



Along the LINE

MAY 2020

For members of
Edgecombe-Martin County EMC



Update Your Contact Information for Chance to Win \$100 Bill Credit

Edgecombe-Martin County EMC is launching a contest in order to improve and update the contact information we have on file.

We rely on data for nearly every aspect of our operations, which is why we need your help. With your most accurate and complete contact information, we can continue to provide the high level of service that you expect and deserve. We can also let our co-op members know about important programs, events, and activities. Up-to-date contact information can potentially speed up the power restoration process during an outage.

The contest will start May 1, and members that call to update their contact information will be

entered into a drawing to win \$100 credit on their electric bill.

All members that call our office will be asked to verify the information we have on file, and their contact data will also be updated.

The contest will end on May 29 at 5 pm and the winner will be selected at random.

To update your contact information you can call 1-800-445-6486 or email memberservices@ememc.com.



Holiday Closing

Edgecombe-Martin County EMC will be closed on Monday, May 25, in observance of Memorial 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.



Edgecombe-Martin County
Electric Membership Corporation
A Touchstone Energy Cooperative

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or an emergency after hours,
please call 1-800-690-0657.**

National Electrical Safety Month

Safety is the highest priority for Edgecombe-Martin County EMC, and as your local energy partner, we encourage our members to make safety a priority too. May is National Electrical Safety Month, but it's important to take safety precautions year round. Here are some simple tips:

DO:

- **Unplug it.** Appliances, tools and other devices are still connected to electricity when they are plugged in, even if they are turned off. Turn off AND unplug all electric devices when you're done using them.
- **Inspect it.** Examine electrical cords often for broken connectors, and throw away any worn cords. Also watch your wattage and only use light bulbs that don't exceed the maximum wattage listed on your lamp or fixture.
- **Check it.** Ground Fault Circuit Interrupter (GFCI) outlets should be used in any area where water and electricity could mix—including kitchens, bathrooms, garages and outdoors—and should be tested monthly. You should also check your smoke alarms and carbon monoxide detectors once a month to ensure they are working properly.

DON'T:

- **Overload it.** Overloaded electrical circuits can cause residential fires. Never use extension cords or multi-outlet converters for appliances. All major appliances should be plugged directly into a wall outlet, and you should only plug one heat-producing appliance into an outlet at a time.
- **Extend it.** Extension cords are not a permanent solution. If you're using extension cords regularly, you may need extra outlets.
- **Touch it.** Never go near or drive over a power line. If you encounter a downed line, leave the area immediately and notify us. Never place ladders, poles or other items near power lines, and don't fly kites or drones near lines or substations.

Local Student Recognized as Scholarship Winner at Wolfpack Women's Basketball Game

A local student athlete was recently recognized at a North Carolina State University Wolfpack Women's basketball game for receiving a 2019 Touchstone Energy Sports Camp Scholarship from Edgecombe-Martin County EMC.

Deniya Mayo was featured on the court at Reynolds Coliseum alongside scholarship recipients from other North Carolina electric cooperatives during the February 16 Wolfpack Women's basketball game against Georgia Tech. Mayo, daughter of Roshanda and Devion Mayo of Battleboro, attended the Wolfpack Women's Basketball Camp for free last summer.

Each year, Edgecombe-

Martin County EMC and other electric cooperatives across the state sponsor young women to attend the NC State University Wolfpack Women's Basketball

Camp, and young men to attend the Roy Williams Basketball Camp at the University of North Carolina at Chapel Hill. Campers at both camps work closely with

college basketball coaches and camp staff to develop fundamental skills that help them excel both on and off the court.

To learn more, visit ncelectriccooperatives.com/sports-camps.





Strength, unity and stability in the face of challenge

As our state, nation and world have taken extraordinary measures to stop the COVID-19 pandemic, I am proud of the unity, resolve and strength of the shared response in our community. We are in this together, and by working together, we will overcome these challenges and find new ways to take care of each other during this critical time.

