

Tideland Topics

Real People. Real Power.

Incumbents re-elected

At the cooperative's annual meeting of members in May, four incumbents were elected to continue service on Tideland's board of directors. Each will serve an additional three-year term.

District 4 Director Charles Slade represents Beaufort County members in Belhaven, Yeatesville, Pamlico Beach and Bath.



Charles Slade



Paul Sasnett



Wayne Sawyer



Clifton Paul

District 5 Director Paul Sasnett represents members from Pinetown to Plymouth.

District 6 Director Wayne Sawyer represents members in Washington, Chocowinty and Blounts Creek.

District 8 Director Clifton Paul represents Pamlico County members in Grantsboro, Bayboro, Oriental, and Merritt.

Member survey

With the prevalence of scams these days, we wanted you to know that Tideland's 2024 member satisfaction survey will begin July 1, with 250 randomly selected to participate. There are two components of the survey: one conducted online and the other by phone.

Complete details on Page F.





Lightning safety

We are approaching peak thunderstorm season. Here are some safety tips to keep in mind at the first sound of thunder:

- Do not stand near tall objects, such as tall trees or poles
- Do not stand on a hilltop or sand dune or in an open field
- Take shelter inside a house, building or hard-topped vehicle
- If you feel hair strands rising, drop to your knees and bend forward
- If you are swimming or near water, get out of the water and away from it
- Do not use an umbrella and stay away from metallic objects such as metal fences
- Stay away from appliances, heating ducts, and plumbing.
- Do not use electrical equipment such as hair dryers
- Get out of the shower or bathtub until the lightning stops
- Do not speak on a landline phone
- When possible, shut off HVAC equipment and unplug sensitive electronics until the lightning subsides



An ounce of prevention

Male dogs love to mark their territory. It's what they do. But if the outdoor components of your HVAC system become the target of their leg lifting you could end up with an unexpected repair bill.

Acidic dog urine can be highly corrosive. So much so that it often requires fire hydrant repairs due to rust and corrosion in high "dog



traffic" areas. It can have the same impact on HVAC systems by corroding the condenser's copper coil and aluminum fins.

Coil deterioration will eventually result in a loss of refrigerant. You'll need to have the unit repaired and recharged. However, if you have an older unit with R-22 refrigerant, which is no longer produced or

imported in the U.S., the unit will have to be replaced.

Even if a small area of the aluminum fins are damaged it will result in decreasing energy efficiency because the unit's ability to transfer heat is diminished. Your condenser coil and fins are attached so once one component is badly damaged, you'll have to replace both. This replacement job requires a professional.



Protect your unit by erecting a fence three feet away from the outdoor unit. Do NOT erect a solid barrier. The unit needs unimpeded air flow. Solid fencing creates a heat dam by trapping hot exhaust air. The goal isn't to obscure the outdoor unit but to merely keep it out of Fido's firing range.

Our thanks to Air Source 1 in Indiana for use of their service tech photos.

Avoid mail returns and payment delays with free electronic billing and account notifications

Tideland is experiencing a significant increase in mail returns of monthly electric bills. As a result, our service representatives have been working even harder to contact members in hopes of preventing past due balances or service disconnections when bills aren't delivered.

Approximately 70% of the mail returns require an address correction. In 30% of all mail returns, we have previously attempted to reach out to the member to request an address correction.

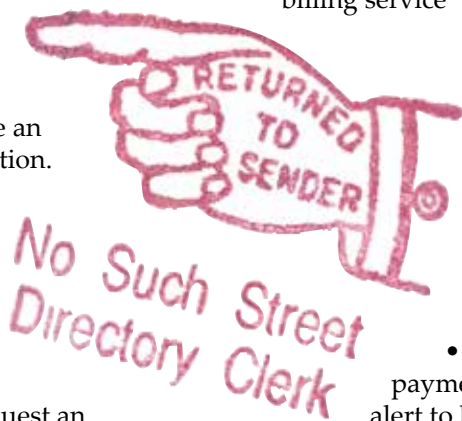
However, if you think moving or changing your mailing address is the only reason bills fail to be delivered think again. We have found that 30% of the returned bills are actually properly addressed. So these delays can randomly impact any member on our system.

