


JOEMC

A Touchstone Energy® Partner

SPOT
 LIGHT

JOEMC Member Newsletter

February 2019



How Does My Heat Pump Work?

A heat pump is the most energy efficient type of electric heat on the market, particularly for the southern United States. When installed properly, air source heat pumps can deliver one-and-a half to four times more heat energy during the winter than they consume.

So how does a heat pump work? A heat pump is not much different than a car in that it can go forward or reverse. In the winter, an air source heat pump gets heat from the outside air and brings it into your home. In the summer, the unit works in reverse and takes heat from your home and dumps it outside.

Air source heat pumps work very efficiently when the outdoor temperature is in the 50°F range. As the outdoor temperature drops, the heat loss of a home is greater and the unit needs to operate for longer periods of time to maintain a constant indoor temperature.

Around 37°F many air source heat pumps reach what is called the balance point. At or near this temperature the unit needs to run constantly to produce enough heat to maintain a comfortable indoor temperature.

As the outdoor temperature continues to drop, the heat pump needs help from traditional electric resistance heat coils (supplemental, auxiliary or emergency heat). These coils resemble the glowing wires inside your toaster and consume vast amounts of electricity as they burn to keep you warm. Your thermostat will most probably have a light that comes on when this happens. It is usually labeled as

emergency or auxiliary heat.

Despite setting your thermostat to 68 degrees, there is a very good chance your heat pump can't reach that temperature...this can vary from house to house based on factors like insulation levels and air infiltration. The result is your heat pump has to run continuously which causes your monthly bill to add up quickly since heating/cooling accounts for around 50% of your monthly usage.

Under normal conditions, the cost of running a heat pump for a JOEMC

member is around 30 to 35 cents per hour. When operating in the auxiliary/emergency heating mode, that cost goes up to around \$1.30 per hour.

If your heat pump is operating in auxiliary/emergency mode without due cause (outdoor temperatures are above freezing or no drastic adjustment to your thermostat), it is possible that your system is malfunctioning. You should contact a licensed heating and cooling professional and have it serviced immediately. ▼

ENERGY EFFICIENCY

How Much is that Space Heater Really Costing You...

Winter is here and with it comes colder temperatures. Space heaters can work great as a supplemental source of heat but you may want to consider using them sparingly as they can be costly to operate.

Take a look at JOEMC's space heater calculator to find out how much it is costing you to operate. You can find the Home Energy Calculators by visiting joemc.com > Energy Center > Energy Efficiency or <https://tinyurl.com/y8an6dqb>. ▶

DESCRIBE YOUR HOME	
Number of space heaters:	2
Hours per day:	8.0
Cost per kWh (\$):	\$ 0.103
TOTAL:	
Cost per month:	\$74.16

Do You have a Middle Schooler Who Loves Basketball?

If your child wants to gain experience training alongside real college basketball players and coaches, apply for a Touchstone Energy Sports Camp Scholarship and attend basketball camp for free this summer!

Jones-Onslow EMC is now accepting applications for full scholarships to renowned basketball camps at two North Carolina universities this summer. Young men can apply for a scholarship to attend the Roy Williams

Basketball Camp June 22-26 at the University of North Carolina at Chapel Hill, and young women can apply for a spot at the Wolfpack Women's Basketball Camp June 9-12 held at North Carolina State University in Raleigh.



To apply, students must be a rising sixth, seventh or eighth grader. Applications and more information have

been sent to all public middle schools in the JOEMC service area. Applicants will be judged on their academics, extracurricular activities and an essay. The application deadline is March 31.

Applications can also be downloaded by visiting joemc.com >The Cooperative >Community >Touchstone Energy Sports Camps. ▶



Fun, Food, Door Prizes and Entertainment

JOEMC members...bring the family out for an evening of fun, food, door prizes and entertainment!

On Friday, March 29, Jones-Onslow will hold its Annual Meeting of Members at the American Legion Building/Onslow County Fairgrounds located at 146 Broadhurst Road in Jacksonville. More details to come in next month's newsletter and on social media. ▼



Put Safety First During Winter Weather

Keep these tips in mind to protect you and your family when winter weather comes your way:

1. Place space heaters on solid surfaces at least three feet away from flammable items. Always turn off space heaters before exiting a room or going to sleep.
2. Don't leave a fireplace unattended unless embers are extinguished. Use a fire screen to catch rolling logs or sparks.
3. Generators should only be used in open and ventilated areas and should never be operated inside a home, including in a basement or garage, due to the risk of carbon monoxide fumes. Never connect generators directly to household wiring without first having a qualified electrician

4. install a transfer switch to prevent backfeeding, which poses a serious threat to line workers.
4. If using Sterno or charcoal to cook food, always do so outside in a well-ventilated area. Cooking indoors with Sterno or charcoal will produce deadly carbon-monoxide fumes, which are colorless and odorless.
5. Stay away from downed or sagging power lines and don't attempt to remove tree limbs from lines. Never drive over power lines and always assume they are electrified and dangerous. Alert your electric cooperative of any damaged lines immediately. ▼

Nominate a Veteran from Our Community for a No Barriers Expedition

Our local community is home to many veterans, many of whom are living with a disability. That's why—for the third year—Jones-Onslow EMC, in conjunction with one of our financial partners, is searching for disabled veterans from its service territory to nominate for the No Barriers Warriors Expedition Program, a Colorado-based nonprofit organization.

