

REAL PEOPLE. REAL POWER.

Tideland Topics

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

ANNUAL MEETING: New challenges will bring about new opportunities

In his first annual meeting speech as chief executive officer and general manager of Tideland EMC, Paul Spruill touched briefly on the events of the previous year while focusing the majority of his remarks on future challenges the co-op must navigate.

Community recovery from Hurricane Irene has lingered well into 2012. While individual members continue to negotiate with the Federal Emergency Management Agency (FEMA) for relief funds, the co-op received full reimbursement from the agency for costs associated with power restoration. FEMA honored the co-op's request for \$2.8 million thereby saving each Tideland member \$126.65.

In addition to hurricane recovery, the co-op's engineering and operations departments have aggressively pursued system

reliability projects that include voltage upgrades, reconducting aging copper lines with more durable and resilient materials, and implementing advanced metering technologies. Infrastructure improvements included cable replacements across four bodies of water: the intracoastal waterway in Hyde County at the Walter B. Jones Bridge, Broad Creek in Washington, Back Creek south of the Pamlico River and the intracoastal waterway in Lowland.

To date Tideland has interconnected to six member-owned solar systems and two members have taken delivery of all electric vehicles. In 2011, 115 members benefited from free residential and commercial energy audits.

Capital credit refunds in 2011 put over \$1 million back into member wallets and the local economy

ARTICLE CONTINUES ON PAGE D

Call before you lift



In the wake of Hurricane Irene, many members intend to raise their homes out of harm's way. In the process of doing so please make sure you remain in compliance with power line clearances as established by the National Electric Safety Code.

Tideland EMC is here to help you and your contractor determine whether your project will be code compliant. You should also call the co-op if you plan to add on decks, rooms or porches in close proximity to power lines. Under no circumstances should any structure be built underneath power lines or in the utility right of way.



Message to our Member-Owners: Member Survey Results

By Paul Spruill
Chief Executive Officer
and General Manager

Right-of-Way Maintenance Update

Tideland has hired Lewis Tree Service to trim trees in our rights-of-way. During July they will work in the following areas in Beaufort County:

- Wootentown, River and Asbury Church roads north of the Pamlico River
- Old Blounts Creek, Mouth of the Creek and Gilead Shores roads south of the Pamlico River

and all adjoining small roads & lanes.

Our contractors will be mowing the right-of-way on Millhole, Braddy, Slatestone, Pocosin, Respass and Jefferson roads in Washington and Pinetown.

Tideland recently conducted a survey of 250 co-op members to gauge service satisfaction and emerging trends. I would like to share some of those results with you. The co-op will use this data to better meet your needs now and in the future.

Tideland continues to receive overall satisfaction scores higher than other electric utility sectors. On a 100 point scale we received a grade of 83, compared to 81 for all electric cooperative's nationally. Investor-owned utilities scored 74 and municipal electric systems received a 73. While we outperform other utility providers, we are more interested in our performance as it relates to past years and our numbers have slightly declined from a high of 86 and can be largely attributed to member satisfaction in the areas of service reliability and outage restoration. Despite actual system reliability numbers improving in recent years, excluding major storms, as our daily lives become increasingly electrified we are less tolerant of service interruptions. Reliability standards are clearly a moving target and current projects underway in the area of maintenance and operations are focused on meeting the growing need for uninterrupted service.

This year's survey included a section on energy efficiency and real-time pricing. Eighty-eight percent of Tideland members report having taken recent steps to reduce home energy use. Sixty-six

percent of Tideland members indicated an interest in participating in real-time pricing if it became available. What really caught my attention was that 88 percent of the respondents surveyed would be inclined to participate in a voluntary load reduction program where a text, email or phone message is sent asking members to minimize electric use during times of peak demand. Eighteen to 44 year olds overwhelmingly preferred text message alerts. That's not surprising when you realize that 44 percent of the members in that age group no longer have a landline telephone at home and rely solely on their cell phones. Our new text messaging service will no doubt prove popular with this segment of the Tideland membership.

Sixty-four percent of the members surveyed would like to engage with the cooperative via social networking sites like Facebook. Think social networking is just for the young? Think again. Tideland seniors, 65 years and up, show greater participation in social networking than seniors nationwide by a full 10 percentage points.

