

Tideland Topics

Real People. Real Power.

Leaves aren't the *only thing falling*

Tideland residential members billed under rate schedules 1 and 3 will see nearly a penny per kilowatt hour (kWh) rate decrease starting November 1. Between May and October of each year, members in those rate classes are billed 12.48¢ per kWh. Between November and April, the winter rate per kWh is 11.49¢.

All energy sales, regardless of rate class, are subject to any wholesale power cost adjustments (WPCA) which can either be a charge or credit depending on market conditions and co-op finances. Since March 2020, the WPCA has been a credit of \$0.00179 per kWh.



Enter for a chance to win *\$250 grand prize*

As a member-owner of Tideland EMC we hope you already feel like a winner, but we're sweetening the pot with our MYEMC Bingo prize drawing. Complete your entry form by placing an "X" on those activities or services you already utilize, filling in the quiz items, and circling services you would like to enroll in (see the MYEMC Bingo center insert). Complete a diagonal, horizontal or vertical row or achieve four corners, and return your entry to be eligible for our member drawing on Monday, December 20, 2021. The grand prize winner will receive a \$250 electric bill credit. Four additional winners will receive a \$50 credit.





ecobee

Smart Thermostats

Thrive in *our hive*

Tideland members with newer model central air-source heat pumps and WiFi internet are invited to participate in our Ecobee smart thermostat program. The co-op will provide qualifying members with a basic Ecobee thermostat at no cost or rebate the member for any Ecobee thermostat they already own.

Similar to the co-op's previous load management program, Ecobee participants help Tideland reduce power costs during periods of high demand. In return, participants receive a \$2 monthly bill credit in addition to the free smart thermostat (a \$149 retail value) or enrollment rebate (\$50).

Unlike previous load management programs, Ecobee program participants can opt-out of an energy-savings event if the control period conflicts with activities in the home.

To learn more about Tideland's smart thermostat program, visit tidelandemc.com and click on the Ecobee link or circle "Ecobee Thermostat" on your member bingo card and we'll reach out to you with more information.



**POWER UP
YOUR
PIGGY
BANK.**

Move your security deposit to our FlexPay program, and start saving 7-12% annually* on your energy bill!

FLEXPAY
A Prepaid Energy Solution From Tideland EMC

Join more than 20 million consumers worldwide who have embraced pre-paid electric service. Service activation doesn't require a security deposit. All that's required to participate in FlexPay is a starting \$25 prepaid balance and either a cell phone or email that can receive routine updates regarding your FlexPay balance. If you have an existing security deposit with Tideland, you can use it to help establish a starting credit balance. While not required, we also recommend that FlexPay participants have a way to make a payment after normal business hours via phone, web or mobile app.

By prepaying energy purchases, FlexPay participants are exempt from late payment penalties as well as non-payment disconnect and reconnect fees. Over time those fees can add to the challenge of trying to catch up on household bills.

FlexPay participants do not receive a monthly electric bill. Instead they receive routine text or email alerts and reminders so they know how much energy they've used and when it is time to "recharge" their account. Minimum payment transactions are set at \$10 so if you want to pay once a day, once a week or once a month

on your account it's entirely up to you. And we don't charge a transaction fee!

Studies show that prepaid metering programs offer another benefit that can result in significant savings. As FlexPay users begin to learn more about their household energy use and can tie it directly back to costs, they generally find ways to improve conservation and energy efficiency efforts. On average, FlexPay users will reduce energy consumption 7 to 12 percent annually.

On the other hand, FlexPay is not for everyone. It is only available to residential non-demand billed account-holders. If you participate in the co-op's bank or credit card draft programs or are enrolled in a budget or leveled payment plan you won't be able to utilize FlexPay. If you currently have a weatherization loan with Tideland you can't opt in to FlexPay until the loan has been satisfied. If you've ever been assessed a meter tampering fee you won't qualify either.

Want to learn more? Give us a call at 800.637.1079 or circle the "FlexPay" box on your Bingo card and we'll let you know if you qualify for the program.

Message to members

Knowledge is power.

Do you know how power gets to you?

by **PAUL SPRUILL**

GENERAL MANAGER &
CHIEF EXECUTIVE OFFICER

The 2021 hurricane season will officially end November 30. As we went to press the second week of October, the next available hurricane name was Wanda. Meteorologists were certain we would once again dip into the supplemental list of storm names.

