



AUGUST ■ 2018

Tideland Topics

REAL PEOPLE. REAL POWER.

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

STORM CENTRAL: Co-op unveils state-of-the-art dispatch center

While many utilities outsource after-hours dispatch services, Tideland remains committed to in-house dispatching 24 hours a day, year-round. We believe in-house dispatching is crucial to response times, worker safety and overall member satisfaction.

The center has redundant generator capacity to ensure continuous operation. While we could still be subject to telecommunication failures, such as the two-day telephone outage following Hurricane Irene, we continue to explore options that might provide backup.



With advancements in technology, we are increasingly deploying smart grid devices that allow our dispatchers to pinpoint where system damage has most likely occurred. Those details are given to the responding linemen, saving valuable time in the restoration process. That was in part why we created a new, state-of-the-art dispatch center at our Pantego headquarters.

Typically, one full-time dispatcher mans the center but during a crisis situation we can seat additional personnel to handle the requisite work load. Oversized monitors allow the dispatching team to effectively be on the same page while managing multiple facets of a large outage.

For additional info see "Message to our Member-Owners" page 18



Don't let a high bill dampen your summer

A runaway electric bill can happen more easily than you know. A disconnected piece of ductwork. A water heater malfunction. A heat pump that is heating and cooling at the same time.

Use the power of the member portal to set a high energy use alert. Click on the MY ALERTS tab and select HIGH ENERGY USAGE ALERT - DAILY. Select your method(s) of notification: text, email or push notification. Remember to enter a DAILY dollar amount for the notification. For example, if you don't want your electric bill to exceed \$180 a month, enter \$6.00 in the alert field (\$180 divided by 30 days = \$6 per day).

Don't worry if you get a high energy use alert. You will likely have days that exceed your daily goal. But if they continue to persist several days without any noticeable change in outdoor temperatures, you'll want to look for the cause.



Message to our Member-Owners: *Applied learning*

By Paul Spruill
General Manager & CEO

Right-of-Way Maintenance Update

In August, Lucas Tree Service will be working in Lowland and Hobucken.

Mowing is now complete for the year and right-of-way spraying will resume in September.

Our contractor Osmose has completed pole inspections for the year. They will resume inspections in late winter 2019.

Please support our tree trimming efforts. Trees are the number one cause of outages. Working together we can improve system reliability.

Today is July 9 and we are tracking two storms in the Atlantic: Beryl and Chris. By the time you receive this issue of Carolina Country, we could very well have worked our way farther down the alphabet as peak hurricane season nears.

In the past 20 years, Tideland territory has been directly impacted by nine hurricanes, three tropical storms, several tornadoes, an ice storm and a large forest fire. Each event reveals lessons that shape future procedures and improve Tideland's readiness for disaster response. They also help inform decisions about equipment and material purchases, as well as personnel planning.

With Tideland territory encompassing 2,500 square miles within four operational districts, unique challenges exist to track and coordinate efforts across such a large area during a major storm. If you think you're eager for information during an extended and widespread power outage, you can only imagine the internal need for up-to-date information. Dispatchers, engineering and operations personnel, corporate communications, warehouse and inventory workers, and senior management all benefit when working from a common set of real-time facts. The challenge has been

to logistically pull that off within close proximity to the dispatching team while not disrupting their critically important workflow.

Our new dispatch center, highlighted on the previous page, makes that possible. We are able to seat a full team of dispatchers in a crisis situation with system monitors large enough that they can be viewed from the connecting "war room" where non-dispatching personnel can assemble to formulate everything from restoration priorities to housing and feeding schedules to supply replenishment logistics. Fortunately, we were able to achieve this within existing square footage at our corporate office in Pantego, avoiding a building expansion.

While we certainly hope a real life test of the new dispatch center doesn't occur anytime soon, it inevitably will. We feel confident this investment will enhance service restoration, improve real-time communications and decision making, allow for better utilization of both our human and technical resources, and provide greater accuracy and usefulness of information we share with members during a crisis situation.

Be prepared, be smart and be safe this hurricane season.

PLUG IN, LEARN AND SAVE!



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!

Save energy with moisture control



What are the components of a proper moisture control plan?

If building a new home, pay particular attention to how water will be managed around the foundation. The following guidelines will apply in most circumstances:

- Keep all untreated wood materials away from earth contact.
- Install well-designed gutters and downspouts connected to a drainage system that diverts rainwater completely away from the house.
- Slope the earth away from all sides of the house for at least 5 feet at a minimum 5% grade (3 inches in 5 feet). Establish drainage swales to direct rainwater around and away from the house.
- Add a gasket under the sill plate to provide air sealing.
- Install a protective membrane, such as rubberized roofing, between the foundation and the sill plate to serve as a capillary break and reduce wicking of water up from the masonry foundation wall. This membrane can also serve as a termite shield on top of foam board insulation.