These survey results and more point to new challenges for the cooperative. More importantly they reveal new opportunities for Tideland EMC to meet the ever changing needs and expectations of co-op members.

Survey crews

Tideland has engaged Davey Resource Group for a multi-year project to survey our entire electric system. They are obtaining GPS coordinates for every pole and documenting every piece of equipment on our system. Much of the work is being conducted using ATVs. The Davey crews are currently working north of the Pamlico River.



PHOTO BY ROBBIE ROUSE

Co-op scholarship winners named



Maurita Harris
Mattamuskeet
Early College
High School

Maurita is the daughter of William and Nelvia Campbell of Fairfield. She will major in psychology at NC State University.



Katelyn Rowe
Washington High
School

Katelyn is the daughter of Gerard and Cynthia Rowe of Blounts Creek. She will attend UNC-Chapel Hill as a pre-med student.



Kathryn "Kate" Anderson
Pungo Christian
Academy

The daughter of Forrest and Kathryn Anderson of Engelhard, Kate will study radiography at Pitt Community College.



Melanie Harris
Pungo Christian
Academy

Heather is the daughter of Paul and Debbie Harris of Belhaven. She will attend Chowan University to study exercise science.



Sierra Ormond
Pungo Christian
Academy

The daughter of Thomas and Sheila Ormond of Bath, Sierra will prepare for a health care career at Beaufort County Community College.



Khailah Rawlins
Plymouth High
School

Khailah is the daughter of Tammy Rawlins of Plymouth. She will major in political science at Bennett College for Women.



Molly Lovejoy
Ocracoke School

The daughter of Dave Frum and Karen Lovejoy of Ocracoke, Molly will attend Emerson College in Boston to major in studio television production and communications.



Tyler Allen
Pungo Christian
Academy

Tyler is the son of Connie and Christopher Martin and the late Hampton Allen, Jr. He will study welding at Beaufort County Community College.

1.

11% OF THE NATION'S RESIDENTIAL ENERGY IS USED TO KEEP FOOD COLD

2.

NEARLY 11 MILLION AMERICANS HAVE 2 OR MORE REFRIGERATORS

3.

WE WOULD SAVE ENOUGH ENERGY TO LIGHT 8.1 MILLION HOMES FOR A YEAR IF EVERY AMERICAN HOME REPLACED ITS PRE-1993 REFRIGERATOR WITH AN ENERGY STAR MODEL

4.

A 1970S MODEL REFRIGERATOR COSTS \$259 TO OPERATE ANNUALLY WHILE A 2011 ENERGY STAR MODEL TYPICALLY COSTS \$48 TO OPERATE ANNUALLY

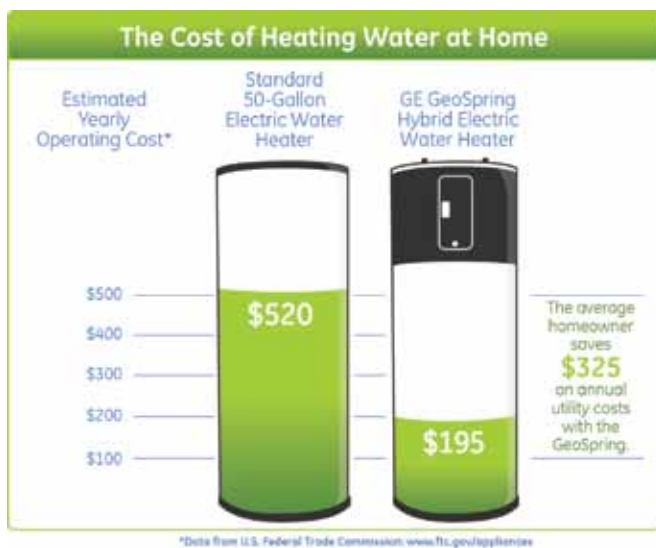
FOR MORE INFO: WWW.RECYCLEMYOLDFRIDGE.COM

Made in the USA:

Another good reason to buy a heat pump water heater

There's another good reason to buy a heat pump water heater. In addition to the instant energy savings and a \$300 Tideland EMC member rebate for the purchase and installation of new units, General Electric just announced that it has moved all production of its GeoSpring heat pump water heaters to the United States.

While there are other heat pump water heater manufacturers only the GeoSpring is widely available at retailers such as Lowes, Home Depot and Sears.



