



Along the LINE

NOVEMBER 2025

For members of
Edgecombe-Martin County EMC



Shooting for a Cause

Edgecombe-Martin County EMC's Annual Sporting Clays 4-H Tournament returned to Rose Hill Shooting Plantation on Sept. 13, bringing together friends, sponsors and community members for a day of fun and fundraising.

This year's tournament was one for the books — we had our largest turnout yet with 25 teams and 100 participants. Thanks to the generosity and support of everyone involved, the event raised an impressive \$12,000 to benefit local 4-H youth development programs.

Each year, this tournament not only provides an opportunity for a little friendly competition, but also reinforces the cooperative spirit that makes a difference in our community. The funds raised directly support programs that help young people learn, grow, and prepare for the future.

We extend our heartfelt thanks to the sponsors, shooters, and volunteers who helped make this year's tournament possible. Your continued support ensures the success of this event and allows us to keep investing in the next generation.

Congratulations to our top teams and individual shooters for their outstanding performances, and thank you again to all who joined us in "shooting for a cause." Together, we're making a lasting impact on 4-H youth in our communities.



Holiday Closing

Edgecombe-Martin County EMC will be closed Thursday, Nov. 27, and Friday, Nov. 28, in observance of the Thanksgiving holiday.

Payment options available during office closure:

- Kiosk under the drive-thru canopy
- Automated phone service: 1-844-967-2463
- Night deposit box at our office
- Online at ememc.com

To report an emergency after hours:

- Call 1-800-690-0657

Stay Informed with SmartHub Outage Text

When the power goes out, staying connected matters. Edgecombe-Martin County EMC is now able to send text message notifications to let you know when your power is out and when it's been restored. This new feature helps reduce the need to call in during large storm events, giving you peace of mind and timely updates.

To receive these alerts, you must be registered in SmartHub with a valid email address. Once logged in, you can add your cell phone number under the "Notifications" section and choose text as your preferred method. From there, you can select which updates you'd like to receive, including outage information, payment reminders, and more.

SmartHub also provides 24/7 access to your account, allowing you to pay your bill, monitor daily energy use, report outages, and review past activity. You'll still receive your monthly paper bill unless you choose

otherwise, but SmartHub puts everything you need in one convenient place.

Each member must create and manage their own SmartHub account, but our team is always happy to help if you need assistance. Take a few minutes to set up your account today and make sure you're connected when it matters most.



Celebrating Our Cooperative Family

At Edgecombe-Martin County EMC, we're always proud to highlight the accomplishments of our employees and their families. Today, we celebrate the creativity and talent of Morgan Hardison, wife of Line Technician Thomas Hardison.

Line Technician Thomas Hardison's wife, Morgan, recently published her very first children's book, "Pancake Finds His Purpose." Both the author and illustrator, Morgan brought this story to life with inspiration from a real donkey named Pancake—one of the animals at NECP, where she teaches fourth grade.

The book, written for children ages 3–8, carries a heartfelt message: everyone has a purpose—you just have to find it. It's a sweet, uplifting read that families can enjoy together. Morgan is already working on her second book, a Christmas-themed story she hopes to have ready by the end of October.

Many of you may also recognize Morgan as a past recipient of an Edgecombe-Martin County EMC Bright Ideas grant, which she has used to spark creativity and learning in her classroom. Now, she's using her talents to inspire children everywhere through her writing and illustrations.

If you'd like to support Morgan, "Pancake Finds His Purpose" is available on Amazon for \$14.99. And if you enjoy it, leaving a review is a wonderful way to cheer her on as she continues her creative journey.



Morgan Hardison and Pancake, the Donkey



Electric cooperatives across the country, including Edgecombe-Martin County EMC, are navigating a challenging landscape. Rising demand, supply chain disruptions, raw material shortages, increased labor costs, and tariffs have all contributed to higher operating expenses. Across our region and nationwide, many electric cooperatives and utilities are experiencing rising wholesale power costs, driven by increased energy demand, and investments in infrastructure to support system growth and ensure reliability. As a not-for-profit, member-owned cooperative, Edgecombe-Martin County EMC works every day to manage costs while continuing to provide the safe, reliable service that members expect.

Power supply costs are our largest expense, and they are directly impacted by how much electricity is needed and when it is used, largely dictated by weather and member consumption patterns. Extreme temperatures increase heating and cooling needs, while wet or dry conditions affect the use of sump pumps, humidifiers, dehumidifiers, irrigation systems, and crop dryers. Electricity remains one of the best values in daily life. Grocery prices, fuel, and household goods have all seen notable increases in recent years, yet for less than \$6.50 per day, the average residential member can power heating and cooling systems, refrigeration, lighting, and the technology that keeps homes and businesses running smoothly.

The costs of equipment and materials needed to maintain and expand our system have also skyrocketed. A new bucket truck that cost around \$300,000 three years ago now costs around \$450,000. Similarly, a substation transformer purchased five years ago for \$435,520 now costs \$1.3 million and comes with a 30-month delivery timeline. These increases make it more expensive to maintain and upgrade the infrastructure that ensures power is reliable.