Unfortunately, we are experiencing delays in receiving mailed member payments as well. That doesn't bode well for timely credit of member payments. You could inadvertently find yourself subject to late payment fees or even service disconnect if your account is already past due.

To prevent this from happening to you we recommend the following:

- Log on to the member portal and verify that your mailing address is correct
- Enroll in our free electronic billing service
- Sign up for a "due date alert" and/or "past due date alert." Alerts can be delivered via text or email.
- Sign up for a payment confirmation alert to know when your payment has been received by the co-op and applied to your account.
- Enroll in auto-pay via bank account or credit card draft to ensure on time payments are made monthly.

You can enroll in any of the services mentioned above by logging into the member portal or by calling our office at 252.943.3046. Someone is here to assist you 24-hours a day, year-round.



Rights-of-way maintenance schedule

Tideland has hired Gunnison Tree Service to trim trees in our rights-of-way.

During July, Gunnison will be working on the Cayton Road circuit originating at our Fairfield Harbour substation. They will work along Cayton Road and all side roads.

When trees are trimmed, debris will be removed by a follow-up crew in the following days. We appreciate your patience in awaiting the arrival of clean-up crews.

Lee Electric construction crews will be working on system updates on the Lowland circuit out of our Edward substation. Work will be in the Campbells Creek, Vinegar Hill and Tetterton Road areas.

Osmose will be completing pole inspections on the Lowland circuit in Beaufort and Pamlico counties. Keep in mind that these inspections often include a hammer test to determine pole integrity along with digging at the base of the pole. Pole integrity is key to outage prevention and public safety so we appreciate your support.

Be sure to give all utility crews wide berth when approaching them on public roadways.



**Know what's below.
Call before you dig.**



A TriCoastal Energy Cooperative

Tideland EMC

Real People. Real Power.

83RD ANNUAL MEETING OF MEMBERS

Beaufort County
Community College
MAY 2024

★★★★★
**GRAND
PRIZE
WINNER**
★★★★★



MORRIS DANIELS • WASHINGTON
\$500 TIDELAND EMC ELECTRIC BILL CREDIT
PETALS & PRODUCE GIFT BASKET

MEET OUR WINNERS



KENNETH RICKARD FAMILY • ENGELHARD
MACKEYS FERRY PEANUTS GIFT BOX



PATRICK TALCOTT • WASHINGTON
NC STATE PRINT BY JEFF JAKUB



JACK CHERRY • GREENVILLE
ACRE STATION MEAT FARM BOX



LESTER BERRY • SCRANTON
PAMLICO COUNTY GIFT BASKET



CLINT BERRY • SCRANTON
STOTESBERRY FARM GIFT BASKET



RUTH CYR • WASHINGTON
BLACK BEAR PRINT



TIDELAND ELECTRIC CARE TRUST SCHOLARSHIP WINNERS
FROM LEFT TO RIGHT: LAYLA PRESCOTT, AMIREA GIBBS, LELIA JONES, GABRIELLA JORDAN,
CAITLYN SPENCER, MASON NEWMAN, BRANDON ARTHUR



