



South River EMC Communicator

CELEBRATE LINEMEN THIS MONTH

National studies consistently rank power line installers and repairers among the most dangerous jobs in the country. And for good reason, but electric linemen are up to the task. These brave men and women are committed to safety, as well as the challenges of the job.



South River EMC's linemen are responsible for keeping power flowing day and night, regardless of holidays, vacations, birthdays, weddings or other important family events. Along with years of specialized

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South River EMC offices will close at noon April 12. Offices will also be closed April 19 in observance of Good Friday.

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training and apprenticeships, it takes internal fortitude and a mission-oriented outlook to be a good lineman. In fact, this service-oriented mentality is a hallmark characteristic. The job requires linemen to set aside personal priorities to better serve local communities.

Family Support System

To perform successfully, linemen depend on their training, experience and each other to get the job done safely.

Equally important is their reliance on a strong support system at home. A lineman's family understands and supports their loved one's commitment to the community during severe storms and power outages.

This means during prolonged outages, families may have minimal communication and interaction for several days.

Without strong support and understanding, this challenging job would be more difficult.

Last year was especially challenging for many cooperative linemen, as they worked tirelessly to help communities recover from the impacts of multiple hurricanes, as well as snow and ice.

In a true demonstration of the cooperative spirit, crews from less-affected areas traveled to harder-hit regions to assist in restoring power, often in very treacherous conditions.

Community Commitment

In our area and across the country, cooperative linemen's mission-focused mentality of helping others often extends beyond their commitment to their work at the co-op. Linemen are often familiar figures in the community. They can be

found coaching youth sports teams, volunteering for local charities and serving on local advisory boards.

For example, we have linemen who raise cattle, do carpentry and metal work, are mechanics and more.

Every year, the second Monday in April marks Lineman Appreciation Day, a celebration of the vital role linemen play in keeping the lights on for members. On this day, South River EMC and electric cooperatives across our state and nation recognize the skill, talent and expertise of our linemen and thank them for their many contributions to our daily lives.

Join us in recognizing them on Monday, April 8, for the hard work they do every day.



South River EMC Wants Your Opinion

Did you know that South River EMC is constantly surveying to get member opinions? Surveying can occur in one of two ways, by telephone or by e-mail. Please read on to learn what you can expect.

All telephone interviews are conducted by Data Decisions Group, Inc., a market research firm based in Chapel Hill. Professional telephone interviewers will identify themselves as calling on behalf of the Cooperative. All telephone interviews will originate from Data Decisions Group's call center with a "919" area code.

Telephone interviews are conducted primarily during weeknights from 5:30- 8:45 p.m. local time. There is a chance that calls could be made on Saturday as well, however calls will not be made on Sundays or holidays.

Survey respondents unable to participate at the time of the initial call will be given the



**South River Electric
Membership Corporation**

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opportunity to schedule an appointment to complete the interview. These interviews will be completed at a time convenient to the member.

Participants are randomly selected from members who received service from the Cooperative and interviews take approximately 7 to 12 minutes to complete. At the end of each quarter, survey results are tabulated and reported to South River EMC.

If South River EMC has your e-mail on file, you might receive an e-mail from CooperativeSurveys@fgisurveys.com with the title "Survey from South River EMC."

The message will carry our logo and address the member by name. You'll receive information on the survey before being asked to access the survey

either using the button or by copying and pasting a link into your Internet browser.

The e-mail will conclude with the following information, "If you have other difficulties accessing the survey, please email us at EMCSurveySupport@ddgsurveys.com. Please reference study number ####." The number changes depending on the survey.

This survey is legitimate and helps the Cooperative gather more information on our business practices. We appreciate you taking the time to complete the survey, in whichever form you receive it, and look forward to learning from the comments and scores we receive.

If you have any questions, please contact the Cooperative at 910.230.2982.



CELEBRATING 25 YEARS OF CREATIVITY

Teachers! This is no April Fool's joke! Bright Ideas is celebrating its 25th anniversary in 2019.

