



Along the LINE

JULY 2020

For members of
Edgecombe-Martin County EMC

Our Online Outage Map Has a New Look

You may notice a new look to our online outage map. This latest update has added some user detail and functionality. This new look will enhance how you, our members, will see an outage.

Down on the bottom of the outage viewer you will notice a box that has 3 small icons: a bar graph, map, and a cloud indicating weather.

The bar graph is a summary of the outage or outages. It will show members served, out now, restored, and members affected. If you click on the map icon you will get an option to change the base map. You will have 3 options to choose from and you will also be given the option to turn on weather. If you choose to do so, an active radar will show up in the service territory and if any precipitation is in the area it will show up on that map. The last tab is weather. If you select this option you will be asked to



select an outage off the map & it will then give the current weather conditions for that outage location.

For quick access to the outage map from your smart phone or tablet, you can save the link to your home screen. Members can view the outage map at bit.ly/EMEMCoutage.



Holiday Closing

Edgecombe-Martin County EMC will be closed on Friday, July 3, in observance of Independence Day.

Payments after office hours and on holidays can be made at the kiosk under the drive-thru canopy, by calling our automated telephone service at 1-855-356-6358, placed in the night deposit box or you may choose to utilize the convenience of online bill-pay by logging on to ememc.com

To report a loss of power or an emergency after hours, please call 1-800-690-0657.

Redesigned Website Has Been Launched

Edgecombe-Martin County EMC recently launched a newly redesigned website at ememc.com. As a member-owned cooperative, it's important for us to help make information regarding our company, the community, and your accounts easily accessible. The site has been completely redesigned on a more user-friendly platform that performs well on a variety of mobile devices and browsers.

You'll notice home page access to the most frequently visited site features. Members are one click away from our online outage map, online account (SmartHub) access, bill payment, our Facebook page and a variety of intuitive Contact Us web forms.

The website is easily accessible from either a desktop or mobile device and information is changed regularly to keep members updated. We invite you to take a look at our new, improved website that includes a fresh design, easy navigation, and relevant content at your fingertips.



Investing in a Brighter Future

The past few months have underscored how important it is for people and communities to have a strong network of support and access to resources that will help build a brighter future for all. As a local business, we are here to support you — our members — and the community we all share.

While we've strived to give back in additional ways throughout this period of unprecedented need, our ongoing investments in the local community are the foundation of the brighter future we envision. From education grants and workforce development initiatives, to innovative energy solutions and new technologies, everything we do is aimed at strengthening our community.

Chief among Edgecombe-Martin County EMC contributions are economic development activities that lead to new opportunities for our members, pave the way for the

success of local businesses, and give our communities the resources they need to grow and thrive.

By offering zero-interest loans through the U.S. Department of Agriculture's Rural Economic Development Loan and Grant (REDLG) program, Edgecombe-Martin County EMC is helping create and retain jobs, promote economic development and enhance community facilities and public services like police protection and fire and rescue.

We are also working to make our service area attractive to businesses seeking to locate here or expand their operations, including efforts to offer Wi-Fi hot spots to support necessary teleworking functions.

"Because we're owned by and based in this community we know firsthand what our community has to offer, and we're actively involved in helping other people and businesses recognize the tremendous potential



of this area," said Winston Howell, CEO of Edgecombe-Martin County EMC. "We're committed to making meaningful investments that will support economic vitality and the long-term success of our members."

To learn more about our economic development activities and the ways we're investing in a brighter future, visit emcemc.com.

Assisting Members During the Pandemic

Coronavirus (COVID-19) has impacted many members and continues to impact daily life in unprecedented ways. On March 28, Edgecombe-Martin County EMC suspended service disconnection and late fees for non-payment as a result of Governor Roy Cooper's executive order 124 pertaining to the COVID-19 pandemic.