It is amazing the speed with which we went from Ida to Wanda. For several weeks we followed power restoration updates from the areas hardest hit by Hurricane Ida. We noticed a real sense of frustration at times because consumers did not know much at all about how power reached their home. They didn't know what transmission delivery point, distribution substation or circuit served their home. In the fog of disaster, as updates were posted detailing repair schedules, consumers were sent clamoring to ask officials which substation and circuit serviced their home.

Tideland has worked hard over the years to educate our members about the path electricity travels to get to your meter. Thanks largely to our outage text messaging service, most members should know which substation and circuit serves their home or business.

We've also posted maps at tidelandemc.com of our transmission delivery points, distribution substations and circuits. The link is featured prominently on our home page.

If you are not yet participating in our outage text messaging program all you have to do to complete enrollment is provide us with your cell phone number. You can also report power outages by texting OUT to short code 85700.

Rights-of-way maintenance schedule

During November, Lucas Tree will be trimming out our Rose Bay circuit along Highway 264 and adjoining roads.

Gunnison Tree will be trimming out the Hyde County circuit that originates at our Pantego substation and ends just west of Bible Shore Road.

Lee Construction crews will be working on Allen Road on the Dowry Creek circuit. A second crew will be working on the Rose Bay circuit along Highway 264. And a third crew continues to work on the Merritt circuit along Orchard Creek Road.

River City Construction continues the ductile pole conversion project between our Five Points and Washington substations.

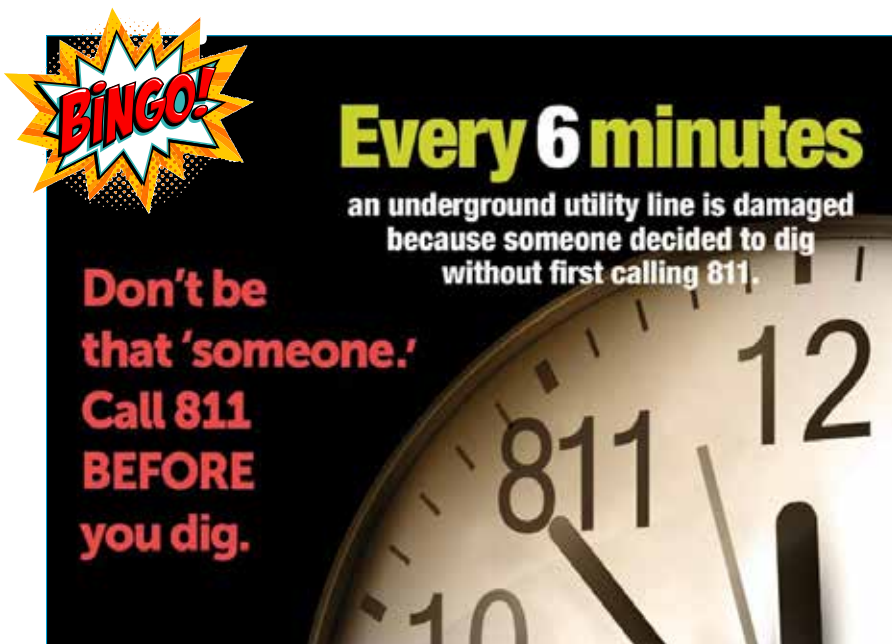
Osmose crews are continuing pole inspections and will be working on the Rose Bay circuit during November.

Please give our crews and contractors wide berth if you should encounter them along roadways.

Holiday Closing

Tideland offices will be closed Thursday November 25, and Friday, November 26, for the Thanksgiving Holiday.

Our 24-hour call center will remain open and on-call crews remain on standby for outages and service emergencies. To report a power outage call 800.882.1001 or text OUT to short code 85700.



BINGO!

Every 6 minutes
an underground utility line is damaged
because someone decided to dig
without first calling 811.

**Don't be
that 'someone.'
Call 811
BEFORE
you dig.**



Gift Giving made easy

Want to brighten the upcoming holiday season for someone special?

Give a H.U.G.
A home utility gift!

We'll be glad to credit any Tideland EMC member's account in the gift amount of your choice. Gifts must be paid in full with cash, check or credit card.