Since the program's inception in 1994, educators statewide have received \$12.2 million used to fund over 11,600 projects affecting 2.3 million students.

Ideas can come from anywhere, however, many projects require money the school budget and teachers just can't cover.

That's where the Bright Ideas grant program can help. The program awards grants to teachers in certified public K-12 schools, who have innovative,

classroom-based ideas.

Each year, South River EMC awards at least \$50,000 in grant funding to teachers in parts of Harnett, Johnston, Sampson and Cumberland counties.

Grants can be written for any amount up to \$2,500, for any subject. However, applications for professional development will not be considered.

The application period opens April 1, but there is plenty of time

to apply. Educators with applications in by August 15, are eligible to win a \$100 Visa gift card. The final application deadline is September 23.

South River EMC only accepts applications online at ncbrightideas.com. If you're interested in learning more about this program, visit sremc.com or e-mail sremc@sremc.com.

To apply, visit ncbrightideas.com.



SWING, BATTER BATTER, SWING!

South River EMC is once again partnering with the Fayetteville SwampDogs this year! Our partnership enables us to send local kids to SwampDogs day camp.

Do you have a student between the ages of 5-13 who loves baseball? If so, send their information to us!

The Cooperative is offering a chance to win a scholarship for a day at one of the SwampDogs Day Camps being held June 12, July 10 and July 30 at J.P. Riddle

Stadium in Fayetteville.

South River EMC offers four scholarships for each camp day.

To apply, please mail or e-mail the following information to our office: student's name, address, age, South River EMC account number, and daytime phone number. Don't forget to include the camp dates you would like the student(s) entered for and limit one submission per student per camp date.

Mail to:
South River EMC
Camp Scholarship
PO Box 931
Dunn, NC 28335

E-mail: connections@sremc.com

Put "camp scholarship" as the subject line.

Submission deadlines are June 5, July 3 and July 23.

Scholarships only cover the cost of camp. Parents or guardians are responsible for transportation to and from the stadium the day of camp,

which runs from 9 a.m. to 1 p.m.

Lunch and a snack will be provided. Campers may bring their own equipment, but are not required to do so.

If not selected, your child can attend the camp one day for \$50, two days for \$90, or all three days for \$120.

Interested in attending camp? Register at goswampdogs.com.



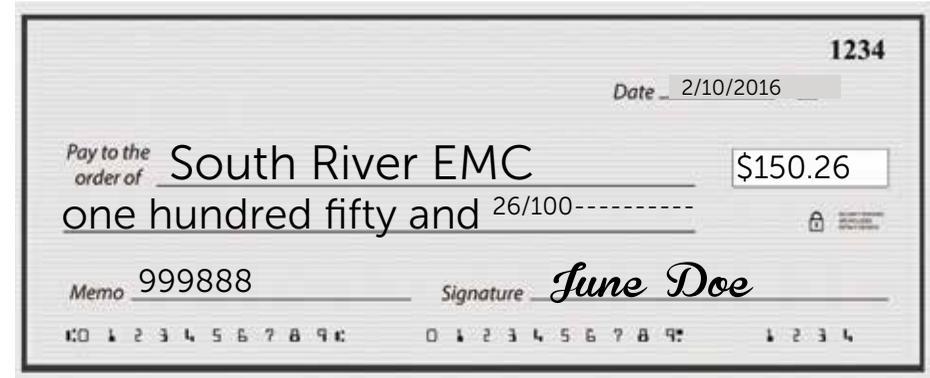
REMEMBER THESE STEPS

When paying your electric bill by check or money order, there are steps you can take to speed up the process.

When paying your bill, you will need to use the stub attached because it carries pertinent information to make the payment.

The check should always be made out to South River EMC. Please make checks and money orders payable to that for efficient processing. Do not leave the 'pay to' line blank.

Make sure that the numeric on your payment, in this case \$150.26, matches with the written amount, one hundred fifty and 26/100 on checks and



money orders. If these amounts do not match, it slows down processing, or could even process incorrectly.

