



South River EMC Communicator

Cooperative Refunds \$4.3 Million To Members

South River EMC has refunded \$4,361,232 to 54,593 current and past members. These refunds are called capital credits and it is a special advantage of cooperative membership.

As a not-for-profit cooperative, South River EMC doesn't technically earn profits. Instead, any money remaining at the end of the year, called margins, is returned to the members who purchased energy from the Cooperative.

Following is a breakdown of the numbers:



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CREDITS continued from A

- 15,975 members will receive refund checks totaling \$3,049,926.94
- 23,585 current members had their refund applied to their electric account
- The remaining refunds for inactive members have been applied to outstanding balances or have been moved to a "hold" status because we do not have a valid current address or the amount is less than \$50.

Capital credit allocations are made each year based on the previous year's margins. Total margins are divided among the members based on the amount of electricity they purchased that year.

This year, the Cooperative is returning 20 percent of the amount allocated to members for 2017 as well as remaining allocations from 1999. The remaining 2017 amount will be refunded in 19 years, unless a member leaves South River

EMC and chooses the early-retirement option.

Refunds come in all amounts, with the largest refunds going to the largest energy consumers. Harnett County Schools received a refund of \$35,432; Cumberland County Schools, \$33,779; Dubose Strapping, \$27,073.98; Prestage Farms, \$22,486; and Murphy Farms \$36,959.

BE PREPARED FOR WINTER WEATHER

We never know what winter weather could bring us. It could be rain, snow, ice, or all three. But icy weather can cause outages.

South River EMC works year round to prevent this from happening, but again, sometimes weather brings about broken poles, downed lines and more.

If your power goes out, report it. Don't say to yourself, well everyone is out on my road, someone will report it. What if everyone else says the same thing?

You can report your outage one of two ways, by calling 910.892.8071, or by texting #out to 888.338.5530, provid-

ed you have signed up for outage texting.

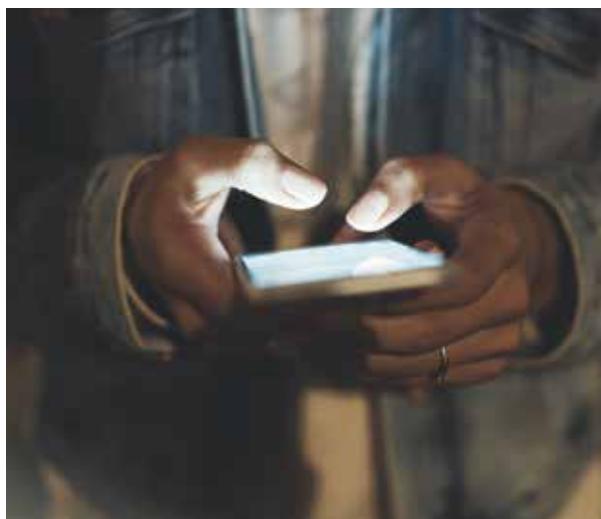
Outage texting is an opt-in service and requires action on your part if you choose to participate.

To begin, follow these steps:

Text the word SREMCTEXT to 888.338.5530.

Follow the prompts for a short registration process. You will need your South River EMC account number.

The cell phone number used for outage reporting must be one of the numbers on the electric account, because the registration process matches your mobile number with your account service location.



You can opt-in to receive outage information for up to four locations.

You can also opt-in with the assistance of a member service representative in the office or over the phone.

Once enrolled, you will be able to use key words (#out; #status)

to report an outage, check on the status of an outage and be notified once an outage has been restored.

You can opt-out at any time. Just text STOP to 888.338.5530.

Data and messaging fees may apply depending on the terms of your cell service.

EVS, YOU AND THE SUPER TOU RATE

New electric vehicles (or EVs) are coming to market from many manufacturers in the coming years.

Ford Motor Company has committed to increasing investment in EVs, planning to have 40 hybrid and all electric vehicles by 2022. Meanwhile, General Motors is making plans to have 20 battery electric or fuel cell powered vehicles by 2023.

