

# South River EMC Communicator

October 2026

## Local Voices Shape Solutions

### October is National Co-op Month

When you hear the word cooperative, what comes to mind? As your local electric co-op, we hope you think of South River EMC.

Regardless of the services offered, all cooperatives have one thing in common: they're led by the people they serve—and that simple idea makes a meaningful difference.

Cooperatives come in all shapes and sizes, each created to meet a specific need. Credit unions help members save and borrow money. Producer cooperatives, like Ocean Spray and Land O'Lakes, help farmers bring their products to market. Retail cooperatives, like REI and ACE Hardware, are owned by their shoppers or a membership of store owners, while housing cooperatives give residents a voice in managing their communities. And utility cooperatives—like South River EMC—provide reliable electricity to the communities they serve.

Unlike many businesses that answer to outside investors or shareholders, cooperatives are built for their members. Their goal isn't simply to earn a profit—it's to provide value, meet unique local needs and strengthen the communities they call home.

That's exactly what makes South River EMC different.

Our story began in 1940 when neighbors came together to bring electricity to an area when other utilities wouldn't. While a lot has changed since then, our purpose has remained steady. We're still here to provide power and make decisions with our community's best interests in mind.

*continued on page B*



South River EMC's first board (l-r):

[back]: Bynum Jackson, L.D. Herring, L.A. Hall, Kyle Harrington, Ralph Johnson  
[front]: Rebekah Evans, E.E. Fisher, Kesler Butler



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](http://theacsi.org/badges). ACSI and its logo are registered trademarks of the American Customer Satisfaction Index LLC.

Being locally owned means we have the flexibility to focus on what matters most to the communities we serve. That's why no two electric cooperatives are exactly alike. Every community has different needs, and every cooperative reflects those priorities.

For some co-ops, that means expanding programs that help members save energy and money. Others may focus on supporting economic development, investing in new technology or creating new opportunities for local students. South River EMC assists the community through programs like Operation Round Up, which benefits schools and non-profits, benefitting our local communities at large.

You'll also find the co-op difference in the little things. It's the lineworkers restoring power after a storm. The employees



answering your questions when you call. The team members volunteering at community events. The board members—your neighbors—who help guide decisions for the future.

We're your neighbor and local energy partner, and we're committed to serving this community for generations to come.

This National Co-op Month, we invite you to join us in celebrating

the cooperative difference, because this co-op belongs to you.

Whether it's South River EMC, your local credit union or ACE Hardware, cooperatives prove that when people work together, everyone benefits.

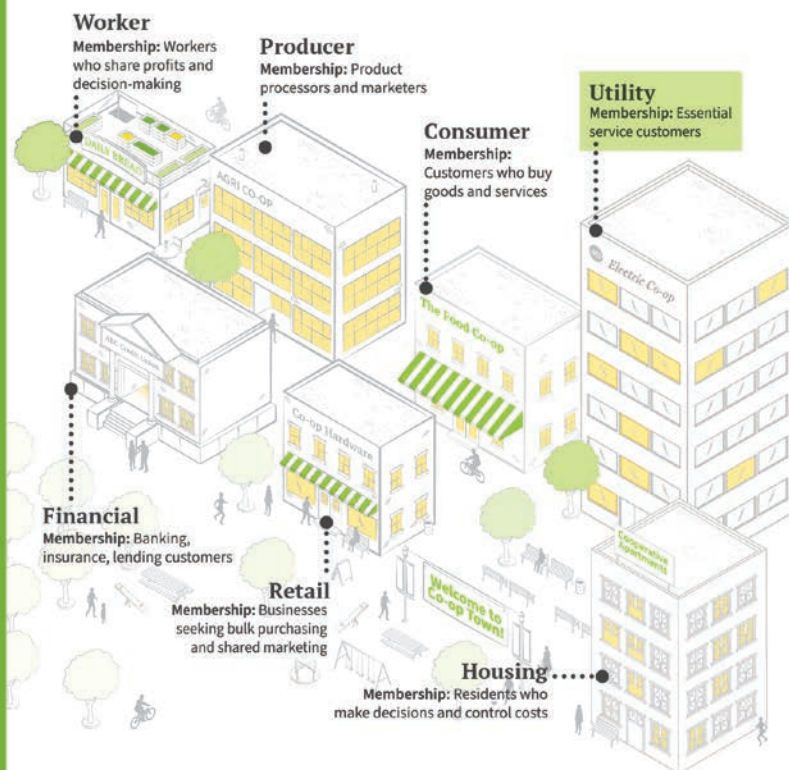
Your membership is what makes our mission possible—and it's what keeps us focused on serving the people and communities that matter most.