TRAVIS MARTIN • BLOUNTS CREEK
BUFFLEHEAD DUCK BY NORMAN SCOTT



JAMES EVERETT • PINETOWN
GOURD BIRD FEEDER



JANET SASNETT • WASHINGTON
\$100 GIFT CARD
OLDEST MEMBER IN ATTENDANCE



DONNIE SULLIVAN • WASHINGTON
HOWELLS MERCANTILE GIFT BASKET



LOGAN & CHELSEA MODLIN • WASHINGTON
\$100 GIFT CARD
YOUNGEST MEMBERS IN ATTENDANCE



JERRY AND PAT PRESCOTT • NEW BERN
PEACE LILY



Beat the heat

- Aim for an indoor humidity level of 50%. Low humidity will allow you to raise your air conditioning thermostat while maintaining indoor comfort. We recommend a thermostat setting of 78°F.
- To reduce indoor humidity, use exhaust fans while showering/bathing and keep lids on pots while cooking.
- Close window coverings to reduce solar heat gain
- Leave interior doors and air registers open to reduce duct leakage as well as minimize outdoor air infiltration to meet return air needs if indoor airflow is restricted
- Clean your clothes dryer lint trap before every load and clean the exhaust vent 1 to 2 times a year depending of frequency of drying. Keeping both clean reduces drying time and the need for outdoor make-up air.
- Don't loose your cool. Stay hydrated. Use fans that blow directly on you. Avoid overexertion.

Message to members

Tideland earns an ACSI® 2023 Customer Satisfaction Award

PAUL SPRUILL
GENERAL MANAGER &
CHIEF EXECUTIVE OFFICER

Tideland is honored to have earned a 2023 Customer Satisfaction Award* from the American Customer Satisfaction Index (ACSI®) based on our member survey results.

Members were asked to rate their overall satisfaction with Tideland, how well we lived up to their expectations, and how well we measured up to their ideal electric utility experience. While these were not the only questions in the survey, we included these specifically because they are the core components of the proprietary ACSI methodology.

Tideland's ACSI score substantially outperforms the industry average score earned by publicly measured utilities reported in the 2023 ACSI Energy Utility Study. This Award is a testament to our ongoing efforts to provide the best possible member experience.

The 2023 Customer Satisfaction Award affirms that Tideland's hard work has been noticed by our members. We are grateful for our members and will continue to strive for excellence through constant dedication to improvement.

**Award criteria are determined by the ACSI® and are based on customers rating their satisfaction in a survey independent of the syndicated ACSI Energy Utility Study. For more about the ACSI, visit theacsi.org/badges. ACSI and its logo are registered trademarks of the American Customer Satisfaction Index LLC.*



Tideland's 2024 member satisfaction survey will begin July 1. There are two components of the survey: one conducted online and the other by phone.

Online surveys will be distributed by Bellomy Research using an email invitation that includes a link to the survey and a unique ID code. When you click the survey link, please type in the unique ID number provided in the invitation. Both the email invitation and the survey itself are branded with Tideland's logo.

Residential member telephone interviews will be made primarily during weeknights from 5:30 p.m. to 8:30 p.m. Weekend calls will be limited to Saturday only. We do not permit calls on Sundays or holidays. Bellomy Research uses the words "Opinion Counts" as their Caller ID code.

We hope you will participate if contacted. Your input helps shape our daily practices and long range planning.

SAFETY FIRST

WITH HOME

CHARGING STATIONS

Installing an electric vehicle (EV) Level 2 charger is not a do-it-yourself project. It is important to have a charging station installed by a specialized licensed contractor. This will help protect the integrity of your EV and your home's wiring.

HERE ARE SOME BASIC SAFETY TIPS:

- ⚡ Read and follow the car manufacturer's instructions.
- ⚡ Use charging equipment that is sold or endorsed by the EV manufacturer.
- ⚡ To prevent a home fire or other hazards, have the charger installed by a licensed contractor.

A LICENSED CONTRACTOR / ELECTRICIAN WILL:

- ⚡ Ensure the Level 2 charger is wired safely and properly.
- ⚡ Assess your home's electrical system to ensure it can handle the charger's load.

PROFESSIONAL INSTALLATION IS IMPORTANT BECAUSE:

- ⚡ An inadequate power supply can cause an electrical circuit overload.
- ⚡ The overload can cause your charger to overheat, harming your charging device and wiring.
- ⚡ The excess heat from a circuit overload can cause an electrical fire.

AFTER YOUR CHARGER IS INSTALLED:

- ⚡ Keep charging components out of children's reach.
- ⚡ Inspect charging equipment regularly for signs of wear and tear.