We'll also provide you with a special holiday greeting card to notify the recipient of your gift.

Call 800.637.1079 for details or visit any Tideland office.



Generator maintenance a must

Increasingly home and business owners are investing in standby generation in hurricane prone eastern North Carolina. However, without proper maintenance, your generator may not be available when you need it most.

What causes generators to fail?

About 90% of failures are the result of three things: battery malfunction, fuel problems, and coolant or oil leaks. Diligent maintenance in these areas can save you money and extend equipment life.

generator to start, but no power is actually transmitted. Always check the status of the switch regarding its position and source availability. Determine what caused the trip prior to resetting; power surges caused by an outage can damage the switch.

Fuel problems

Generator failure can result from air or water in the fuel system, improper fuel levels, and contaminated or stale fuel. Just one small bubble of air can cause an injector to not fire at startup. Air in the fuel also reduces its energy content and lubricity, preventing



Batteries and breakers

Batteries can lose their charge over time. Lead-acid batteries can accumulate lead sulfates on their internal plates and should be replaced as needed. Failures can also occur from dirty and loose connections, so clean and tighten these regularly. After performing maintenance, double-check the system for proper operation and switch position.

If the circuit breaker on the generator is open or tripped, the automatic transfer switch signals the

the engine from generating full power and damaging fuel system components.

To clear air bubbles, run the engine every week for at least five minutes. Also, inspect the fuel tank for water before fuel is delivered. Continue to monitor fuel for several days after delivery. Engines equipped with electric shut-off solenoids should always have a manual bypass.

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Is time-of-use worth your time?

If you have ever delayed making a long distance phone call until rates went down, then you have already benefited from time-of-use savings. If you went to the movie matinee to save on the cost of admission, you've already reaped the rewards of off-peak pricing.

Tideland EMC, like you, purchases electricity. Generally it is quite inexpensive to generate and buy electricity. However, when electricity is in great demand, older, less efficient power plants are used to meet additional load requirements. At these times, called "peak periods," electricity is more expensive to generate and the costs are passed on to Tideland and our members. The time-of-use rate provides an incentive to shift the use of electric appliances to off-peak hours.

How do I save with time-of-use?

The time-of-use rate structure is

similar to the way Tideland EMC is charged for power. All of your kilowatt hours will be 8.61¢ per kwh. That's significantly lower than our standard residential rates of 11.49¢ in winter and 12.48¢ in summer. However, by replacing your existing meter with a time-of-use meter, Tideland will be able to calculate how fast you use electricity during the "on-peak periods." Once a month we will determine your highest use of electricity during a 15 minute on-peak period. Based on this reading, called "kW demand", we calculate your on-peak demand charge. Demand is billed at \$11.01 per kWd in summer and \$10.06 per kWd in winter.

The more electrical appliances you use simultaneously during 15 minutes of on-peak time, the greater your demand charge will be. However, demand is not cumulative. Your demand reading today is not added to your demand reading tomorrow. It is simply the highest peak you reached during a single fifteen minute on-peak period. Each month when your meter is read by the co-op, your demand reading will be reset to zero.

How much can I save?

Our most successful time-of-use members typically save the equivalent of 1 to 2 electric bills a year. The amount you save will be determined by the commitment you make to maintaining an off-

peak lifestyle. However, simply signing up for the time-of-use rate will not automatically lower your electric bill. It could in fact increase your bill if you don't diligently pursue an off-peak lifestyle.

Is this rate for everyone?

No. Many families have no choice but to run major electrical appliances during on-peak periods. Tideland's time-of-use rate may be right for you if you can answer yes to the following:

- Are you willing to learn how much electricity you use, and when you use it?
- Can you routinely stagger major appliance use (electric heat and air, electric range, etc.) during peak periods?
- Can you shift water heating, clothes drying, baking, dishwashing and pool pump operation to off-peak hours?
- Will all members of your household (i.e. guests, children, and housekeepers) be able to live and maintain a time-of-use lifestyle?
- Do you currently own an electric vehicle?

If you would like to learn more about time-of-use rates, visit tidelandemc.com. You can also circle "time-of-use rate" on your Bingo card and an energy adviser will analyze your kilowatt hour consumption history to see if any savings potential exists.