## KINDS OF CO-OPS

Cooperatives come in many forms—from electric utilities and credit unions to farm supply stores and housing co-ops—but all cooperatives are built with a common purpose: to meet the needs of the members they serve.

Co-ops strengthen local communities, keep decisions close to home and invest in long-term success.

**October is National Co-op Month.**



## Change Coming To Net Metering

Beginning in November, members who participate in net metering will see a change in how energy generation is distributed within your bill.

Previously, if you had a solar

system connected through net metering, all energy generated was put toward your entire bill, including fixed monthly charges.

As of Nov. 1, energy generated through solar systems connec-

ted by net metering, will go specifically toward energy charges. This will not include fixed monthly charges and fees such as the grid access charge, outdoor or subdivision lighting, and any other applicable monthly fees or charges.

If your solar system generates more energy than you used during a billing period, that will roll forward to be applied to future energy use.

There will be no loss, just a change to distribution.

If you have any questions, contact us at 910.892.8071.



## Honor Your Veteran

*through our*

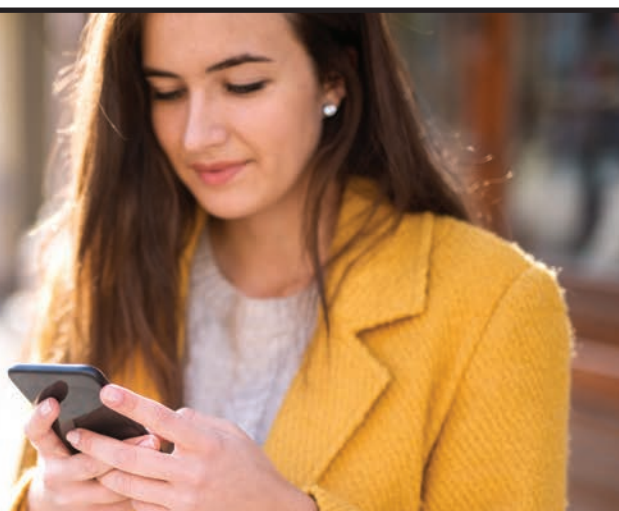
## Fields of Honor



**Visit: [sremcfields.com](http://sremcfields.com) before Oct. 28.**



**On the go and need to make a payment? South River EMC offers several different payment options. Scan the QR code.**



## Trip of a Lifetime: Electric Cooperative Youth Tour

South River EMC is committed to investing in the next generation of leaders in our communities.

One way we do this is through the Electric Cooperative Youth Tour, an exciting week-long educational experience that gives local high school students the opportunity to travel to Washington, D.C.

The Youth Tour provides students with much more than a sightseeing trip. Participants explore our nation's capital, visit historic monuments and the Smithsonian museums, tour Capitol Hill and learn more about

American history and government.

Students also have the opportunity to meet with members of North Carolina's congressional delegation and gain a firsthand understanding of the legislative process.

Another important part of Youth Tour is learning about the cooperative business model and the role electric cooperatives play in their communities.

Along the way, students will meet other young people from across North Carolina and the country, creating friendships and memories that can last a lifetime.