ANNUAL MEETING: Challenges and opportunities

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bringing total refunds to date to over \$9.85 million.

Spruill then turned his attention to a discussion of wholesale power costs. For every dollar the co-op collects from members, 55.99¢ goes to pay for wholesale power purchases. Tideland currently gets 52 percent of its power from nuclear assets, 26 percent from coal, 13 percent from natural gas, 2 percent from hydro and 7 percent from mixed market purchases including solar and wind.

Some of the nation's coal assets will likely be retired in the coming decade as plant operators choose to forgo the costs of smokestack scrubbers

necessary to meet federal clean air regulations. To date clean coal technologies have eluded commercial viability. With fewer coal resources in the generating mix, utilities will look to make up the difference with nuclear energy, combined cycle natural gas and renewables. However, with utilities nationwide jockeying for fewer generating resources, markets will certainly reflect the higher prices typically associated with high demand and limited supply.

For the first time in decades the nation's electric utility providers are considering new nuclear power plant projects. In North Carolina alone we anticipate significant investments over the short term to maximize the useful life of existing nuclear facilities as the state relies less on coal as part of its overall energy portfolio.

We believe time-of-use and peak

load reduction programs will be an important part of the future cost control equation. Spruill emphasized that new technologies could allow the cooperative to share real time data with members in the future and provide another tool for members to control costs. Fortunately, Tideland members have a successful track record when it comes to volunteering to do their part especially when the reward is affordable electric service.

Tideland will work to control rates to the fullest extent possible. Given that more than half of our annual budget is directly impacted by increasing costs in wholesale power, we will work even harder to keep bills low by empowering our members to become more energy efficient while maintaining the quality of life you've come to expect.



The typical household will see water heating costs drop from \$43 a month to just \$16 a month upon installation. That's a savings of at least \$27 per month over the life of the unit which comes with a 10-year warranty. Coupled with the Tideland EMC member rebate, the additional costs associated with the purchase of the heat pump water heater compared to a conventional water heater are recouped in less than 13 months.

"In 20 years of service to the co-op and working in the area of energy efficiency, I consider the hybrid heat pump water heater to be the most significant product development during my tenure," said Heidi Smith who manages Tideland's energy audit services. "Water heating is the second largest user of household energy so upgrading to a heat pump water heater really delivers the most bang for your energy improvement bucks especially when you factor in the Tideland member rebate."

To download a copy of the Tideland EMC member rebate form visit www.tidelandemc.com.

A snakey situation:

Reptile causes Edward substation outage

Photos by T.W. Allen, Director of Substations and Metering

On May 22, a few minutes after midnight, members served by the Edward substation in southern Beaufort County experienced a power outage when a snake crawled onto substation equipment.



The snake climbed up the steel substation frame and shorted an insulator on the gang operated air break switch. Tideland crews had to isolate the damaged switch and re-energized the substation from another transformer. The initial outage lasted two hours and 15 minutes. Nine days later Tideland conducted a one-hour planned outage of the Edward substation to repair the damaged equipment.



Snakes trail birds as the second leading cause of animal related outages in the United States. On May 24, Haywood EMC experienced a substation fire in Candler, NC, when a black snake climbed onto a voltage regulator.



\$5,040 for Beaufort County Relay for Life

Tideland employees in the co-op's Pantego district office raised \$5,040 for this year's Beaufort County Relay for Life. The Tideland team members were employees Steven Barber, Linda Carawan, Pam Foster Tetterton, T.W. Allen, Heather Garrish, Cindy Hubers, Karen Heffley, Robbie Rouse, Donna Woolard and Bob VanDerHave along with Vernaletta Rosa, Toni Hutson, Shirley Garrish and Teresa Crisp.

We goofed...

Tideland recently had magnets produced to promote our refrigerator/freezer recycling program. Unfortunately the magnets had the wrong phone number for the recycling coordinator. The correct number is 1-877-341-2310. If you received one of the incorrect magnets please discard it and come by our office for a new one.



Free Pickup.
Free Recycling.
Cool Savings.

Get a \$50 credit for your old, working fridge or freezer.
Schedule your free pickup today!

877.341.2310
www.tidelandemc.com

Tideland EMC
Real People. Real Power.

