to prevent growth into our right-of-ways.

In order to avoid overgrown limbs or vegetation in the lines, do not plant high growth plants close to electrical equipment.

By working together to understand the essential equipment that powers daily life, we can all be better prepared to start the repair and restoration process if severe weather impacts our community.

If you have any questions about your electrical equipment, contact South River EMC at 910.892.8071.





Now is the time to update your information.

If you've had a change, you can use the form on our website, logging into the member portal through the mobile app or by calling the office.

Update us so you always get the most relevant information for you.

Upgrade Your Pool Pump To Save

Pool season is in full swing now and if you have a pool pump, you might want to make sure it's not costing you more than it's worth.

Pool pumps can be large energy users, particularly if you have a stock, single-speed pool pump, which uses one speed of energy and water to perform all tasks.

These tasks include things like water circulation, filtration, chemical distribution, and preventing stagnation and algae growth.

However, a single speed is not necessary for all tasks. If that's the case, why not have a pool pump that will meet your needs and could cost you less to run?

Replacing a single-speed pump with a variable or two-speed pump can help you tailor water and energy use to task and that could help you cut cost.

South River EMC also offers a rebate on a variable or two-speed pump, for details on the rebate, visit **sremc.com/pool-pumps**.

Water Heating Options Could Save You

Warm showers, washing dishes or cars, doing laundry. Our water heaters do a lot for us.

That being the case, you should know that some water heaters are more efficient than others.

Standard electric water heaters hold water and heat it periodically throughout that day, even when no one is home to use it, not very efficient.

Meanwhile, heat pump water heaters use heat from the surrounding area to warm water, and since they move heat, rather than make it, they are 2-3 times more efficient. But that's just one option.

Another is the solar water heater, which uses the sun to heat water. They are efficient, but are the most efficient if you use a good amount of water and have a good solar resource.

With both alternates mentioned in this article, it's best to do your research. You want to make sure whichever unit you select, works for you and your family.

As solar installers differ, you want to ensure quotes you are receiving are for the same size and type of system.

Solar and heat pump water heaters are both more expensive than a standard electric water heater, but can more than make up for that cost in savings.

South River EMC offers a rebate on water heaters, for details, visit **sremc.com/energy-efficient-water-heating**.

Interested In An Efficient Home?

The high efficiency residential option, or HERO, home is a more efficient option if you are in the market.

Roughly 30 percent more efficient than homes built to code, a HERO home has slightly better insulation, fenestration, air sealing, equipment, and lighting packages.

The HERO home has two options to achieve certification, the straightforward, prescriptive path, or the more flexible performance path. In either case, you need to know the requirements to decide how to meet them, and you can find them at **energycodes.gov**.

If you decide building a HERO home is right for you, South River EMC offers rebates. For details on the rebates offered, visit **sremc.com/hero-program**.

Weatherizing Your Home Could Help You Save

If you're not staying cool in the house this summer, it may be because you are experiencing air infiltration or heat transfer.

Both items cause your home to keep and collect heat, as oppose to cooling off. Air infiltration refers to air coming in from outside, as well as the loss of cooled air outside. Meanwhile, heat transfer is when heat moves to a cool space, and during the summer that means heat moves into your home.

Infiltration is due largely to weatherization and caulking, be it the complete lack thereof or even just older work that has failed over time. Heat transfer occurs when insulation is old, or insufficient.

While weatherization might not be high on your list of things to do, it could be costing you every day in heating and cooling costs.

If it's something you'd like to look into doing, but don't have the budget for, perhaps Community Action could help.

Having work completed by a Community Action program, could make you eligible for a rebate from South River EMC. In order to qualify for the rebate the entire package must be completed, which 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.

For details, visit **sremc.com/weatherization**.

Servicing And Replacing Your Heating And Cooling System

Heating and cooling costs are the largest contributor to your electric bill each month.

Making sure your unit is running as efficiently as possible is a part of that, but most of the time, a unit gets old and just needs replaced.

Heating and cooling units have a roughly 10-year lifespan, and that's not to say that they won't last longer than that, but they also might not last that long.

The best rule of thumb when it comes to replacing your heating and cooling system is the rule of $5,000.

This guideline is used to help homeowners decide whether to repair or replace their heating and cooling system. It involves multiplying the age of the system by the estimated cost of a repair. If the result is greater than $5,000, it's generally recommended to consider replacing the system instead of repairing it.

So what should you look for when replacing a unit? We recommend considering the seasonal energy efficiency ratio 2, or SEER2, rating, which measures the cooling efficiency of the system. The higher the SEER rating, the more efficient a heating and cooling system will be for your home, particularly if you use it efficiently.

For details on rebates offered by South River EMC on high-efficiency heating and cooling units, visit **sremc.com/energy-star-heating-cooling**.

The Steps To Replacing Windows

Noise and temperature, breaks and condensation, all are good reason to replace windows.

Replacing windows in a house involves removing the old windows and installing new ones, requiring careful measurements, preparation, and installation.

The cost varies depending on the number of windows, type, and whether you hire a professional. Do- it- yourself window replacement is possible for some, but professional installation is often recommended for proper sealing and efficiency.

There are certain tasks that need to occur when it comes time to replace windows:

- Measure and Order: Measure the window opening and turn that measurement into an order.
- Remove Old Windows: You'll want to carefully remove the old window and trim, ensuring no damage to the surrounding wall.
- Prepare the Opening: You need to remove any existing trim, fix any damage to the framing, and prepare the opening for the new window.
- Install New Window: When installing the new window, ensure it's level and plumb, and properly sealed with caulk and flashing tape.
- Install Trim: Install interior and exterior trim to complete the installation.

If that sounds like something you're not interested in taking on, it can be hired out, and if you decide to replace some windows, South River EMC offers a rebate. For details, visit **sremc.com energy-star-windows**.

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