The experience also helps students develop leadership, communication and civic engagement skills.

South River EMC selects students from our service area to attend Youth Tour at no cost to the students.

In addition to the trip, South River EMC Youth Tour participants are eligible for a \$1,000 college scholarship for the Cooperative, and the opportunity for two additional scholarships through our statewide organization.

Youth Tour is an opportunity to step outside the classroom, experience our nation's history firsthand, meet new people and discover new possibilities for the future.

South River EMC is proud to provide this experience and help prepare young people to become tomorrow's leaders.

For more information about the Electric Cooperative Youth Tour scan the QR code.



*2026 Youth Tourists  
June McIntyre and  
Caleb Faircloth*



# Time-of-Use Changes Nov. 1

We apologize for a mistake that appeared in last month's newsletter. We have corrected the Grid Access information in the table at right.

The time-of-use rate continues to reward members who shift their energy use to lower-cost, off-peak hours. While the rate is changing to reflect today's energy costs, members who adjust when they use electricity can still save compared to the standard residential rate.

### Important Times To Remember

Winter (Oct. 16- Apr. 15)

On-peak: 6- 9 a.m.

Summer (Apr. 16- Oct. 15.)

On-peak: 2- 6 p.m.

\*Monday- Friday, excluding major holidays\*

Super off-peak 10 p.m.- 5 a.m. daily

All other hours are off peak

### Grid Access Charge: No Change

Current rate:

All on-peak energy 21.90 ¢

All off-peak energy 8.76 ¢

All super off-peak energy 4.39 ¢

Updated rate:

All on-peak energy 30 ¢

All off-peak energy 10.341 ¢

All super off-peak energy 7.889 ¢

# Borrow a Page from the Co-op Playbook

With October being National Co-op Month, cooperatives can have a lot to teach us about smart money habits.

Co-ops are built on member ownership and a shared stake in the outcome—and in practice, that tends to translate into patience and a long view. You can apply the same mindset to your own finances:

**Think long-term.** Co-ops are built around the needs of generations of members, not just what happens this year.

The same goes for your retirement savings. Small, consistent contributions today may add up to meaningful progress down the road.

**Reinvest in yourself.** Many co-ops return profits to

members as capital credits.

Consider doing the same: redirect a tax refund, bonus or unexpected extra income into savings or debt payoff instead of spending it right away.

**Lean on community.** Co-ops succeed through collective strength. Don't be afraid to lean on trusted resources.





## Weatherization Can Improve Comfort and Energy Costs

Weatherizing your home can help improve comfort while reducing energy waste.

South River EMC offers a rebate to eligible homeowners who have weatherization work completed through a Community Action program.

The weatherization package for

qualifying single-family or manufactured homes includes air and duct sealing, improved insulation, an HVAC tune-up or replacement, and installation of a programmable thermostat in homes with a heat pump or electric furnace/central air conditioning.

To qualify for the rebate, the

complete weatherization package must be completed.

If you think your home could benefit from weatherization, this program may help make needed improvements more affordable.

For eligibility requirements and rebate details, scan the QR code.

## Heating And Cooling With a High-Efficiency System

Heating and cooling your home can account for a significant portion of your monthly energy use, making an efficient HVAC system an important investment.

South River EMC offers rebates to members who purchase qualifying high-efficiency heating and cooling systems, including heat pumps and central air-conditioning units.

When shopping for a new system, pay attention to its SEER2 rating, which measures cooling

efficiency. Generally, the higher the SEER2 rating, the more efficiently the system operates. South River EMC offers rebates on qualifying systems rated 16 SEER2 or greater, helping members make energy-efficient upgrades more affordable.

If your heating and cooling system is older or you're planning a replacement, consider upgrading to a high-efficiency unit. A more efficient system can help reduce energy use while providing reliable

comfort throughout the year. For current rebate amounts, eligibility requirements and application information, scan the QR code.