On Saturday, May 31, Gov. Cooper issued Executive Order 142, which extends the suspension on disconnecting residential utility consumers for non-payment until July 29. Once the Governor allows businesses to resume normal operations, your cooperative will respond accordingly.

Please remember that no provision in the executive order relieves the member of their obligation to pay their electric bills for service. Members are still responsible for their bill. By suspending disconnects, we are allowing members to pay their balance at a later date. The Cooperative highly encourages members to continue paying what they can on their accounts, which will help avoid large balances or possible disconnection in the future.

We understand firsthand the hardships members and communities are facing as a result of the COVID-19 pandemic. If your account is past due, a member

service specialist will be contacting you to discuss payment arrangement options during this difficult time.

While we cannot waive electric bills, we can commit to helping members who need additional time to pay. Any accrued residential energy bills that are past due will be eligible for a special 8-month payment arrangement. This will allow past-due bill payments to be paid in eight equal installments for the next eight months without incurring penalties on the past due balance.

For members who have fallen delinquent and have a security deposit, Edgecombe-Martin County EMC will automatically apply those deposit amounts up to the total amount past due. After applying deposits, members with remaining past due balances will then be eligible to make a payment arrangement for the remaining past due balance.

If you need assistance paying your bill, your county's local social

services office is the best place to start. Types of assistance include the Low Income Energy Assistance Program (LIEAP) and Crisis Intervention Program (CIP). These programs can only be applied for at your local county's social services office. Please contact social services for questions about eligibility or if you need assistance.

We urge members to stay extra vigilant about cyber scams regarding COVID-19. It is unfortunate but predictable – you can count on scammers to take advantage of people when they are vulnerable, and the COVID-19 virus is no exception. They may try to reach you in different ways – anything from phone calls and emails. Edgecombe-Martin County EMC will never take your payment directly over the phone, ask for your credit card number or take payment in the field. Please do not give any personal or bank information over the phone and alert your local law enforcement if you feel you were contacted by a scammer.

We understand firsthand the hardships members and communities are facing as a result of the COVID-19 pandemic.

Cooperatively,

Winston Howell

Winston Howell

We Have Whole House Surge Protectors

Edgecombe-Martin County EMC has lightning and surge protection built into its system, which guard against most voltage surges caused by birds, animals and trees contacting power lines, accidents involving utility poles, lightning storms and other disturbances.

Even with this protection, voltage surge can reach your home. Being prepared for these unexpected surges and spikes can go a long way towards protecting your equipment.

Whole-house surge arrestors, installed at the meter base, are the critical first line of defense against damaging lightning and power surges entering your home through the electric meter.

Edgecombe-Martin County EMC offers surge protectors to members

to help stop indirect surges that could damage or destroy household wiring and large appliances such as air conditioning and refrigeration equipment. A surge protector can be installed for a one-time fee of \$40 and a monthly fee of \$3.50.

If you have questions about surge protection or would like to schedule an installation of a surge guard meter base device, call Monica Speight at 252-641-9502.



2020 Hurricane Season

Researchers at North Carolina State University are predicting a more active than normal 2020 Atlantic hurricane season.

Atlantic hurricane season runs from June 1 through Nov. 30, and researchers at North Carolina State University are predicting 18 to 22 named storms (winds of 39 mph or higher), of which 11 could become hurricanes (winds of 74 mph or higher), including 3 to 5 becoming major hurricanes (Category 3, 4 or 5; winds of 111 mph or higher).

Although hurricane season starts June 1, the majority of storms occur between mid-August and mid-October. You should always make plans and prepare ahead of time for a major storm so you are not caught off guard. Take time to create a hurricane plan and gather the necessary supplies to keep you safe.

2020 Atlantic Hurricane Names

Arthur	Laura
Bertha	Marco
Cristobal	Nana
Dolly	Omar
Edouard	Paulette
Fay	Rene
Gonzalo	Sally
Hanna	Teddy
Isaias	Vicky
Josephine	Wilfred
Kyle	

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