A flood of people bring hope to Pamlico County



Volunteers were housed at the YWCA's Camp Seafarer

Photos by Ryan Webb

Just over 1,600 people from across the country signed up through the Eight Days of Hope (EDOH) ministry to rebuild Hurricane Irene damaged homes in Pamlico County. In the end, more than 1,850 showed up from 42 states to make repairs on 125 homes donating more than \$1.6 million in free labor.

It wasn't a moment too soon for Tideland members like Melvin Alston and his 71-year-old mother Rachel. Both of their homes flooded during Hurricane Irene. For Miss Rachel, whose house was moved to its current location on Florence Road in 1961, it was



Melvin Alston stands beside the Dodge Neon he lived in for 23 days until EDOH arrived. His front license plate is inset.

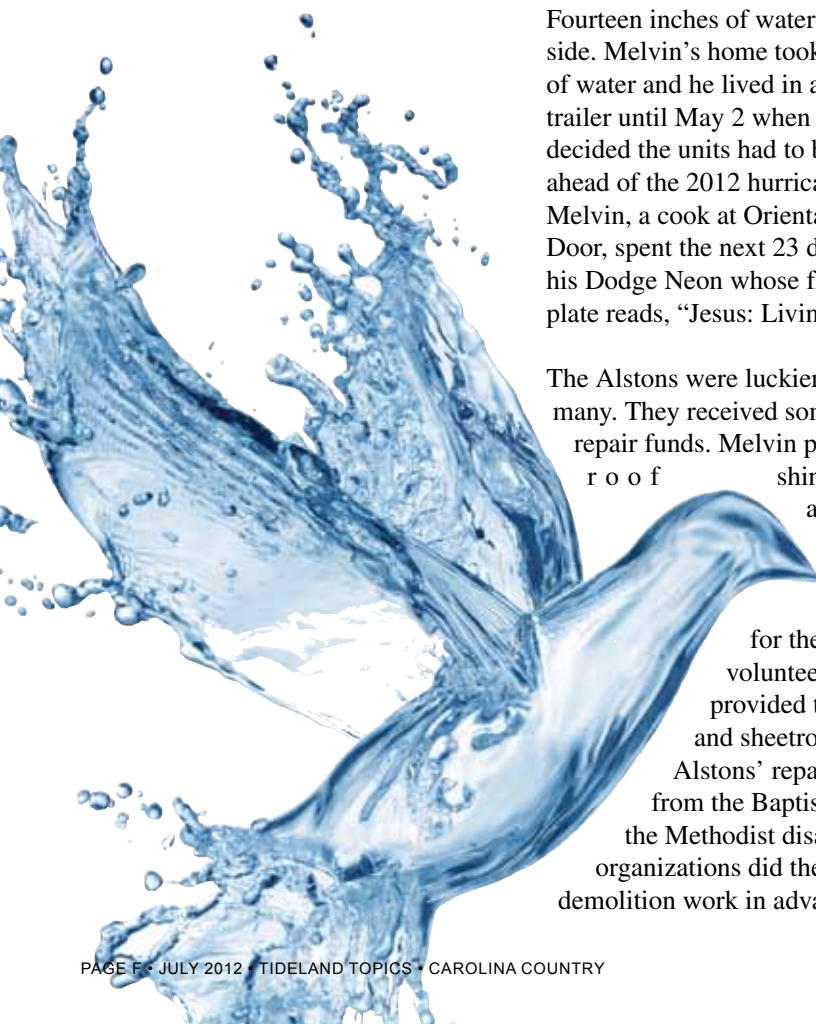
the first time her home had flooded. Fourteen inches of water made it inside. Melvin's home took on 9 inches of water and he lived in a FEMA trailer until May 2 when the agency decided the units had to be vacated ahead of the 2012 hurricane season. Melvin, a cook at Oriental's Trawl Door, spent the next 23 days living in his Dodge Neon whose front license plate reads, "Jesus: Living Water."

The Alstons were luckier than many. They received some FEMA repair funds. Melvin purchased roof shingles, wire and plumbing materials that he had on hand for the EDOH volunteers. EDOH provided the insulation and sheetrock for the Alstons' repairs. Crews from the Baptist Men and the Methodist disaster relief organizations did the interior demolition work in advance.

