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# ALONG THE LINE

## 77th Annual Meeting of Members

Your electric cooperative is excited to be celebrating our 77th anniversary this year, and we are looking forward to seeing you on March 15 at our Annual Meeting of Members. As usual, registration and festivities will begin at 10 a.m. and the business session will start at 12 p.m. A catered lunch will be provided starting at 10 a.m. for members and their immediate family. Live entertainment will also take place before the business session, and children can enjoy outside amusements during the business session.

Please look for your annual meeting notice and member registration card on the front of the next issue of Carolina Country magazine, and remember to bring it with you to the 77th Annual Meeting of Members on March 15, 2014.



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# Crews Transfer Load to new Shiloh Farm Rd. Substation

With temperatures hovering in the mid-teens, Edgecombe-Martin County EMC crews worked to begin transferring load to the recently completed Shiloh Farm Rd. Substation on January 8, 2014.

Load from the co-op's oldest substation, Eason-Tarboro, will be transferred to the new substation.

Crews began working on the actual construction of the substation in June and the station transformer was

energized on December 19, 2013. This marks the second substation that Edgecombe-Martin County EMC crews have built, which has led to savings of nearly \$1 million between the two substations.



(Clockwise from top) Crews work to tie circuits into the substation on Jan. 8; substation construction crew members turn the switch to close the circuit switcher and energize the station transformer; substation construction crew members Mike Johnson, Alan Johnson, Will Scott, Wayne Dupree, John Abrams, Thomas Millwood and Blake Fleming; an aerial view of the Shiloh Substation.

# Arnold Earns Degree in Electric Lineman Technology

Donnie Arnold, Jr. recently completed the degree requirements for Electric Lineman Technology, with honors. Donnie has been employed with the co-op for five years and is currently a 1st Class Lineman. He began working towards completing the degree requirements for the Electric Lineman Technology program in 2007 and completed the course curriculum in December 2013 at

Nash Community College.

Donnie is the second employee to earn a degree in Electric Lineman Technology while working full-time, and other employees are currently making the initiative to earn their degree as well.

Bob McDuffie, CEO, of Edgecombe-Martin County EMC stated, "It is commendable that we have employees putting forth the extra effort to obtain an advanced degree, and that they understand the importance of expanding their knowledge base. We believe in hiring great employees and doing what makes sense to retain them. One of the many things we can do is to provide them with access to the training and education necessary to improve their performance on the job. It is definitely an investment that pays off for the cooperative and it's members."



Rodney Bradley, V. P. of Operations, congratulates Donnie Arnold, Jr. on his recent accomplishment of earning his degree in Electric Lineman Technology.

## We Need Your Cell Phone #

Many people use their cell phone number as their primary means of communication these days. If you have a cell phone number that you will likely use to call and report a power outage we need to have that number listed on your account. Having the number you are calling from in our database allows us to recognize who is calling to report an outage and improves our response time for predicting outages and dispatching crews to the correct location. Call (252) 823-2171 to update your contact information.

# LINES FROM THE BOARD PRESIDENT

## Hiring and Retaining Great Employees

On April 13, 1936, Edgecombe-Martin County EMC was formed, making it the oldest electric cooperative in North Carolina. On April 17, 1937, the first switch was thrown, energizing the homes of 82 cooperative members. Our cooperative and the electric industry as a whole have witnessed many changes since 1937, but we have remained steadfast to our mission to bring affordable and reliable power to the members of Edgecombe-Martin County EMC.

One of the keys to ensuring the success of our Cooperative is that we have continued to hire and retain employees who strive for perfection. Each of them has placed their mark on our Cooperative over the years — making changes and improvements that impact our membership today. Hiring and retaining qualified personnel in our industry is becoming more challenging. In the field, line crews face working in extreme weather conditions which discourage some young individuals from entering the profession. Although it takes a very dedicated and hardworking individual to become a line crew member, it is a very rewarding profession for those who do work in the harshest conditions to restore power for our members whenever called upon.