## Tap Into Savings With an Energy-Efficient Water Heater

Hot water is an important part of everyday life, but heating water can also account for a significant amount of your home's energy use.

When your water heater needs replaced, consider an energy-efficient option that can provide reliable hot water while helping reduce energy consumption.

South River EMC offers rebates

on heat pump water heaters and solar water heaters.

Heat pump water heaters transfer heat from the surrounding air to heat water, while solar water heaters use energy from the sun. Both options can help members improve their home's energy efficiency and potentially lower water-heating costs.

If your water heater is old or

you're planning a replacement, take time to research which option is best for your home. A rebate can help make the investment more affordable.

For current rebate amounts, eligibility requirements and application information, scan the QR code.

## A Clear Choice for Comfort and Savings

Windows do more than provide a view—they help protect your home from outdoor temperatures and the elements.

As windows age, they can become less efficient, allowing unwanted air to enter and conditioned air to escape.

Signs windows may need replacing include drafts, condensation between panes, difficulty

opening or closing, damaged frames, or deteriorating caulking and weatherstripping.

If replacing your windows is the right choice for your home, South River EMC offers a rebate for qualifying Energy Star window replacements. Upgrading windows can improve comfort and help reduce energy waste.

Before replacing your windows,

consider addressing weatherization, insulation, and heating and cooling efficiency as well.

Then, if new windows are needed, the South River EMC rebate can help make the upgrade more affordable. For eligibility requirements and rebate details, scan the QR code.



Message from Advise Guy Robby Talton



## Protect Your Home's Electronics Before It's Too Late

Homes are filled with valuable electronics and appliances that contain sensitive electronic components that can be damaged by power surges. South River EMC offers affordable protection to help safeguard your investment.

### What Is a Power Surge?

A power surge is a sudden spike in voltage that can last only a fraction of a second, but can cause significant damage to electronic equipment. Common causes of power surges include:

- Lightning strikes
- Vehicle accidents involving utility poles
- Animals contacting power lines
- Large appliances cycling on and off
- Faulty wiring in the home
- Poor grounding systems

While some surges are powerful enough to destroy equipment instantly, many are smaller and go unnoticed. Over time, surges wear down electronic components and microprocessors, leading to equipment failures.

### Why Protection Matters

Electronics are more advanced than ever, but also more sensitive. A split-second voltage change can:

- Damage circuit boards and microchips
- Corrupt stored data
- Reduce the life of appliances
- Cause costly repairs
- Lead to equipment failure

Most homes contain thousands of dollars' worth of electronic devices. Even equipment that is turned off can be damaged by a voltage surge.

### The Best Defense: Two Levels of Protection

Experts recommend a two-stage approach to surge protection. Using both whole-house and point-of-use protection provides the best defense against surges.

#### Whole-House Protection

South River EMC offers the Strike Guard whole-house protector, a high-energy surge suppressor installed directly at your meter base. Benefits include:

- Protecting your home's electric system
- Helping stop damaging surges before they enter your home
- Providing protection for major appliances and electronics

#### Plug-In Surge Protection

For added security, plug-in surge suppressors are recommended for

electronics such as:

- Computers
- Televisions
- Gaming systems
- Home office equipment

These devices provide an additional layer of protection against surges.

### Professional Installation You Can Trust

All Strike Guard equipment is installed by trained South River EMC employees. Before installation, technicians will:

- Inspect your home's grounding and verify adequacy
- Ensure surge protection equipment is properly installed

### Protect Your Investment Today

Electric utilities have equipment in place to reduce the impact of power surges, but not every surge can be prevented. That's why protecting your home is one of the smartest investments you can make.

South River EMC has a solution to fit your needs, contact us to learn more about Strike Guard surge protection or scan the QR code.



PO Box 931  
Dunn, NC 28335  
910.892.8071  
800.338.5530  
sremc.com



Follow Us!  
southriveremc



Touchstone Energy® Cooperatives  
The power of human connections®