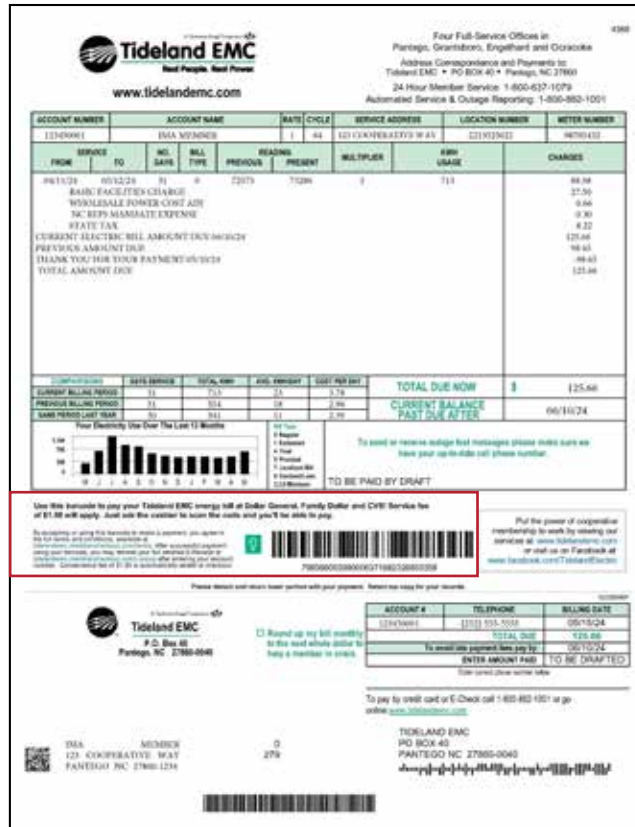
Statement redesign includes your unique CheckOut barcode

REAL PEOPLE.
REAL POWER.

Tideland electric bills received a minor facelift in May to provide each member with a unique barcode for our new CheckOut payment option. You will need to present the barcode when making a payment on your Tideland account at any participating retail location including Dollar General, Family Dollar, CVS and Walgreens.

Keep in mind that CheckOut collects a \$1.50 fee per transaction however credit to your Tideland account is applied in real time. No delays.

To learn more visit tidelandemc.com



Tideland Topics

www.tidelandemc.com

BOARD OF DIRECTORS

J. Douglas Brinson, President
Clifton Paul, Vice President
Mark Carawan, Secretary
David Ipock, Treasurer
Rudy Austin, Garry Jordan,
Dawson Pugh, Paul Sasnett,
Wayne Sawyer & Charles Slade

GENERAL MANAGER & CEO

Paul Spruill

EDITOR

Heidi Jernigan Smith

24 Hour Member Service

252.943.3046

24 Hour Outage Reporting & Automated Services

252.944.2400

Text OUT to short code 85700

Tideland EMC is an equal opportunity provider & employer



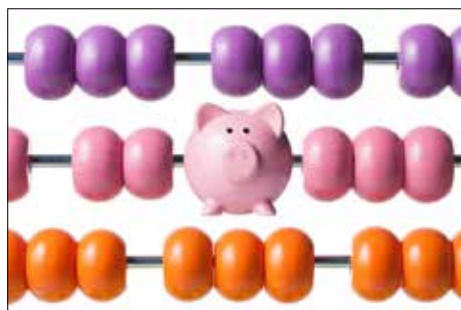
HOME COOLING COSTS WEIGHING YOU DOWN?

Sign up for levelized billing

Levelized billing provides you with a way to guard against large fluctuations in your monthly electric bills. Program participants pay a rolling average of their previous 12 months electric use. While you can expect fluctuations in the amount due every month, the changes are minimal. If your energy use is trending up the levelized amount will increase. If usage trends down the levelized amount will decrease. Levelized billing helps members with month to month budgeting while at the same time alerting members to increased kilowatt hour (kWh) consumption.

Levelized billing is a free service. Participants must keep their electric account current. Failure to pay by the due date will result in the loss of levelized billing privileges.

To enroll or for more info:
252.943.3046 or log into the member portal.



Independence Day!



Our offices will be closed on Thursday, July 4. Crews will be on-call to respond to outages and service emergencies.