The program, sponsored by Co-Bank, provides expeditions that mentally and physically challenge veterans on outdoor expeditions through mountaineering, rafting and rock climbing. Co-Bank covers the full cost for participants including meals, gear and travel expenses. These five-day expeditions offer veterans an opportunity to challenge limitations (both real and perceived) and to create a network of support that can last a lifetime.

TO BE CONSIDERED:

- Veterans must have VA disability rating to qualify
- Individuals can nominate a veteran
- Veterans can self-nominate
- Submit a letter summarizing the veteran's military background, their VA disability rating, length of military service, and why they/you think attending a No Barriers expedition would be of benefit
- Send letter to predick@joemc.com or to Paula Redick, Jones-Onslow EMC, 259 Western Boulevard, Jacksonville, NC 28546
- Once we receive your request, we will be in contact to give you further instructions on the application process
- Deadline to nominate is April 1, 2019



For more information, visit joemc.com >The Cooperative >Community or visit nobarriersusa.org. ▶

DID YOU KNOW

New Outage Text Alerts Let's You Stay Informed

JOEMC's new outage text alert program provides a convenient way to stay connected during a power outage. Using the everyday accessibility of text messaging, we can quickly and easily communicate with you about power outages.

Using the outage text alerts can give you peace of mind knowing that you won't be caught by surprise. You can notify the co-op about an outage and then check on its status to you can make plans.



Signing up for outage text alerts is simple and easy and will only take a couple of minutes:

1. Visit joemc.com and click on "Report an Outage" located under *Power Outages* on our homepage. Locate *Outage Text Alerts* and click on the "Sign Up" button (you must have your account number to register).

2. Enter your cell phone number and your account number. After submitting your info you'll receive a text from (800) 681-4146 that provides a passcode number that you'll key in to complete the registration process.

3. Remember to save (800) 681-4146 to your contacts on your cell phone so you can quickly report an outage when needed. *Please note that standard text and data rates may apply.*

The next time you experience a power outage, text our outage reporting hotline at (800) 681-4146 using the following keywords:

text: OUTAGE
to report a power outage

text: STATUS
to request the status of a power outage

text: STOP
to cancel participation in outage text alert program

- Please note that only these *keywords* will work with the outage text alert program.
- For outage text alert HELP please call (910) 353-1940 or (800) 682-1515.
- Members can also report outages by calling the JOEMC Office or by going to joemc.com and looking under POWER OUTAGES. To report an outage at joemc.com you must have the account number, meter number or phone number associated with the account. ▶

Preparing for the Winter Chill

Winter is here so it's natural to start thinking about balancing how you'll stay warm while keeping energy efficient.



Being proactive and trying to solve potential problems before the cold weather is in full force is the best way to prepare...and we're here to try and help you do just that.

• Free Home Energy Audits

At JOEMC, we offer a couple of different options when it comes to home energy audits for our members. First, if you have a few minutes and at least 10 months of billing history, you can perform an energy audit on your home online. You'll input a few details about your home and a calculator will break down your energy use and provide specific ways to save. We also offer members the option to have a JOEMC employee come to your home and perform an energy audit. During the free analysis, the energy specialist will make suggestions for efficiency improvements around your home. This includes a check of your home's insulation levels, air tightness, heating and cooling systems, windows and doors as well as lighting and appliances. After the audit you'll receive a summary of the findings, recommended improvements and opportunities to reduce your energy use and costs.

• Consider Replacing Your Heating System

There's nothing worse than settling in for a cozy winter night at home, only to realize that your heating system is broken. Don't wait until it's too late to start thinking about replacing your heating system. If it's over 12 years old, it may be time to consider replacing it with a new, more energy efficient heat pump. We can offer heat pump advice as well as provide a rebate for qualified HVAC systems to help control the cost of replacement. If you are considering replacing your heating system or are interested in a free home energy audit, we are more than happy to offer assistance. Start by contacting one of our experienced energy specialists at (910) 353-1940 or (800) 682-1515. You can also email us at joemc@joemc.com.

• We're Here to Help

We value you, our members, and we are here to help you through the upcoming cold months. You can call our office and speak with a consumer representative about our budget billing program. Take a few minutes to visit our website, joemc.com, and find energy efficiency tips/resources that include a video library, home energy calculators and information about HVAC or appliance rebates. Or simply follow us on Facebook and Instagram where we've introduced in 2019 "Tuesday Tips", quick and useful energy efficiency advice for you and your family.

Jeffery T. Clark | CEO



Rotel Taco Soup

Ingredients:

- 1 can Rotel diced tomatoes undrained
- 1 can black beans undrained
- 1 can white beans undrained
- 1 can red beans undrained
- 1 can corn undrained
- 1 taco packet
- 1 ranch packet
- 1 lb ground beef prepared
- 2 cups water

- sour cream optional
- shredded cheese optional
- tortilla chips optional

Directions:

Place tomatoes, cans of beans, corn, ground beef and both packets into crockpot. Add 2 cups water and stir. Place lid on crockpot and cook on low for 8 hours. Serve soup with cheese, sour cream and chips if desired. Serves 8.

Thank you JOEMC member Jessica Rochelle Hansley for sharing your favorite soup recipe on our Facebook page for National Soup Month.

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