



NOVEMBER ■ 2016

Tideland Topics

REAL PEOPLE. REAL POWER.

Hurricane Matthew

Photo by Tideland member Tom Pahl of Ocracoke

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

75 YEARS IN: Still making history

Just five weeks after Tropical Storm Hermine, Tideland EMC territory came face to face with Hurricane Matthew. While forecasters predicted a glancing blow with our coast, Matthew plundered through the coastlines of four states before making its presence known in Tideland EMC territory as a Category 1

hurricane. To prepare for the event, Tideland EMC pre-staged additional contract crews at rented houses with men and equipment coming from as far away as northern Virginia.

Seventy-one percent of our members lost power during Matthew. The largest and longest outage began Saturday, October 8, when Duke Energy lost a major transmission line that serves our Edward substation. The transmission outage extended as far back as Fayetteville, affecting numerous towns and utilities. Our Manns Harbor substation was also off due to a Dominion transmission outage originating in Nags Head. Ocracoke, with

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We get by with a little help from our friends & members

Hurricanes always leave in their wake some pretty tough jams and our crews were certainly in a scrape when they found this tree on a line that served five homes. The area had flooded and couldn't be accessed by bucket trucks. That's when Hyde County member Dean Armstrong showed up with his excavator and literally tossed the tree back into the woods from whence it came. Thank you, Dean!



Right-of-Way Maintenance Update

Lucas Tree Experts will conduct tree trimming in the following areas of Bath: Creek Rd, Duck Creek Rd, Post Rd, Possum Hill Rd and all side roads.

Mowing crews will be working on the following Beaufort County roads north of the Pamlico: Swindell Rd, Terra Ceia Rd, Seed Tick Neck Rd, Pungo Creek Rd & all area side roads.

Please lend us your support for these important maintenance activities.

Message to our Member-Owners:

Lessons learned & new homework

By Paul Spruill • General Manager & CEO

Tideland EMC completed another chapter in our long history of storm responses. As we mentioned in last month's magazine, each storm presents its own unique challenges. In the case of Matthew, we faced transmission obstacles on three fronts along with significant distribution damage.

Matthew provided us with our real test of new mass communication tools in a crisis situation. Outage text messaging enrollments increased 25% in response to a pre-storm email blast. The program proves particularly helpful during transmission outages when one or more substations are affected. It gets a little messier and somewhat confusing to text details about individual circuit outages. So we'll investigate ways to fine tune that program so the information delivered is more relevant to specific locations.

Facebook proved popular for posting outage updates, and in several cases members sent us photos of system damage with specific location details that we could share with our crews. And the volume of heartfelt member thank yous was simply amazing and much appreciated by our employees.

A week before the hurricane, we installed an emergency News Flash feature on our website. That meant members were presented with the most recent outage updates as soon as they pulled up our website.

Our expansion of information technologies related to outage management, system mapping and remote monitoring and control of the distribution system continues to reduce the time our crews spend finding problems. Increasingly our dispatchers can isolate the point at which where a fault occurred, directing linemen to a specific section of line.

Most importantly these tools reduce the chance that individual outages will go undetected during major storm restoration. These improvements are, of course, a constant work in progress, but we're reaping rewards where it counts in the areas of service reliability and outage resolution.

So that's another one for the history books. Thank you for allowing us the opportunity to serve you, especially when it matters most.

Breakfast of Champions

Stormtrooper Casserole

It's important to keep our linemen fueled up during a storm response. This breakfast casserole, prepared by Tideland EMC employee Donna Woolard, was the perfect crack o' dawn meal for our linemen. Start your day with it too!

- 2 c milk
- 12 eggs (beaten)
- 6 oz. grated sharp cheese
- 2 lbs. sausage meat (cooked & drained)
- 1 tsp. dry mustard
- 12 slices of bread (edges trimmed off)
- 1/2 tsp. salt

Use 13x9x2 casserole dish. Line bottom of dish with trimmed bread slices. Spread cooked sausage over bread then top with cheese. Blend all other ingredients together and pour over top. Refrigerate overnight or several hours. Bake at 350° for one hour. Makes 10-12 servings.



