



Tideland Topics

REAL PEOPLE. REAL POWER.

A NEWSLETTER FOR THE MEMBER-OWNERS OF TIDELAND ELECTRIC MEMBERSHIP CORPORATION

GRAND PRIZE: Arapahoe couple signed up just in time to win big

The grand prize drawing for Tideland's Operation Round Up campaign was conducted during the co-op's annual meeting on May 26. Several days later we had the pleasure of surprising grand prize winners Lee and Ruby Holton (pictured), who were not in attendance at the meeting.



The Holtons had recently signed up to give to Operation Round Up. On May 18, thanks to the encouragement of Grantsboro service representatives Connie Ward and Karen Auth, the Holtons enrolled in the program and eight days later found themselves living pretty much electric bill free for the next six to seven months!

Congratulations!
And thank you for giving to Operation Round Up.



Take Carolina Country with you

The new Carolina Country app is free to all Tideland EMC members!

To download the app, search for Carolina Country Magazine in the App Store or Google Play.

Once you have launched the app, tap the Create Account button and then tap "I am a co-op member." Select Tideland then enter the last name associated with your electric account along with your account number. Tap submit. Next, fill in your email address (this will be your user name). Create a password and when complete tap Create Account. iPad users will then have to tap Done. Android users will return to the app. Sign in and then tap on an issue to download and start reading!



Message to our Member-Owners: Property acquired for new Fairfield Harbour substation

By Paul Spruill
General Manager & CEO

Right-of-Way Maintenance Update

Due to heavy rain-fall, tree trimming remains behind schedule. Lucas Tree Experts will continue to work on the Hwy. 32 circuit out of Plymouth including Styons, Craddock and Hollis Road.

Mowing crews will be in the Singelton Street, Mill Hole Rd, Braddy Rd, and Everetts Crossroads area of Beaufort County.

Please lend your full support to our right-of-way maintenance efforts.

I am pleased to report that Tideland has acquired the real estate necessary to construct a new delivery point substation in Craven County.

Our Grantsboro operational district serves over 9,900 metered services south of the Pamlico River. About 35% of those meters receive their power from the Edward substation in Beaufort County. The remaining 65% are served by the Silverhill substation located off Hwy. 306 in Grantsboro. Both substations receive power via Duke Energy Progress delivery points. Silverhill is Tideland's largest substation. In recent years it's had considerable load growth; and on February 20, 2015, the Silverhill substation shut down in the wee hours of the morning due to excessive load caused by plunging temperatures.

For several years one of our work plan goals has been to construct a new substation in the westernmost part of



our Grantsboro district. A new substation will alleviate the Silverhill load. It will also greatly reduce line exposure to one of our most densely populated service areas, Fairfield Harbour and the Broad Creek Road community, resulting in fewer outages and faster restoration times when problems do arise.

The new Fairfield Harbour substation will be located along King Neck Road in Emul. The project is now undergoing engineering review and we look forward to reporting additional details as things progress in the months ahead.

Annual meeting of members

Sixty-two registered members attended Tideland's annual meeting on May 26 at Beaufort County Community College. The business meeting included the re-election of three incumbent directors and the recognition of several Tideland Electric Care Trust college scholarship recipients.

CEO Paul Spruill presented an overview of fiscal year 2015 achievements, which included combined capital credit refunds and wholesale power cost adjustment credits totaling \$3.7 million. In his work plan update, Spruill touched on projects underway in each service district. Construction will be complete on the new Engelhard substation this month. Seven additional easements need to be acquired so crews can complete improvements to the Merritt circuit exit between the Silverhill substation and Sandhill Canal. A recabing project has been completed at Pamlico Plantation that includes an alternate loop feed.