Most manufacturers are planning to add more electric vehicles to their line-up in the coming years. But, with all these options, it's good to know what to look over.

The most green is the battery electric vehicle, or BEV. Running exclusively off on-board batteries, they are charged by plugging into an outlet or charging station. BEVs are favored for not having a gasoline engine, having longer electric driving ranges compared to plug-in hybrids, and never producing tailpipe emissions. Electric motors convert 75 percent of the energy from the batteries to power the wheels, and provide quiet, smooth operation and stronger acceleration while requiring less maintenance than combustion engines.

Maybe you're leaning more toward a plug-in electric hybrid, or PHEV. A hybrid because of an electric motor and internal combustion engine, with batteries in the car that can be charged by plugging the car into an outlet. Unlike conventional hybrids, plug-ins substitute electricity for gasoline.



You'll need to install a specific outlet to provide the electricity you need to charge your car. PHEVs typically begin by running off the battery, cutting over to gasoline when certain speeds are reached, depending on the vehicle.

There are also the hybrid electric vehicles, or HEVs, which have a gasoline engine with electric motor and battery. They can't be plugged in to recharge, but instead, batteries are charged from capturing energy when you brake. Electricity is stored in a battery until needed by the electric motor. The electric motor provides additional power to assist the engine in accelerating, passing, or climbing hills. This allows a smaller, more efficient engine to be used.

If considering an electric vehicle, you'll need to know how you'll charge it when necessary. Overall maintenance costs are lower with electric vehicles than standard vehicles, however charging opportunities can be somewhat limited.

Unlike gas stations, there aren't charging stations on every

block, but they'll continue to show up as electric vehicles gain in popularity. There are 17,129 electric charging stations across the U.S. with 46,884 charging outlets.

With an electric vehicle, you can plug it in at home to charge it, since you receive the same amount of electricity (120 volts) to your home. You must make sure you have an outlet dedicated circuit to ensure enough power is available for appliances to operate without overloading the system.

You can take advantage of South River EMC's super time-of-use (TOU) rate, which might be a great fit for your lifestyle. The super TOU rewards you for using energy during times of the day when it is least expensive for the Cooperative. For example, instead of charging the EV when you get home at 5:30 p.m., wait to plugin before you go to bed and save.

For details on how the super TOU rate can benefit you, contact South River EMC's Advise Guys at 910.892.8071.

STUDENTS, BRING US YOUR REPORT CARDS

It's already January, and do you know what that means?

No? Well for those who don't, it's time to grab your child's most recent report card with at least one "A" on it.

That's right, it's time to send in those recent report cards for the "Give Us An A" drawing, to be held February 5.

The drawing is held for students achieving at least one A on their

report card. Each of the 15 students whose names are drawn will receive a \$25 gift card.

The program is open to students who are members, or children of members, of South River EMC. Just make a copy of the most recent report card with at least one A, and send it to the Cooperative.

You must include the member's name, South River EMC account number and a daytime

telephone number, report cards will not be accepted without this information.

Report cards should be sent to:

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

Or scanned and e-mailed to connections@sremc.com.

Report cards are due by close of business, February 5.

NEW YEAR, NEW OPPORTUNITY

January means new opportunities, and for students, that means all new chances at Cooperative programming.

This month, South River EMC opens up a chance for current fifth, sixth and seventh 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 Roy Williams 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 (June 9-12).

The overnight camps are held in the summer, and campers work closely with coaches and players to develop fundamental skills, helping them perform and excel both on and off the court.

Campers must:

- Be a rising sixth, seventh or eighth grader. This means the student should currently be in fifth, sixth or seventh 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. The Cooperative funds one scholarship to each camp. Applications are scored on academics, extracurricular activities and an essay that must accompany the application. The application period runs from January 2 to March 31.