Be sure to use dark colored ink, such as blue or black, for writing information, it shows up better.

Just as you must completely fill out a check for payment, you must also fill out a money order fully.

Money orders missing account and payment details, are not processed quickly.

If mailing in a payment, you will need your stub. This matches your payment to your account, even if it is provided in the memo or account number section on either payment type. It also has the updated return of address for your payment.

Although you can still pay online or in office, if mailing payment, it needs to be mailed to our payment location:

P.O. Box 744757
Atlanta, GA 30374-4757

If you have questions about payments, please contact the Cooperative at 910.892.8071.

DETACH HERE

PLEASE RETURN THIS STUB WITH YOUR PAYMENT TO ENSURE YOUR ACCOUNT IS CREDITED CORRECTLY



South River Electric Membership Corporation
A Touchstone Energy® Cooperative

P.O. Box 931
Dunn NC 28335



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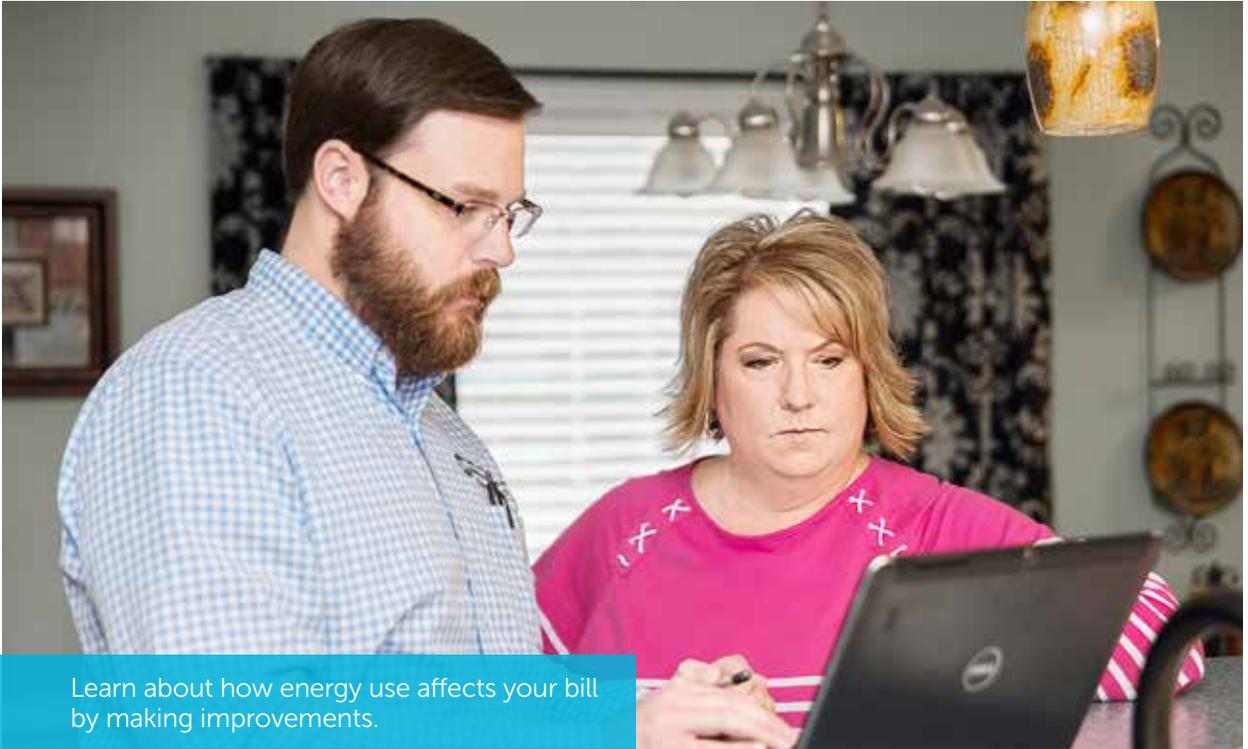
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South River EMC
PO Box 744757
Atlanta GA 30374-4757



Learn about how energy use affects your bill by making improvements.

