



OCTOBER ■ 2016

# Tideland Topics

REAL PEOPLE. REAL POWER.

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

## TROPICAL STORM HERMINE: In like a lamb, out like a lion

Every tropical storm and hurricane has its own unique characteristics. While Hermine was largely predicted to be little more than a heavy rain event, even the best forecasting can miss the mark because that's just the nature of nature. That's why Tideland left nothing to chance when preparing for Hermine.

A seven-man contract crew was staged at Ocracoke in advance of the storm to assist Tideland's island employees as needed. Two additional five-man crews were staged in Washington overnight, ready to be deployed where most needed following damage assessments. And the co-op tested its outage text messaging



Crews straighten wind-sheared poles near the new Engelhard substation. (Photo by Adam Fyle)

system on September 1 to give members an opportunity to make any updates to their account settings before bad weather arrived.

*Story continues on page 24*



Lee Electrical Construction crews traveled to Ocracoke aboard the Hatteras ferry to ride out the storm alongside Tideland EMC personnel. (Photos by Robbie Perry)



### *Time-of-Use Participants: Get ready to switch*

Residential time-of-use rate participants are reminded that winter on-peak hours begin on Monday, October 17. Please observe winter on-peak hours of 6 am to 9 am, Monday through Friday. The following winter holidays are off-peak: Thanksgiving Day, the Friday after Thanksgiving, Christmas Day, New Years Day, and Good Friday (April 14, 2017).

Time-of-use members will continue to pay just 6.544¢ per kilowatt hour less any wholesale power cost adjustment credits. However winter on-peak demand charges drop to \$9.40 per kWd beginning November 1, 2016.

We will resume summer on-peak hours on Monday, April 17, 2017.

Need more information? Call Heidi Smith at 252.944.2410.



## Right-of-Way Maintenance Update

Lucas Tree Experts will conduct tree trimming in the following areas of Washington and Pinetown during October: Respass, Slatestone, North Boyd, and Free Union Church roads as well as the Everetts crossroads area and all sideroads.

Mowing crews will be working along Hwy 45 in the Grassy Ridge and Ponzer communities as well as Bible Shore and Gum Neck roads and all sideroads.

## Message to our Member-Owners:

# The kindness of strangers & friends

**By Paul Spruill**  
General Manager & CEO

The risk of issuing public thanks is unintentionally leaving someone out. So I apologize in advance to any good Samaritan I fail to recognize by name or deed. Please know you are appreciated immensely.

Tropical Storm Hermine, like every storm we encounter, gave rise to numerous kind acts by strangers and friends alike.

When morning arrived Saturday, September 3, the day's power restoration duties seemed rather straight forward and achievable during daylight hours. Damage was minimal and fairly well contained in Beaufort and Hyde counties. We realistically projected full power restoration by early afternoon. That changed at 10 am when Hyde and Dare counties were sucker punched by Hermine as the 400-mile wide system moved offshore. Initial attempts to begin work on newly damaged infrastructure were thwarted as dangerous winds persisted and linemen in East Lake and Manns Harbor took cover in their vehicles until it was safe to resume power restoration. At 9 pm the crews

continued to work without the benefit of a meal since lunch. Tideland employee Robbie Rouse set out in search of food. He pulled into the McDonald's in Manteo and tried the restaurant door. It was locked. As he walked away, an employee unlocked the door and asked he if could help with anything. Rouse explained that Tideland's line crews and contractors continued to work into the night and could really use a hot meal. The employee immediately reopened the restaurant's kitchen and prepared 26 Big Macs and large fries for the crews. It was like manna from heaven. Such kindness is a force more powerful than any tropical system.

In neighboring Hyde County, member Michael Ballance pulled a Tideland truck out of what was a muddy mess at Boundary Canal where tree damage resulted in a loss of power to the Engelhard substation.

And we can't even begin to list all the emails, phone calls and social media comments that cheered on our crews and expressed concerns for their safety. We were simply moved beyond measure. Thank you to all.

