

# Along the LINE

**FEBRUARY 2023**

For members of  
Edgecombe-Martin County EMC



## Join us for the 86th Annual Meeting of Members

Edgecombe-Martin County EMC invites members to our 86th Annual Meeting, Thursday, March 23, 2023, at the Cooperative from 11 a.m. until 6 p.m.

The Annual Meeting of Members is designed to deliver information to the membership concerning state and national issues that affect the co-op, financial data from the previous year, and our financial outlook for the year ahead.

For the past two years, Edgecombe-Martin County EMC's Annual Meeting of Members has been drive-thru only in order to protect ourselves and each other from COVID-19. This was an unprecedented, but necessary move, that led us to a new type of annual meeting. In 2023, our annual meeting will again be a drive-thru format from 11 a.m. to 6 p.m. with a traditional in-person business

meeting in our truck shed beginning at 6 p.m.

Members will be able to complete and turn in their ballots and will be entered in the prize drawing and you do not have to be present to win.

Please enter through the receiving entrance. The drive-thru will be open from 11 a.m. to 6 p.m. and you may attend anytime during those hours.

The business session will begin at 6 p.m. Those who wish to attend the business session will have the option to come in person to attend. For those who do not wish to stay for the business session we will Facebook Live this event.



You can make an impact at the Ronald McDonald House of Eastern North Carolina by donating items on the House's wish list at our Annual Meeting.

Please remember the House is just like your home and can use many of the same items you use each day.

For the health and safety of House guests and volunteers, items should be new. Due to stringent health codes, please do not forget to check expiration dates.

Listed below are the most needed items at the Ronald McDonald House of Eastern North Carolina.

- **Individual Chips/Snacks**
- **Canned Meat**
- **Tea Bags**
- **Paper Plates/Bowls**
- **Disposable Utensils**
- **Toilet Paper**
- **Brownie/Cake Mix**

# First Responder and Farm Safety Training

Edgecombe-Martin County EMC will host a First Responder and Farm Safety Training on Tuesday, Feb. 28, at 6 p.m.

This training is provided at no cost by Edgecombe-Martin County EMC. Edgecombe-Martin County EMC understands the importance of teaching electrical safety.

The goal of our First Responders and Farm Safety Electrical Hazards Training is to help first responders and farm equipment operators work safely in emergency situations where electric utility lines are involved. Firefighters, police, EMTs and others, who are typically first on the scene in an emergency, face the greatest risk from electrical contacts and fires. It's also important that those who live and work on farms know the risks

and understand how they can unknowingly come into contact with electricity. Understanding the potential dangers and learning how to deal with them correctly makes everyone safer. The training is intended for all first responders and farm equipment operators and will cover a variety of electrical hazards that you could encounter.

Dinner will be provided. Please take advantage of this opportunity to

update your department's training. You must RSVP to Monica Speight at 252-641-9502 or [monicas@ememc.com](mailto:monicas@ememc.com). Please provide an estimated number of attendees by Friday, Feb. 17.



## Middle Schoolers: Apply Now for a Sports Camp Scholarship to Attend Basketball Camp

Edgecombe-Martin County EMC is now accepting applications for full scholarships to attend basketball camps at two North Carolina universities this summer.

Young men can apply for a scholarship to attend the Carolina Basketball Camp which will be held June 17-21 at the University of North Carolina at Chapel Hill. Young women can apply for a spot at the Wolfpack Women's Basketball Camp in June at NC State University in Raleigh.

The scholarships cover all expenses at the overnight camps, which provide a glimpse into life on a college campus. Campers stay overnight in dorms, learn fundamental skills that will help them excel on and off the court and receive individual and group instruction from Division 1 coaches to enhance their basketball and team-building abilities.

To apply, students must be a sixth or seventh grade student during the 2023-2024 school year. The application opens this month, and it must be



submitted by March 31. To learn more and apply, visit [ncelectriccooperatives.com/sports-camps](http://ncelectriccooperatives.com/sports-camps).

Edgecombe-Martin County EMC recently completed our member satisfaction survey. Members were surveyed at the end of last year by phone and online. The member responses were sent to the developers of the American Customer Satisfaction Index (ACSI), a national group who measures customer satisfaction across multiple industries throughout the United States.

The American Customer Satisfaction Index (ACSI) score measures member-owners' satisfaction across the country. Using ACSI metrics and measurements, we can objectively gain insight into our member-owner satisfaction levels. This tool serves as a report card from our members so that we can analyze our progress, assess strategic changes and determine the best route for member-owner engagement. On a 0-100 point scale, the ACSI score is calculated based on three attributes: overall satisfaction, confirmation of expectations, and comparison to an ideal utility company.

This year, Edgecombe-Martin County EMC scored 87 out of 100 points on overall customer satisfaction, compared to an investor-owned utility average score of 72. Edgecombe-Martin County EMC scored the 4th highest out of all the electric cooperatives that participated in the survey.

Of the members surveyed, 100% rated Edgecombe-Martin County EMC with an 8.75 or higher on a 10-point overall satisfaction scale and received excellent ratings in 17 of 19 categories. Your cooperative strives to improve service and response to our members, and by using this survey, we can identify areas that need improvement.

Edgecombe-Martin County EMCs lowest satisfaction ratings were for keeping members informed when we were working in their area and helping members manage their electric use. The cooperative recently started using door hangers to let members know when we will be in their area performing right-of-way trimming or routine maintenance. We use Facebook, Instagram and our website to post energy savings tips and include



those in our newsletter as well. You can also sign up for SmartHub to keep up with energy consumption and sign up for high usage alerts. We are investigating other methods to improve our communications with our members continually.

Our scores demonstrate that Edgecombe-Martin County EMC exists to serve our members and provide safe, reliable, and affordable electric service every day.

Cooperatively,

*Winston Howell*

Winston Howell

# A Combined 40 Years of Service

Every year the co-op celebrates service and safety years in five-year increments. Congratulations to Cynthia Norville and Kim Knight for their years of service in 2022.

Cynthia and Kim both were recognized for their 20 years of service to our members.

We thank them both for their commitment to our cooperative and area communities, and the role each person at Edgecombe-Martin County EMC plays in providing our members with safe, reliable and affordable electric service.

When asked what they enjoy most about their job, they said getting to talk to our members every month, meeting new people and working for a cooperative that was more like family.



*Kim Knight*



*Cynthia Norville*

## February Rights-of-Way

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. This requires pruning, removing, and cutting to prevent vegetation interruption of your electric service.

Throughout February, Lucas Tree Experts will be trimming out of the Davistown-Mercer (circuit 1) in the Pinetops area (Woodland Rd, Suggs Rd, Colonial Rd, Carr Farm Rd, Anderson Chapel Rd, Stallings Rd), and various hotspots on the system.



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