The Smart Thermostat

What makes a smart thermostat so smart?

Quite a few things, from controlling it over wi-fi, to sharing energy-saving data with you. Granted, everyone is telling you something, but your smart thermostat is telling you that the setting you have isn't saving

you energy. Listen to it, because it affects your costs.

Do your research and find a smart thermostat that you can use and that will help you save. Often times, looking to friends and family for advice helps, and if you know someone with a smart thermostat, let them tell

you about it. Take a few minutes to interact with it to see if it is something you could see yourself using.

A smart thermostat could help you save, as well as earn you a rebate from South River EMC. For details visit sremc.com or call 910.892.8071 x 2152.

The Effect Of An Energy Star Appliance

How does purchasing Energy Star certified appliances affect you? The upfront cost gives you a pause. But you have to work through that to the potential savings.

Not only are Energy Star appliances more energy efficient, those that use water, are also more water efficient. For example, an Energy Star certified clothes washer uses about 25 percent less energy, but about

33 percent less water, than a standard model.

And just think of how often you run your washer each week, each month, there could be savings. Think then, what you could save by replacing other appliances with Energy Star certified ones.

Even a little bit of savings can add up, but South River EMC also offers a rebate to members who purchase an Energy Star

certified refrigerator, clothes washer or dryer, or dehumidifier.

Add to that a new high-efficiency heat pump, or maybe some new insulation and weatherization and you could see even more savings! For more information visit sremc.com or call 910.892.8071 x 2152.

Quick Information On Heating And Cooling Systems

Considering a new heating and cooling system? Heat pumps are typical, but you don't have to have just any old unit.

You could purchase a high efficiency air source, which uses heat from the surrounding air; a high efficiency mini split

system, which also uses the surrounding air, but is made of two separate units; or a geo-thermal heat pump, which pulls heat from the relatively constant ground temperature.

Do your research and purchase a 17 SEER or higher system,

because a high seasonal energy efficiency ratio, or SEER rating, means better cooling efficiency.

Plus, there's a rebate on high efficiency heat pumps, for details on those rebates visit sremc.com or call 910.892.8071 x 2152.

A Member Talks Water Heating and Comfort

Member Jeffrey Hammonds wants you to consider energy efficient changes, after all, he did and it helps!

When energy use added up to costly bills, Hammonds realized some changes needed to be made.

"I purchased a heat pump water heater, put in some new insulation and weatherized," he said. "I also switched to the time-of-use rate, I was going through and making changes that could help save energy."

He selected a heat pump water heater after research, comparing water heater and heat pump water heaters, looking at the EnergyGuides, reading reviews.

"I'd highly recommend a heat pump water heater," he said. "My water heater was only five or six years old, but I'm definitely satisfied with this switch."

Hammonds did a lot of home improvement to net his savings, but he's happy to be comfortable for a quarter of what his original bill was costing him.

His installation of insulation, as well as air sealing his attic, has

left him sitting comfortable for less.

"You can tell the air is staying where it needs to in the house," he said.