As your local power partner and as a part of your community, Edgecombe-Martin County EMC is committed to providing the high-quality electric service and support that you count on. Our communities have not been spared the negative impacts of lost wages, school closures and scaled-back commerce. To ease this burden, we are committed to working closely with members facing financial hardship. As of March 28, Edgecombe-Martin County EMC suspended the disconnection of electric services and late fees for nonpayment, for both traditional and prepay accounts. Though disconnects do not occur, it remains the responsibility of account holders to pay on their accounts, which will help avoid a large balance in the future.

Edgecombe-Martin County EMC has several programs in place to make managing your energy use and budget easier, such as prepaid billing that allows you to make payments when you can, as you use energy, and budget billing that makes it easy to budget your energy costs throughout the year. If you haven't explored these options before, we encourage you to see if they are a good fit for your needs.

Just as you have made changes at home, we have also taken proactive steps during this emergency to protect our members, communities and employees and ensure that there is no disruption to our operations or services.

By implementing remote working procedures and closing our lobby to walk-in traffic, we are doing our part to protect our communities, while also making sure that key personnel are in place to seamlessly continue operations and provide you with high-quality service. Our member service representatives are available to assist you at 252-823-2171 Monday through Friday between 8:00 a.m. and 5 p.m. Our field personnel have

implemented new scheduling and physical distancing practices as they persist in their steadfast efforts to maintain our critical infrastructure. Equally as important, we have coordinated with suppliers and partners to safeguard access to necessary components, materials and support resources. To ensure the power you need is always available, we are in constant coordination with our wholesale power supplier to keep our grid secure and efficient.

As I write this column in early April, much of the impact of COVID-19 has been drastic. Rest assured that as the situation evolves, we will continue to engage with local emergency management officials and follow the guidance of experts to adjust our response to best support your needs.

We are grateful to be a part of your community and honored to provide electricity and services that power your life. While working together to relieve the impacts of the coronavirus pandemic, Edgecombe-Martin County EMC is here for you, just as we always have been, and always will be. We look forward to continuing to work together to meet our challenges with strength, determination and unity.

To learn more about how Edgecombe-Martin County EMC is here for you, please follow us on Facebook, visit our website at ememc.com or call our offices at 252-823-2171.

Cooperatively,

Winston Howell
Winston Howell

Noel Lee Jr. Memorial Scholarship

Don't miss the last chance to apply for the 2020 Noel Lee, Jr. Memorial Scholarship. The Noel Lee, Jr. Memorial Scholarships are offered to members of Edgecombe-Martin County EMC who plan to complete a one- or two-year vocational/technical/community college program of study.

The technical school or community college must be accredited in North Carolina. These scholarships give prospective students the opportunity to further their education so they can acquire new skills and knowledge to better prepare them for their future careers.

Applications will be accepted now through May 11, 2020. You can access, complete, and submit applications online at www.ememc.com. If you wish to receive an application form by mail, please call Monica Speight at 252-641-9502.

The Noel Lee, Jr. Memorial Scholarships are made possible through the dedicated work of the Volunteer Action Committee of Edgecombe-Martin County EMC and other private donations. The Volunteer Action Committee helps raise funds for the scholarship by selling desserts and raffling off various items each year.

HVAC Service Reminder

The air conditioner is always the hardest working appliance during the summer months. For day-to-day comfort, we rely on our cooling system, be it at home or at the office. For that reason, it's imperative to have your HVAC system serviced before it starts getting too warm and humid.

Most members can expect to see their bills increase during the summer months as their air conditioners run longer and harder to cool the home to their desired temperature. Experts recommend that you keep your thermostat set at 78 degrees when your HVAC system is set to cool in order to keep energy consumption as low as possible.

Contrary to popular belief, increasing and decreasing the setting on your thermostat daily usually does not save you money. It is best to keep your thermostat set at one temperature on a daily basis. Only increase the setting on your thermostat during the summer months if you plan on being away from your home for several days at a time.

You should also inspect and replace your return filters monthly if needed. Failing to change your air filters can cause your air conditioner to run longer and become less efficient. An efficient air conditioner means more money in your pocket due to lower electric bills.



Along The LINE

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Editor

Monica Speight

Hwy. 33 East, P.O. Box 188
Tarboro, NC 27886
252-823-2171 • 1-800-445-6486
Office Hours: 8 a.m.–5 p.m. (M–F)

After Hours Outage Reporting 1-800-690-0657

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