## Why call us when we can text you?

According to Tideland's most recent member survey, over 60% of our members have smart phones. That's more than currently have landline telephones. However, fewer than 10% of our members have enrolled in outage text messaging. So the question is, what are you waiting for?

Outage text messaging doesn't take the place of reporting outages when only a few homes and businesses are involved. But in the event of a large



outage the service can spare you the potential for busy signals when incoming calls exceed telephone line capacity.

Members enrolled in the service are grouped by substation. If a large outage occurs, a text message can be sent to the substation group to share outage and power restoration details. Unless it is considered an emergency or an outage has lasted an unusually long time, the co-op does not send outage text messages before

6 a.m. or after 11 p.m. To enroll in the service you can complete an online "Account Update Form" found at [www.tidelandemc.com](http://www.tidelandemc.com) or text the letters TEMC to short code 85700. You will need to reply with your Tideland EMC account number so your cell phone can be assigned to the proper substation group. To opt-out of the service permanently, text the word Stop or Quit to short code 85700.



REAL MONEY. REAL SAVINGS.

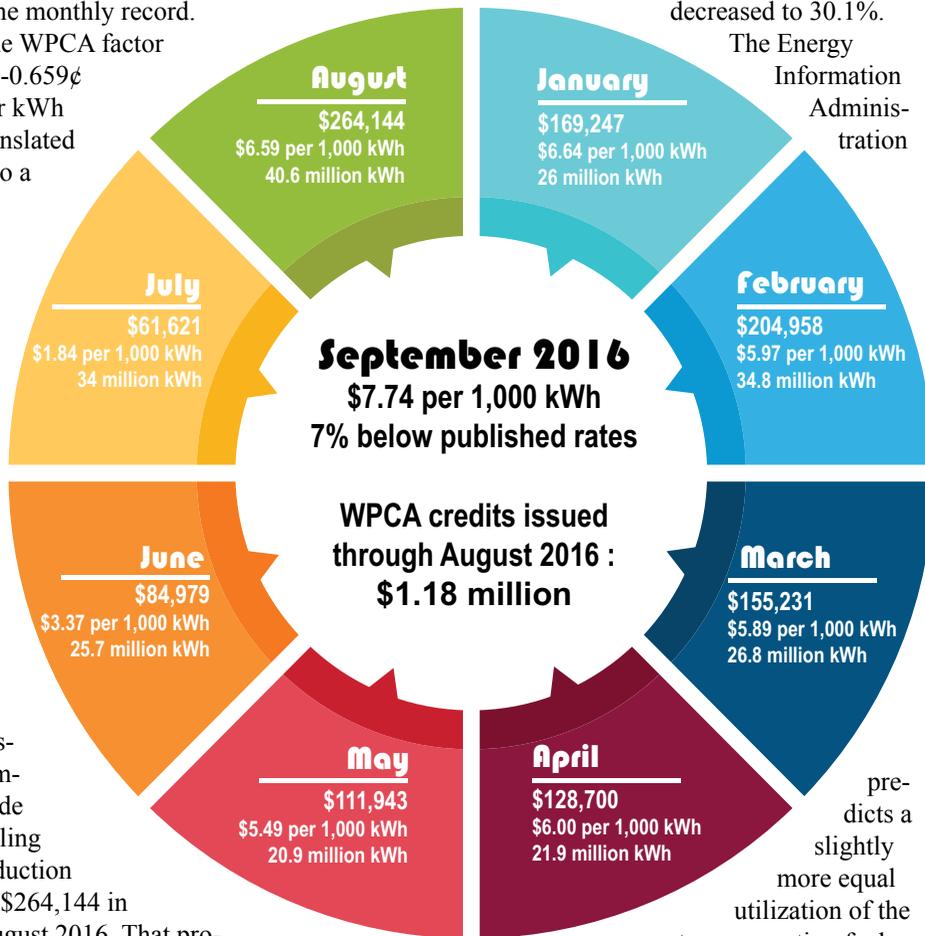
## Year-to-date WPCA credits exceed \$1 million