Electricity prices are affected by several factors, one of which is higher demand for power at peak times. As more homes and businesses rely on electricity for heating, cooling, and running devices, overall energy use continues to grow. During peak times—like hot summer afternoons or cold winter mornings—utilities must generate or purchase additional power to meet these higher demands for energy, often at higher costs. Fuel prices play a significant role. When fuel prices rise, power suppliers pass these additional costs along to utilities they supply.

Maintaining and upgrading infrastructure adds to the challenge. Replacing aging equipment, building new lines, and upgrading substations are essential to ensure reliability and efficiency, but these investments carry significant costs that are reflected in rates. Regulatory and environmental considerations also influence electricity costs. Environmental regulations designed to reduce carbon emissions have increased the cost of generating electricity. While integrating renewable energy generation benefits the environment, implementing renewable technologies and updating the utility grid to accommodate these new generating sources can result in higher upfront costs that affect rates.

Members play a key role in helping manage electricity costs, especially during peak demand periods. Simple actions such as adjusting thermostats a few degrees, running major appliances like dishwashers and dryers during off-peak hours, turning off lights and electronics when not in use, and using energy-efficient equipment can help reduce overall demand. By spreading out electricity usage and avoiding peak times, members help keep wholesale power costs lower, benefiting everyone in the cooperative. At Edgecombe-Martin County EMC, we remain committed to balancing these challenges with our mission to provide safe, reliable, and affordable electricity. By understanding the factors behind rate changes, members can better appreciate the value of their service and the investments required to keep power flowing efficiently and safely.

Cooperatively,

Winston Howell

Winston Howell

EFFECTIVE WAYS To Lower Home Energy Use

Outside factors, such as fuel and equipment costs and extreme weather, can impact electricity prices. But you have the power to control home energy consumption by taking proactive steps to reduce energy use.

Thermostat Management
The thermostat is one of the best places to lower your energy use because heating and cooling account for a significant portion of home energy consumption. During winter months, adjust your thermostat to the lowest comfortable setting to reduce energy use. The Dept. of Energy recommends 68 degrees or lower.

Utilize Off-Peak Energy Times
Plan energy-intensive chores and tasks, such as running the dishwasher or washing clothes, during off-peak energy hours, when the demand for electricity is lower. Off-peak times are early in the morning or late evenings. By scheduling these activities during off-peak periods, you can help ease rates, reduce demand and relieve pressure on the grid.

Seal Your Home
According to ENERGY STAR, about 20% of heated or cooled air that moves through a home is lost due to lack of proper insulation and air leaks. Ensure your home has sufficient insulation levels and seal air leaks around windows and doors with caulk and weatherstripping. This is a simple, effective way to lower energy use and improve indoor comfort.

Maintain Equipment
The health of your heating and cooling system is essential for comfort and can greatly impact energy bills. Maintain your system by regularly replacing dirty filters and scheduling annual inspections for maintenance and necessary repairs.

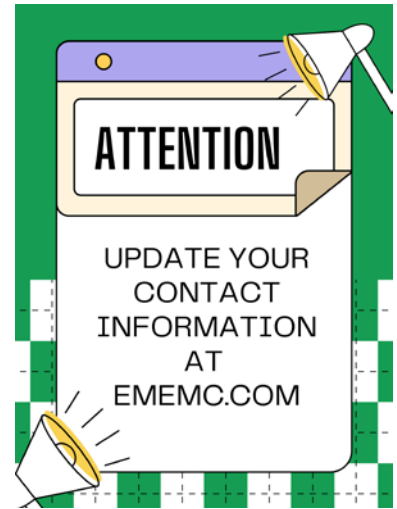
Keep Your Contact Information Up to Date

Having the right phone number on file is one of the simplest ways you can help us serve you better. Whether we need to return your call, notify you of high energy use or reach out with important account questions, it's important that our system has your current information. Unfortunately, many numbers we have on file are outdated, which makes it harder for us to keep in touch when it matters most.

We've made updating your information quick and easy. Simply visit our website, ememc.com, click on the Member Resources tab, and scroll to the bottom where you'll find Update Contact Information. From there, just enter your current phone number and other details. Even if you've updated it recently, we encourage you to do it again to make sure everything is accurate.

Throughout the month of November—everyone who updates their information will be entered into a drawing for a \$50.00 gift card.

Keeping your contact details current ensures that we can reach you when you need us most—during an outage, for billing concerns, or with important account updates. Please take a few minutes this November to double-check your information and help us stay connected.



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ememc.com

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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

1-844-967-2463, placed in the night deposit box or you may choose to utilize the convenience of online bill-pay by logging on to ememc.com

November Rights-of-Way Schedule

In order to provide safe, reliable electrical service, we maintain the rights-of-way under and around our power lines. We do this through rights-of-way and vegetation management.

Throughout November Tree's LLC Service will finish up utilizing sky trim, bucket trucks, and bush hogging equipment in the Speight's Chapel road, Old Battleboro road areas and various hotspots throughout our system.

Examples of trimming methods

Flat Top Trimming



Trees are cut 15 feet below the lowest electric line.

Side Trimming



Trees are cut at least 15 feet from the center of the utility pole.

'L' Trimming



Trees are cut 15 feet from the neutral.



Edgecombe-Martin County
Electric Membership Corporation
A Touchstone Energy Cooperative