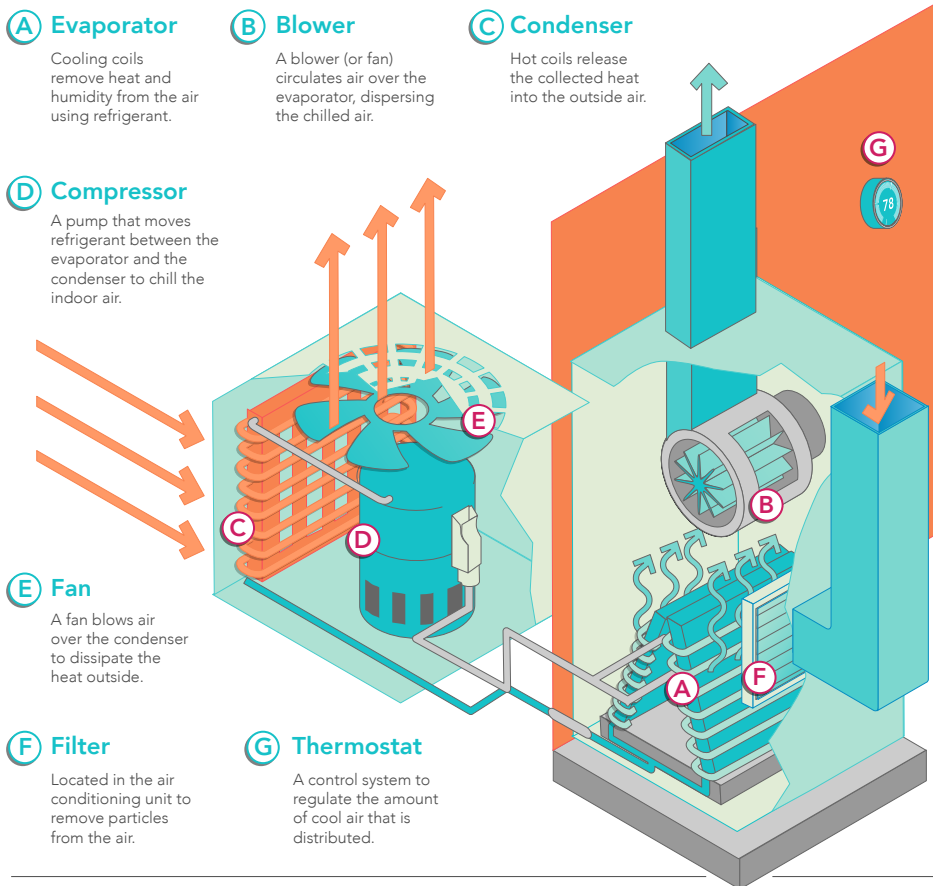


Annual meeting grand prize winner Brenda Jefferson of Pinetown



How an Air Conditioner Works:

Similar to how a refrigerator works, air conditioners transfer heat from a home's interior to the warm outside environment.



Common Air Conditioner Problems

Your unit isn't cooling properly

Refrigerant

Your refrigerant could be low or leaking. Call a trained technician to repair the leak and recharge the system.

Sensor Problems

If you have a window unit, the thermostat sensor could be knocked out of position. Carefully bend the wire holding it in place to properly position it.

Thermostat Issues

Check your thermostat to make sure it is set properly and it is reading the correct temperature.

Drainage Problems

Check your unit's drain to make sure it isn't clogged.

Dirty Filter

A clogged filter restricts airflow through the unit, decreasing its efficiency and reducing its ability to effectively cool the air.

Your unit isn't turning on

Electric Control Failure

Your compressor and fan controls could be worn out from having your system turn off and on too frequently. Contact a professional to check your unit's electrical connections.

Thermostat

Make sure your thermostat is working -- it might need new batteries or might need to be replaced entirely.

Limited airflow

Ductwork Problems

Your ducts could be leaking air or be clogged or constricted. Work with a professional to clean and air seal your ducts.

Dirty Filter

A clogged filter restricts airflow through the unit, decreasing its efficiency and reducing its ability to effectively cool the air.

#DidYouKnow:



You can reduce air conditioning energy use by 20-50 percent by switching to **high-efficiency air conditioners** and taking other actions to lower your home cooling costs.



This month in Tideland history

July 27, 1942:
Pamlico-Beaufort EMC began service with 29 miles of line serving 67 members. The manager was Herbert Harris, Sr. and the four linemen were Louie Earl Grant, L. Ward Cayton, Roy Golden and Francis Grant.

July 6, 1944:
Ocracoke EMC was incorporated

July 26, 1971:
Pamlico-Beaufort EMC members voted to merge with Woodstock EMC.

July 26, 1972:
Tideland EMC and Ocracoke EMC begin a merger study.

July 1, 1974:
Carolina Power & Light (now Duke Energy Progress) filed for a 125% rate increase for wholesale power purchased by co-ops and municipalities.

July 13, 1978:
Woodstock EMC founding manager Bill Bulluck passed away after battling cancer.

July 16, 1984:
Employee Frank Billups installed the co-op's first load management switch at the Belhaven home of member Willie Allen.

Member satisfaction scores continue to climb

REAL PEOPLE.
REAL POWER.

The co-op recently received the results of its annual member satisfaction telephone survey. For the third year in a row, Tideland's cumulative member satisfaction rate has increased. Furthermore, we continue to consistently outperform other utilities regardless of ownership structure.

Tideland achieved its highest member satisfaction scores in the areas of service reliability, resolving problems promptly and trust. In service attribute categories, Tideland outperformed all co-op benchmarks.

Surveyed members expressed a keen interest in high-energy-use alert notifications to help detect problems early on that could lead to expensive energy bills. To date, very few Tideland members are utilizing those services, which are already available via the member portal. If you need assistance setting those alerts up please call us at 800.637.1079.

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www.tidelandemc.com

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Member Service

252.943.3046
800.637.1079

24 Hour Outage Reporting & Automated Services

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Tideland EMC is an equal
opportunity provider & employer



HOLIDAY CLOSING: OUR OFFICES WILL BE CLOSED MONDAY, JULY 4. TO REPORT OUTAGES, MAKE A PAYMENT OR CHECK ACCOUNT BALANCES CALL 800.882.1001.

Celebrating 75 Years of Member Service

Our story is and always will be about real people. People who dare to dream. People committed to principled leadership. People for whom service isn't just a job, it's a calling. People who value the communities we call home. People who are resilient and faithful and not afraid of heavy lifting when their purpose is true.

What makes a power company a cooperative? The same thing that makes a house a home. People. And in our book, Tideland people are the best.



Learn more about the history of Tideland EMC at www.tidelandemc.com/history