What had been a steadily declining per kilowatt hour wholesale power cost adjustment (WPCA) credit shot back up at the perfect time, as August kilowatt hour sales reached an all-time monthly record. The WPCA factor of -0.659¢ per kWh translated into a

put our billed residential rate for September 2016 at 10.725¢, seven percent below our published summer rate of 11.495¢. It is also the highest WPCA credit per kWh we've

in March 2016 tumbled to their lowest price, in nominal terms, since 1999. As a result, the natural gas share of total U.S. generating capacity in 2016 increased to 34.5% while coal decreased to 30.1%.

The Energy Information Administration



system-wide billing reduction of \$264,144 in August 2016. That provided much needed relief on summertime bills.

For the first eight months of 2016 ending August 31, the co-op issued WPCA credits totaling \$1.18 million compared to \$849,527 for the same period that year. That's a 39% increase in energy credits.

The favorable news continued into September when the WPCA credit further increased to a rate of -0.774¢ per kWh. That

been able to pass along to members since June 2014.

With three more months left in the calendar year, it is all but certain that Tideland energy credits for 2016 will exceed last year's total of \$1.3 million.

Tideland's ability to issue such generous WPCA credits has largely stemmed from declining natural gas prices which

predicts a slightly more equal utilization of the two generating fuels in late 2017 or early 2018 should natural gas prices rally.

All that being said, the most effective means to reduce your energy bill remains energy efficiency and conservation. Air sealing and weatherization projects deliver a return on investment every single month going forward. So don't turn a blind eye to the power you have to reduce your own energy costs.



### This month in Tideland history:

**October 1944**  
Woodstock EMC received its first REA Loan

**October 1953**  
Woodstock EMC began mailing "Carolina Farmer" to its members (the magazine is now called "Carolina Country")

**October 1963**  
Pamlico-Beaufort EMC Donald Rice resigned to accept the position of manager of Cornelius EMC (which through a series of mergers became today's Energy United in Statesville, NC)

**October 1967**  
NC Lt. Governor Bob Scott attended Woodstock EMC's annual meeting

**October 7, 1970**  
First joint meeting to discuss merger of Pamlico-Beaufort EMC and Woodstock EMC was held at the Holiday Inn in Washington, NC

**October 26, 1990**  
A barge hit the Bonner Bridge severing the transmission cable serving Hatteras & Ocracoke. It was the first time the Ocracoke generator was ever used.

**October 1994**  
Tideland introduced the Bright Ideas Grant Program



# October is National Co-op Month

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## Tideland Topics

[www.tidelandemc.com](http://www.tidelandemc.com)