- Damp-proof all below-grade portions of the foundation wall and footing to prevent the wall from absorbing ground moisture by capillary action.
- Install gutters

Rain – especially wind-driven rain – can also cause moisture problems in walls. Rain leaks through exterior walls are usually a result of improper installation of:

- Siding materials.
- Poor quality flashing.
- Weatherstripping or caulking around joints in the building exterior (such as windows, doors, and bottom plates).

To protect against rain penetration, create a drainage plane within the wall system.

- Place a continuous drainage plane over the damp-proofing or exterior insulation to channel water to the foundation drain and relieve hydrostatic pressure. Drainage plane materials include special drainage mats, high-density fiberglass insulation products, and washed gravel. All drainage planes should be pro-

tected with a filter fabric to prevent dirt from clogging the intentional gaps in the drainage material.

- Install a foundation drain directly below the drainage plane and beside (not on top of) the footing. This prevents water from flowing against the seam between the footing and the foundation wall. Surround a perforated 4-inch plastic drainpipe with gravel and wrap both with filter fabric.
- For an on-grade slab floor, install a capillary break and vapor diffusion retarder, consisting of a layer of 6- to 10-mil polyethylene over at least 4 inches of gravel.

If your home has a crawlspace, install a 6-mil polyethylene vapor diffusion barrier across the crawlspace floor to prevent soil moisture from migrating into the crawlspace. Overlap all seams by 12 inches and tape them, and seal the polyethylene 6 inches up the crawlspace walls.

One last item: make sure your air conditioner's condensate line doesn't drain in close proximity to the foundation.



2018 Youth Tourists

Madisen Spears and Jodie Horne represented Tideland during the 2018 Electric Cooperative Youth Tour in Washington, D.C. More than 1,500 students from across the nation participated in the week-long event. Students met with elected representatives, toured historic sites and learned about the cooperative business model.

Madisen is the daughter of Clyde and Heather Spears of Oriental. Jodie is the daughter of Bert and Raelen Horne of New Bern.

Left to right: Madisen Spears and Jodie Horne

- 1**
FEMA APP
Learn safety tips about what to do before, during and after disasters.
www.ready.gov
- 2**
READYNC APP
The app gives information on real-time traffic and weather conditions, river levels, evacuations and power outages.
www.readync.org
- 3**
REDCROSS APPS
There are numerous available Red Cross apps available on the App Store or Google Play. You can also text to short code 9099 to receive a link to the app you wish to download.

First Aid App
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Pet First Aid App
text GETPET

Emergency App
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Tornado App
text GETNADO

Hurricane App
text GETCANE

Flood App
text GETFLOOD
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MYTIDELAND APP
Your mobile dashboard for outages and account management

Tideland EMC is currently accepting applications for the 2018-2019 school year. The Early Bird deadline is August 15, 2018. The final deadline is September 19, 2018.

The Bright Ideas Grant Program was established by the state's electric cooperatives in 1994 to support innovative, creative and effective classroom initiatives that are not covered by traditional school funding. Since that time, the cooperatives have distributed over \$11.5 million in funding across the Tarheel state.

Individual teachers or a team of teachers can compete for grants up to \$2,000. All teachers and principals in both public and private schools grades K-12 are eligible to apply for a Bright Ideas Grant from Tideland EMC. However the school must be located in Dare, Craven, Pamlico, Washington, Hyde, Beaufort or Tyrrell counties. Applications will be accepted for projects in any discipline. Multi-discipline projects are highly encouraged.

To apply: www.ncbrightideas.com

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www.tidelandemc.com

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Tideland EMC is an equal opportunity provider & employer



Apply early for a chance to win one of five \$100 Visa gift cards.



Early Bird Deadline: August 15th

KNOW WHAT WE OBSERVE ON AUGUST 11?

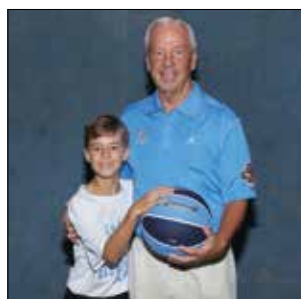
It's 811 day! A reminder to everyone to dial 811 to have underground utilities marked before you dig.



Tideland EMC sports camp scholarship recipients

Three Tideland area youth were awarded electric cooperative scholarships to attend basketball camp this summer.

Giselle Perez of Ocracoke attended the Lady Wolfpack Camp at NC State University. She is the daughter of David Perez and Yaneth Camacho.



Jackson Gibbs with UNC coach Roy Williams



Giselle Perez with NCSU coach Wes Moore



Kyecee McNair with UNC coach Roy Williams

Jackson Gibbs and Kyecee McNair attended the Roy Williams Camp at UNC-Chapel Hill. Jackson is the son of Cleve and Bridgette Gibbs of Fairfield. Kyecee is the son of Deloris

Bell-Sykes and Joseph Biggs of Plymouth and the late Gregory McNair.

Tideland will begin accepting applications for the 2019 camp this winter.