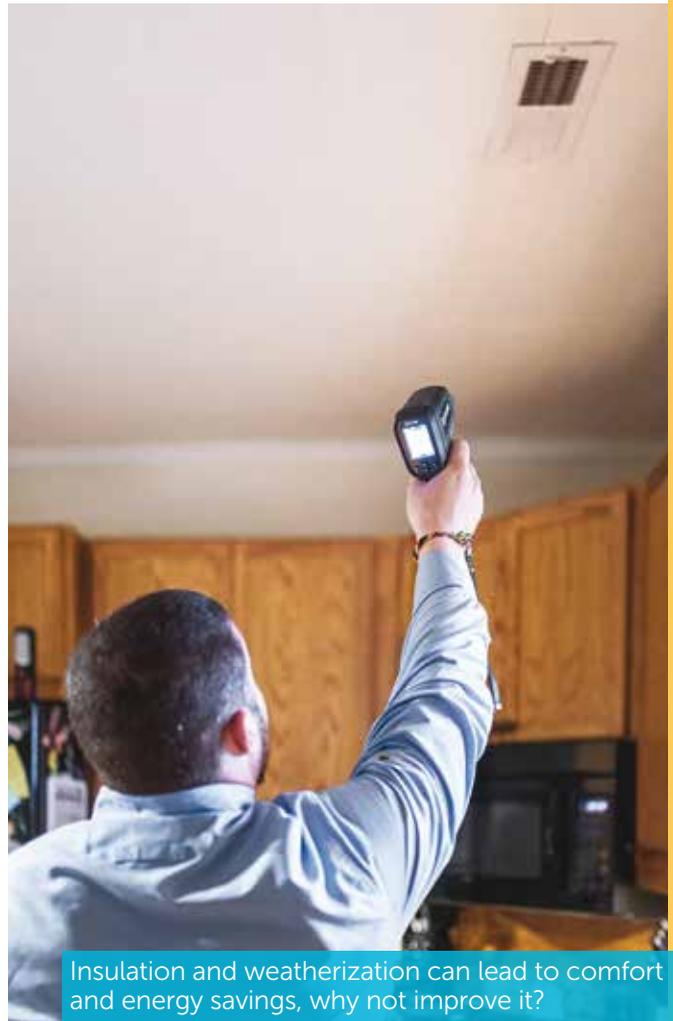
Insulation prevents heat transfer, which is when warmer air moves to a cooler space, trying to create an ambient temperature.

That sounds great until the warm air is constantly running out of your home to the cold outside.

That's why weatherization and insulation are so important.

South River EMC offers rebates on weatherization and insulation improvements, as well as previously discussed energy-efficient water heaters.

Information on both rebates can be found at sremc.com, or call 910.892.8071 x 2152 for water heaters and 910.892.8071 x 2222 for insulation and weatherization.



Insulation and weatherization can lead to comfort and energy savings, why not improve it?

Considering A Generator?

Whether making a cup of coffee or settling in for a movie night, there's nothing quite like the feeling of security that comes with being in a comfortable, well-lit home. However, power outages can impact our overall quality of life. When power is lost for extended periods, loss of food, comfort and, in some cases, medical devices, are real concerns. A generator can save lives by powering medical equipment, keeping the house comfortable and reducing food spoilage. Although South River EMC takes great effort to keep the energy flowing, we cannot guarantee uninterrupted service.

There are three types of generators: portable, inverter, and standby generators. What size do you need? Make a list of items that you want to power and calculate the wattage of each to determine the size generator needed. An electrician or generator company can help with these estimates.

Portable

Portable generators are most affordable costing \$300-\$2,000 for 2,000-10,000 watt units. This type of generator is good for powering a few appliances, not the whole home. When the

power goes out, simply place the generator in the yard and start it.

Inverter

Another portable option is an inverter generator for people who want the cleanest, quietest, and most fuel-efficient operation. Inverters use gasoline and they speed up or slow down, depending on how much power is needed, which is the key to their efficiency. Inverters from 1,000-7,000 watts sell for \$500-\$5,000. Ethanol-free gas can be used to avoid carburetor or fuel issues.

Whole House/Standby

A whole house or standby generator typically has an automatic transfer switch that spontaneously turns the generator on when it senses a loss of utility power. Standby generators are larger, stationary and prewired to supply power to most, or all, of the home. These generators typically use propane or natural gas and are safer to operate than portable generators. Standby generators require professional wiring from the transfer switch to the sub-panel. A 20,000-watt standby generator can cost around \$20,000.



Advise Guy Robby Talton

If you use a generator, remember to perform regular maintenance and test monthly to assure they are ready when needed. It is also imperative that you follow all safety instructions carefully. If you are interested in a financing option, Electel Credit Union offers low-interest, fixed-rate loans designed to finance residential upgrades, including generators. You can also make your ElecTel loan payments through your South River EMC electric bill. For more information on the Energy Efficient Loan Program visit electelccu.org or call 1.800.849.5600.

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