Eligible students interested in the scholarship can contact Julie McLeod at 910-892-8071, ext. 2151, or download an application from sremc.com/content/basketball-camps.



Kailee Meredith and Wes Moore



Jay'Vonte Byron and Roy Williams.

ONLINE BILL PAYMENT ADDRESS VERIFIED

South River EMC has a new banking partner to provide the best service for our needs.

For those of you who pay your electric bill through your bank's online bill payment service, we ask that you verify some information with your bank to ensure the quick and efficient delivery of your payment to South River EMC.

This information must be verified by January 31, after

this date we will no longer be accepting payments to the old electronic address, and will not be responsible for missed payments.

Please visit your bank's online bill payment site and verify that your electric account number is the same number on your bill.

Additionally, make sure the billing address for South River EMC is changed to P.O. Box 744757, Atlanta, GA 30374-4757.

If you have multiple electric

accounts with South River EMC, please set up a separate payment account with your bank for each electric account. This will eliminate any confusion when your payment is received.



TOP INNOVATORS: CO-OP & PARTNERS

South River EMC, North Carolina's Electric Cooperatives and Butler Farms were recently honored as top innovators of 2018 for their cutting-edge work on the Butler Farms microgrid project in Harnett County. The project was selected by Public Utilities Fortnightly (PUF) as one of the top 12 innovators out of more than 70 nominations submitted nationwide.

"The Butler Farms microgrid is a perfect example of everyone working together and what can happen when there is a personal relationship with the member/electric

consumer," said South River EMC Executive Vice President and CEO Chris M. Spears. "Everyone worked well together to make this project a success."

South River EMC has a long-standing partnership with the farm, which has been pursuing cleaner farming techniques and deploying renewable energy resources over

the past decade.

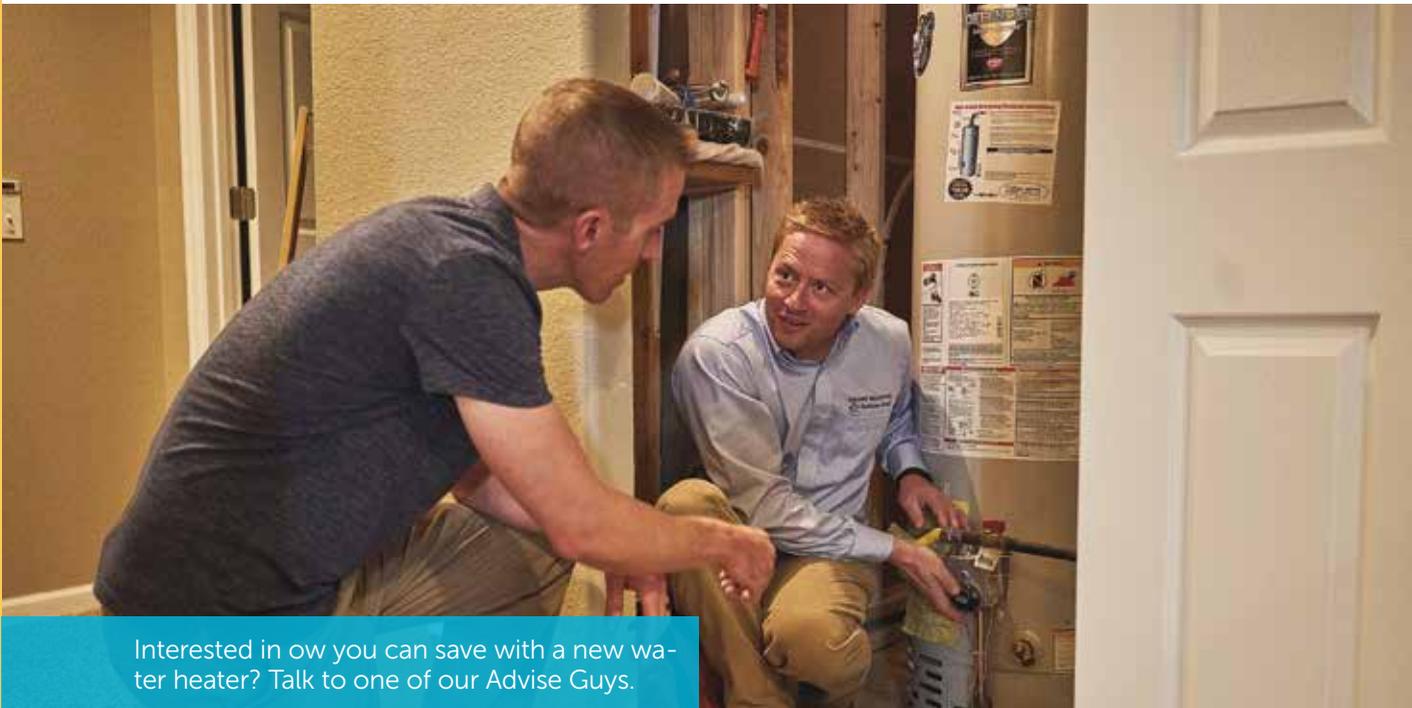
"If pigs could fly, they would fly over to Butler Quality Pork and Bioenergy Farms in Lillington, North Carolina, which has driven innovation through its own sustainability research for the last 10 years by implementing covered lagoons, 20 kilowatts of solar generation and a 185 kilowatts of methane-powered