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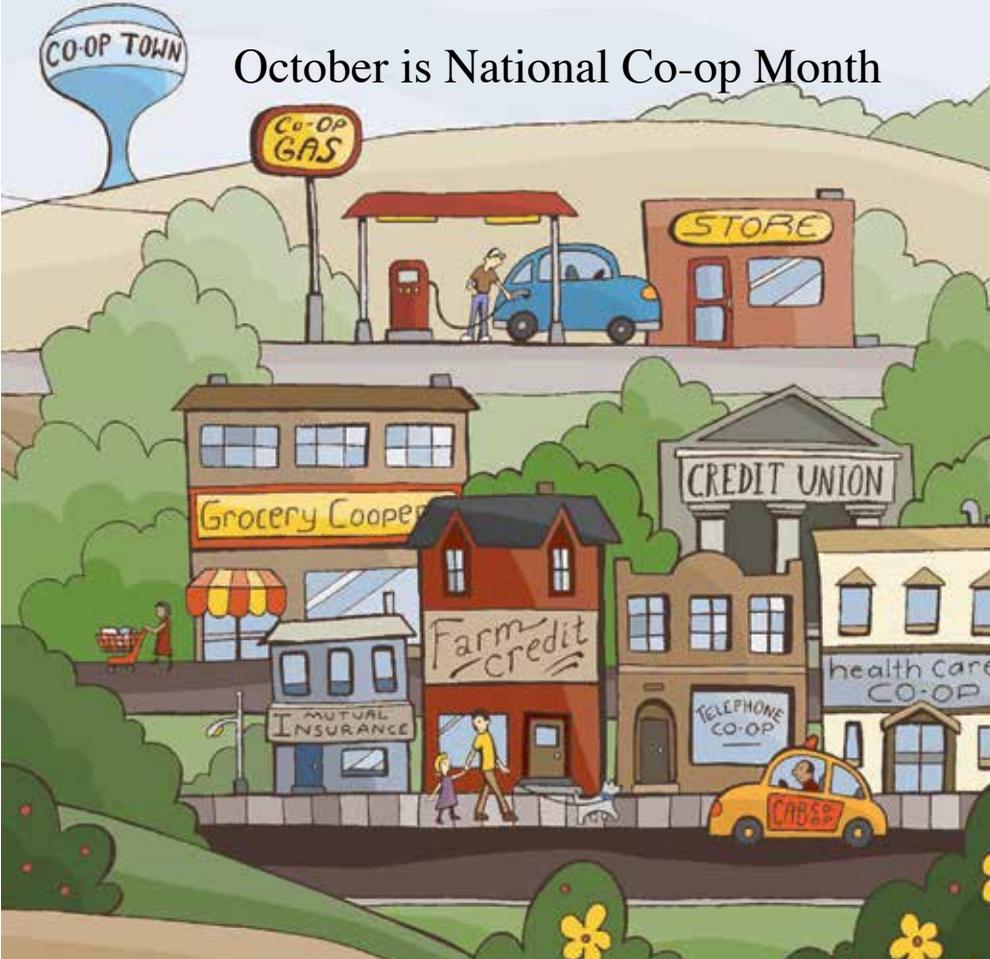
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### 24 Hour Outage Reporting & Automated Services

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Tideland EMC is an equal  
opportunity provider & employer



# Co-ops Are Everywhere!

ON THE GO? GO MOBILE: TO DOWNLOAD OUR FREE MOBILE ACCOUNT MANAGEMENT APP SEARCH "MY TIDELAND" @ GOOGLE PLAY OR ITUNES

## HERMINE *Continued from page 21*

The first wave of outages, primarily of a small, localized nature, began Friday, September 2 at 7 pm. Deteriorating weather conditions led to the suspension of restoration efforts in mainland Hyde County at 9:30 pm. Beaufort and Pamlico line crews continued to field calls until 1 am Saturday morning when it was determined that all restoration efforts would cease until daybreak. Outage totals grew from 297 members to 1,500 across Tideland's six-county service territory by the time crews resumed work at 6 am. Most of those outages were in Beaufort County. By 10 am fewer than 200 members remained without power and it appeared that the books would soon be closed on Hermine.

That's when the tropical system literally found its second wind and

unleashed a powerful assault on mainland Hyde and Dare counties. The devastating winds were responsible for overturning two 18-wheelers on area bridges, one resulting in a fatality at the Alligator River where recorded wind speeds reached 116 mph. By 11:30 am, Tideland's outage totals soared to nearly 2,000 members.

As outages were cleared in the co-op's westernmost territory, personnel and equipment were shifted east to help bring resolution to the large scale outages in Hyde and Dare. By 10 pm fewer than 20 Dare County members remained without power but high tide sent waves crashing over padmount transformer cabinets in Mashoes. The decision was made to complete final repairs in that community the following morning.



Tree damage at Boundary Canal knocked out service to the Engelhard substation (Photo by TW Allen)

Ocracoke almost escaped Hermine service interruptions altogether until neighboring Cape Hatteras Electric Cooperative briefly halted transmission service to make substation repairs.