**Stormtrooper breakfast ...
Mountain Dew optional!**

WINTER RATES BEGIN NOVEMBER 1:

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

There are bad surprises and there are good surprises. Hurricane Matthew: Bad. WPCA credits: Good.

And the running good news on the wholesale power cost adjustment front got even better in October. All electric bills rendered during October were calculated using a WPCA credit of -1.116¢ per kilowatt hour (kWh). That means the published rate of 11.495¢ per kWh dropped to 10.0379¢ in October, a reduction of nearly 10%.

For the month of September, member WPCA credits totaled \$288,832. That brought the total WPCA credits issued in the first three quarters of 2016 to \$1,469,655. That's particularly significant when you consider that in 2015 the total WPCA credits issued were \$1.3 million.

Of course as we always emphasize, the most effective way to lower the bottom line on any electric bill is to lower energy consumption. And on that front, the sudden transition from summer-like temperatures to much cooler weather on the heels of Hurricane Matthew could reduce the bill relief many typically see in November. It is likely that many members began to use their heating systems earlier than usual when temperatures dipped as low as 50°F the second week of October.

Fortunately, your electric bill provides a great deal of information to compare your monthly energy use with previous months and years. You can drill down even farther by logging into the online member portal.

On November 1, we switch to winter residential rates schedules. That applies to residential rates 1 and 3 and are 0.915¢ less than our published summer rates. However, with the October WPCA credit being so high the switch to winter rates may escape notice depending on the November WPCA factor, which has yet to be calculated.

The cost per kilowatt hour (kWh) between November and April will be 10.58¢. The cost during summer months, May through October, is 11.495¢. Fortunately, the wholesale power cost adjustment (WPCA) credit has continued to climb after dipping to just 65¢ per 1,000 kWh. For September the credit was back up to \$3.01 per 1,000 kWh.



This month in Tideland history:

November 5, 1941
Woodstock EMC was officially incorporated

November 1949
Woodstock EMC joined the newly formed Eastern North Carolina Electric Membership Corporation

November 11, 1954
Pamlico-Beaufort EMC employee Hardie Carrow was killed in a tragic work accident

November 1966
Ocracoke EMC energized a 3-mile-long submarine cable to provide the island with its first transmission service connection

November 1, 1971
Woodstock EMC and Tri-County Telephone began the formal process of separating their business operations

November 1979
Tideland EMC considered investing in the construction of a peat-fired generating plant. A burn test was conducted at a Georgia facility using peat from First Colony Farms, but the higher moisture content of local peat and other concerns led to the abandonment of the project.

November 30, 2016
Hurricane season officially ends

Hallelujah!

Steps to Restoring Power





Merritt circuit damage

day, the co-op received word that Duke Energy would attempt to re-establish transmission service and by 5 p.m., we were able to energize our Edward substation distribution circuits, which immediately restored service to 2,018 of the 3,560 members affected by the Duke outage. Seven hours later the Dominion transmission outage was resolved as well.

near record flooding, lost four poles along Hwy 12.

By the end of the workday Sunday, Tideland EMC's distribution system outages were reduced 66 percent, while transmission issues lingered. On Monday, a heavy construction crew arrived to aid in Dare County outages while additional crews were shifted to Pamlico County to assist with multiple pole replacements on the Merritt circuit. At mid-

On Tuesday morning, crews reported for duty with one single focus: restore power to every single home on the system capable of receiving electric service by the end of the day. And at 11:53 p.m., that's exactly what they did. We closed the day with the following Facebook post:



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Tideland EMC is an equal
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*Crews heading into Lowland.
Photo by Tideland EMC Safety Director Wayne Brackin*