electric generation," PUF said.

Spears, South River EMC Vice President of Member Services and Public Relations Catherine O'Dell, and Butler Farms owner Tom Butler were recognized as leaders on the project, the first co-op microgrid in the state developed in partnership with the agriculture industry.



The Butler Farms project is the second co-op microgrid in the state. Another microgrid in operation on Ocracoke Island was developed through a partnership between Tideland EMC and North Carolina's Electric Cooperatives.



Interested in how you can save with a new water heater? Talk to one of our Advise Guys.

Just In Case You're Interested

A high efficiency residential option, or HERO, home is more efficient than homes built to the NC building code.

The HERO home requires slightly better insulation, fenestration, air sealing, equipment, and lighting packages.

There are two ways to achieve HERO certification: the prescriptive path, which is straightforward, but inflexible; and the performance path, which is more flexible but requires an energy cost analysis.

The HERO Code is focused

almost solely on improvements in the thermal enclosure, which can improve comfort and costs.

For information on HERO homes visit energycodes.gov and sremc.com for rebate information.

No One Wants A Cold Bath Or Shower, That's Fact

Most water heaters last 10-12 years, so when you need to replace yours, be ready with a water heater that will save you energy and money.

Your standard water heater heats water continuously throughout the day. This might seem like a great idea, but if you aren't home all day to use the water, what's the point of using electricity to do it?

You could look into a heat pump water heater, which uses less energy, because instead of creating heat, it moves it,

which is a savings. These units must remain in an area that is in the 40-90 degree range year round and require 1,000 cu. ft. of space.

Maybe you're considering a solar water heater. There are two types: active, which have circulating pumps and controls, and passive, which don't. Then, under those two headings are four more options: direct circulation, indirect circulation, integral collector-storage passive systems, and thermosyphon systems.

And while passive solar waters

are typically less expensive than active, they're usually not as efficient, but they can be more reliable and last longer.

Then it's onto the storage tank and collectors, and where the system will go.

The bottom line is, know what you want and be ready. Depending on the type of system, there might also be a rebate.

For details on South River EMC's water heating rebates, visit sremc.com or call 910.892.8071, x2152.

Set It And Forget It

Setting your thermostat temperature can be a tricky game if you listen to everyone in your home.

Family members can get under the blankets, or turn on a fan, whatever their preference may be for comfort.

But what if someone changed the setting while you were out

of the house? Have no fear, you can change it while you're out, as long as you have Wi-Fi.