Inside personnel are also a vital and integral part of our team. They are faced with the daunting task of fielding and resolving consumer questions and requests on a daily basis. Each of them is trained extensively to handle members' requests in the most efficient manner possible. During outages they operate outage management technology that improves power restoration efficiency. Administrative staff is proficient in using technology so that fewer employees are required to provide the clerical tasks necessary for duties including the billing and collecting of member charges for electricity consumed. Having qualified and well-trained employees is critical to our success.

Developing markets, such as renewable energy, have required additional training and expertise for our employees. Understanding the intricacies of interconnecting renewable energy facilities to our distribution systems is very complex. Having personnel in place to plan, test and coordinate the interconnection is necessary

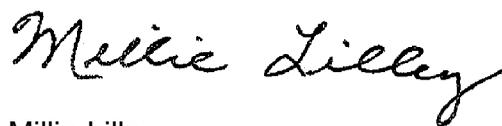
in order to ensure that the safety and reliability of power to all of our membership is not compromised.

In our rapidly changing industry, it is important to have leaders in place who understand what we are facing on a daily basis. Experience and vision to know where our industry is trending are vital to the future success of our cooperative. Your Board of Directors understands the necessity of having a leader in place who knows how to deal with all aspects of our business. The industry-leading scores that we continue to receive from our members on the ACSI (American Customer Satisfaction Index) Survey is proof that what we are doing is working.

This concise synopsis of our workforce may sound simplistic, but it takes a lot of dedication and time from each employee to make our cooperative great. In order to attract and retain excellent employees we must do several things: train them; give them the tools necessary to do their jobs efficiently; and compensate them with wages and benefits which are consistent with like professionals across the industry.

That is what we do...and, that is ultimately why Edgecombe-Martin County EMC performs among the top electric cooperatives in the industry. Thank you Edgecombe-Martin County EMC management and employees! We appreciate you!!

Cooperatively Yours,



Millie Lilley



# Ongoing Scam Targets Utility Customers

Thieves posing as electric utility representatives continue to prey on unsuspecting consumers across the country, including members of Edgecombe-Martin County EMC. The cooperative urges its members to be aware of this scam and never provide anyone who calls you with personal or account information.

A typical scam scenario happens as follows: A member receives an unsolicited phone call from someone who falsely claims to be a representative of the electric cooperative. That person tells the Edgecombe-Martin County EMC member that his or her service will be disconnected if the member does not make an immediate payment to the cooperative. In some cases, the scammer insists on receiving payment within an hour and instructs the member to either purchase a prepaid debit card and provide the details of that debit card or turn over credit card information.

Scammers were previously targeting mainly Spanish speaking members, but they have branched out and are now targeting members from many different backgrounds.

Edgecombe-Martin County EMC would never contact a member to obtain account or personal information. If you doubt the identity of someone claiming to represent the cooperative, hang up and call the cooperative's office using the phone number listed on a bill or another official document.

Edgecombe-Martin County EMC urges its members to be aware of this scam and asks that members share this information with family and friends to help put a stop to it.

## Apply For The 2014 Youth Tour

For more than 40 years, electric cooperatives have sponsored high school students from across America to visit the nation's capitol and meet their members of congress. You could be part of this tremendous opportunity.

The 2014 Electric Youth Tour is an exciting week where high school juniors get to experience Washington, D.C., and **applications are being accepted through March 21, 2014**. High school juniors whose parents or guardians are members of the Cooperative are eligible to apply.

The Electric Youth Tour helps perspective students understand how cooperative's operate on a daily basis and the important role they play in our local communities.

This year's Youth Tour will be held on June 14-20 in Washington, D.C. To apply, call Edgecombe-Martin County EMC at (252) 641-9513 or email: [winston.howell@ememc.com](mailto:winston.howell@ememc.com) to request an application. You can learn more about the Electric Youth Tour by visiting [www.youthtour.coop](http://www.youthtour.coop).

The 2014 Electric Cooperative Youth Tour

Win a week long trip to  
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June 14-20, 2014



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## ALONG THE LINE

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