An Alston cousin down the road wasn't quite so fortunate. During an earlier flood he had received a few hundred dollars from FEMA to replace flooring materials and was thus declared ineligible to receive funds for much more severe Irene related damages.

It was impossible to drive through Pamlico County between May 26 and June 2 and not spot someone wearing a blue T-shirt. In return for their service, volunteers were given three meals a day and two of the official EDOH T-shirts. All other expenses, including travel, were incurred by the volunteers and in many cases their sponsoring churches.

Since its first mission in 2005 following Hurricane Katrina, EDOH has grown each successive year and this year's event was by far its largest. EDOH founder Steve Tybor said one unusual aspect about the Pamlico County event was the large number of volunteers hailing from nearby towns.



“I think one of the most important things we’ve been able to do is to refocus the spotlight on Hurricane Irene victims,” said Tybor. “Many think life has returned to normal here in Pamlico County when in reality there’s a long way to go.”

Tybor in fact says that EDOH should not be the end of volunteer relief efforts, it should be a catalyst to finish the job. “Hopefully we’ve knocked out some of the more challenging repairs so others can come in behind us and complete smaller tasks that remain.” Quite a few of the EDOH volunteers, who bonded with the families they assisted, were already planning independent trips back to the area to complete repairs to homes they worked on during the event.

For its part, Tideland EMC donated \$10,000 to the organization which went directly to building materials for the Pamlico County project.

To learn more about Tybor’s organization visit www.eightdaysofhope.com. Please contact the Baptist Men or United Methodist Disaster Relief to find out where you can still volunteer in the Tideland EMC service area.



Volunteers re-shingle Rachel Alston’s roof



Crews lost a half day of work due to tropical storm Beryl



Thank you signs dotted county roadways



Bound from Long Beach, Mississippi to Pamlico County



Paul Westerberg from Lombard, Illinois, has participated in six EDOH events as evidenced by the number of stars on his badge



EDOH command center where volunteers sign up for jobs each day

4 questions to ask before you replace your air conditioning system

Before replacing your central air conditioning system make sure you ask your HVAC contractor these four questions.

Will the contractor address your air conditioning replacement using a house-as-a-system approach?

Use an HVAC contractor who understands building science. An air conditioner is only one component of many that helps with the heating and cooling of your home.

Other factors include insulation, air leakage, duct leakage, solar gain through windows and radiant heat problems in bonus rooms. A good contractor will point out obvious shortcomings that if fixed could significantly reduce energy costs, improve indoor air quality and extend the life of the new HVAC system.

How will the new air conditioner be sized?

If the contractor wants to rely on square footage alone or the size of the old unit please find another contractor. The proper way to size heating and cooling systems is to calculate the actual heating and cooling loads for your home. To do so, the contractor has to measure the house completely, get all the insulation R-values, window types, orientation, infiltration rate, duct leakage and more. The HVAC industry has developed a protocol called a Manual J load calculation which contractors should use to arrive at proper system sizing. Ask for a copy of the calculation.

Proper sizing is particularly important in the southeast because an oversized system will not run long enough to properly

dehumidify the house. Because oversized systems cut on and off more frequently, all those start-ups and shut-downs will shorten the life of the compressor.

Does the contractor test for duct leakage?

Duct leakage can account for as much as 25 percent of total house energy loss and left unaddressed will only get worse over time. Leaky ducts also allow dust,

dirt, insulation fibers, mold spores and other foreign matter into the house. Fortunately, duct leaks are easy and relatively inexpensive to correct for an HVAC contractor committed to the highest standards of his or her profession.

Does the contractor assess the air flow in the duct system and make recommendations for repairs?

Duct leakage isn't the only problem with getting cool air into your home. Many

duct systems don't move as much air as they should because of ducts that are too small, kinked, too long or have other constrictions. Many homes don't have enough return air registers or they are not strategically placed to provide adequate air circulation. At a minimum, your HVAC contractor should measure the total external static pressure and make sure it's within the limits specified for the equipment to be installed. Ideally, they'll also measure the air flow to each room to make sure temperatures are uniform throughout the house.



Tideland Topics

www.tidelandemc.com

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Find us on 

Co-op scholar

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Michael Ehmke Pamlico County High School

Michael is the son of Paul and Rosemarie Ehmke of Grantsboro. He will major in computer science at NC State University.