Not only that, but a smart thermostat can also tell you how your temperature settings are performing. For example, is that setting really saving you money while you're out?

Smart thermostats are pop-

ular because you can access them as long as you have Wi-Fi, they're easy to use, and they supply informational data. If you're interested in saving, consider learning about and installing a smart thermostat.

Learn about the smart thermostat rebate at sremc.com or call 910.892.8071 x 2152.

Don't Be Cold, Make Some Improvements

If the weather outside is frightful, keeping everyone comfortable at an affordable cost can be daunting.

Many times the problem lies in air infiltration and heat transfer. Both allow us to lose something we very much want to retain during cold days, heat.

Air infiltration is when air moves from inside your home outside and vice versa, allowing the air you pay to heat, to escape. You can fix this by weather stripping

and caulking. Remember to weather strip moving pieces, like doors and windows, but caulk non-moving pieces like window sills and plumbing penetrations.

Heat transfer relates to insulation, which is purchased based on its resistance, or R-value. The higher the R-value, the more the insulation resists heat. In the summer it helps prevent heat from entering your home through the attic and floor, while in winter it prevents your

home from losing heat.

Also, look at how your insulation is laid, it should be thick and even, with no holes in it, which allow warm air to escape.

If your home is in need of an after holiday spruce up, a few improvements can help comfort and save money. To learn about insulation and weatherization rebates offered by South River EMC, visit sremc.com or call 910.892.8071 x 2222.



Insulation helps prevent heat transfer, which helps keep your family comfortable this winter.

A New Year, A New Appliance?

There are two costs associated with appliances, the cost to buy and the cost to operate. That secondary cost is something you really need to look into since you'll pay it in your electric bill each month for the lifetime of the appliance.

If you're looking for ways to cut costs in the New Year, start by purchasing efficient appliances

that you're going to use efficiently.

The Energy Star logo is on all certified products that meet specific standards for energy efficiency, which include exceeding the federal minimum standards for efficiency and quality.

If you're interested in saving money, shop Energy Star. On



top of that, South River EMC offers a rebate on Energy Star certified clothes washers and dryers, refrigerators and dehumidifiers.

For complete details visit sremc.com or call 910.892.8071 x 2152.

It's All In How You Heat And Cool

Keeping your home at the right temperature for everyone is next to impossible. Someone is too hot, someone too cool. And the best part, is that you're all in the same room.

Part of your comfort comes from the tightness of your home, while another part comes from your thermostat settings, but the last, the last is the heating and cooling unit.

Not just the type of unit, but the size, age and the efficiency all play a part.

Of heat pumps, the most popular heating and cooling system in the south, there are at least three types to consider. The air source heat pump, which pulls heat from the surrounding space and uses it to warm your home. There's the mini split heat pump, a two device system, which gets rid of ductwork

upkeep. The geothermal system pulls heat from underground and moves it into your home. The geothermal is the most efficient system, because of a pretty constant ground temperature, and it's also the most expensive.

What about the size of your unit? If you're in the market to replace your heating and cooling system, get several quotes. You want an appropriately sized unit, for example say one company says you need a three ton system, but two others says you need a two ton system, which way would you go? It matters because you want it to appropriately heat and cool your home. Too big and the system under performs. Too small and it's overworked. Both of which can affect your energy costs.

The age of your system also

plays a part in the cost. As your system gets older, it becomes less efficient, and if it wasn't energy efficient when you bought it, it definitely didn't get any better.

Efficiency is important because your heat pump has one job, to heat and cool your home. The efficiency to do that is measured in the seasonal energy efficiency ratio, or SEER, rating. To see a heat pump rated 14 SEER is on the lower end with an energy efficient SEER rating being about 17 or so.

If you need a new heating and cooling system, consider a high efficiency heat pump and you could reap savings, as well as a rebate.

For details on South River EMC's rebates, visit sremc.com or call 910.892.8071 x 2152.

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A Touchstone Energy® Cooperative



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