Supress the surge

Night light

OUTDOOR LIGHTING

All new Tideland EMC yard lights are dark sky friendly LED fixtures that aim light where you need it (on the ground) and not into the windows of neighboring homes.

48 Watt "Caretaker"
\$10.06

54 Watt "Cobra"
\$10.06

106 Watt "GE Evolve"
(400-watt equivalent)
\$14.10

Monthly price assumes the light can be attached to an existing electric utility pole. Tideland EMC is responsible for the energy used by the light and normal maintenance. If the outdoor light cannot be attached to an existing pole, a pole charge of \$2.10 per pole per month will be added to the monthly bill. An additional one time installation fee may apply for underground service. Interested? Circle "Outdoor Lighting" on your Bingo card.



Good grounds and meter base surge suppression: a critical first line of defense

Your home, and the major appliances and electronics in it, represent a significant investment that needs to be safeguarded. Short duration high-voltage "spikes" can happen any time of the day, month, week or year destroying or reducing the life of appliance motors and sensitive electronic equipment. Even small surges that occur when pumps and motors turn on and off can slowly wear down sensitive microprocessors, causing equipment failures.

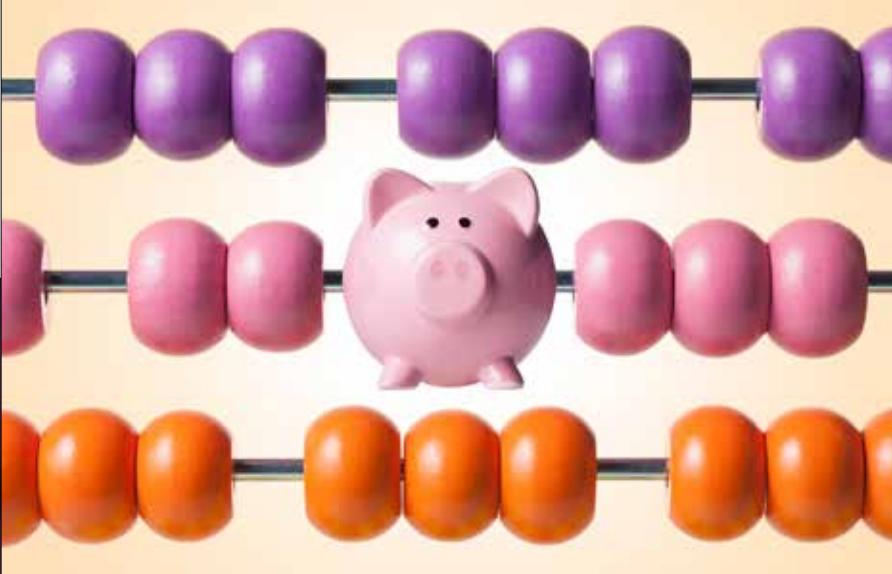


Your first line of defense is an inspection of your home's grounding and installation of a Kenick lightning arrester capable of stopping up to 40,000 amps of surge energy per service conductor (80,000 amps total).

Tideland sells the Kenick arrester for \$290 which includes free ground rod testing. This arrester will "knock down" most electrical surges before they can enter your home. Financing is available with a \$90 down payment

and 6 monthly payments of \$35 each. Tideland contracts with local electricians to complete the installation.

Interested in a Kenick surge arrester installation? Circle "Meter Base Surge Arrester" on your Bingo card and we'll be in touch or give us a call at 800.637.1079 to begin the installation process.



Don't sweat seasonal energy costs. Sign up for levelized billing.

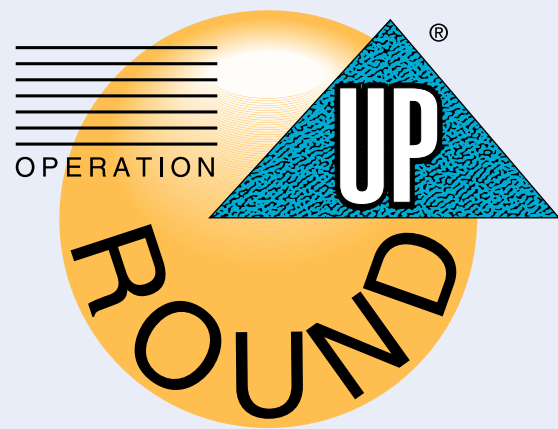
If home heating costs have your struggling to make ends meet, there's no better time than fall to enroll in a levelized payment plan. Monthly payments are based on a rolling average which minimizes fluctuations.

Sample of a Levelized Payment Plan

| <i>Actual Bill</i> | <i>Levelized Bill</i> |
|--------------------|-----------------------|
| \$189.26 | \$139.02 |
| \$175.10 | \$135.26 |
| \$198.97 | \$126.10 |
| \$109.37 | \$118.97 |
| \$93.58 | \$118.37 |
| \$97.89 | \$121.58 |
| \$115.39 | \$122.89 |
| \$116.99 | \$123.39 |
| \$119.68 | \$122.99 |
| \$97.35 | \$116.68 |
| \$111.54 | \$125.35 |
| \$141.38 | \$126.54 |
| \$184.37 | \$126.38 |
| \$129.98 | \$127.37 |

Instead of paying bills ranging from \$93.58 to \$198.97 (a spread of \$105.39), this example shows that the member's monthly payment ranged from \$116.68 to \$139.02 (a spread of only \$22.34).

Your electric bill must be current and remain current to participate in levelized billing. You may enroll in the program via the member portal or by calling the co-op at 800-637-1079. You may also circle "Levelized Billing" on your Bingo card and we will contact you to verify enrollment.



Do Unto *Others*

For 20 years, Tideland members have self-funded Operation Roundup, which provides energy assistance grants to members in need. Donations are voluntary and can be provided any number of ways:

- Members can opt to have their monthly electric bill rounded up to the next whole dollar amount (Example: actual bill of \$98.45 is rounded up to \$99.00)
- Members ask that a specific dollar amount be added to their monthly bill. We refer to this as Operation RoundUp Plus.
- Members make a one-time donation payable to "Tideland Electric Care Trust"

We are committed to being good stewards of member donated funds. Here are some of our giving stats.

Average Individual Grant Amount
2020: \$83.15
2019: \$78.30

Average Number of Grants Awards Per Month
2020: 39
2019: 34

To become an Operation RoundUp contributor be sure to circle the appropriate box on your "Bingo" card. For Operation RoundUp Plus, circle the box and add a specific dollar amount you wish to donate monthly. Donations are tax deductible.

Generator Maintenance

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Loss of fuel can be caused by mechanical fuel gauge malfunctions or plugged filters. Upgrading to electronic fuel gauges can reduce these malfunctions. Plugged filters, caused by contaminated fuel, can lead to tank sludge, damaged fuel components and generator failure.

Inspect your entire fuel system regularly to ensure all components are operating correctly. Periodically check fuel tanks for contaminants. Store fuel in a clean, cool and dry place. Fuel will last up to one year without significant quality degradation.



Low coolant or oil

Low coolant level is often caused by an external or internal coolant leak. Check for any visible puddles during weekly inspections. Leaks in coolant block heaters can be prevented by using silicon hoses instead of rubber. Install isolation ball valves for block heater hose connections.

Extended operation on low coolant can cause catastrophic engine failure. Follow manufacturer's recommendations and test coolant for proper pH and freeze point. Coolant chemistry does change over time and can cause significant damage.

Internally plugged radiator cores can also reduce coolant levels. A full load test with an external load bank is the only accurate way to check a cooling system. Low coolant temperature is caused by faulty block heaters. Check the cylinder head (or engine thermostat housing) for temperature and verify that the engine or block-heater hoses are warm.

Extended operation with low or contaminated oil can cause engine failure. Running loads well below the rated output level on a regular basis can

also lead to oil leaks. Check oil levels on a monthly basis. Look for contamination, frothing and sludge. Change the oil regularly according to manufacturer's recommendations.

Reminder: if you own a generator you should also have working carbon monoxide detectors.

*Real People.
Real Power.*

Tideland Topics

www.tidelandemc.com

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PLUG IN, LEARN AND SAVE!

 **Tideland EMC**
Real People. Real Power.

TrickleStar

Ever wondered how much energy that old refrigerator is using? Or want to send a message to the rest of the family about the importance of shutting off unattended computers, TVs or gaming systems?

Introducing TrickleStar.



\$29.98 + TAX

Now available at all Tideland EMC offices!