




A Touchstone Energy® Partner 

SPOT LIGHT

LIGHT

JOEMC Member Newsletter October 2017

Cooperatives Build Communities

Powerlines and utility poles weave across JOEMC’s service territory, connecting members together in a powerful network that delivers energy to homes and businesses. This infrastructure is a visual representation of how your cooperative is connected to local landscapes, but our commitment to the community runs deeper than poles and wires.

In local classrooms, curious minds are learning new technology and little hands are manipulating science equipment, flipping through books and creating art, thanks to our Bright Ideas education grants. These grants provide new resources and opportunities to students and teachers. Since 1994, our co-op has contributed over \$1 million to local students and now with more than 20 years of grants in place, generations of students are benefiting.

Local high-school students build leadership skills and experience the power of civic engagement on the Electric Cooperative Youth Tour. JOEMC sends local students, our future leaders, to Washington D.C. on this empowering trip every year. These students come back accomplished and inspired to take bold steps toward the future.

JOEMC is committed to helping make our communities a better place to live, work, and raise families by

working with various organizations through economic development projects, civic functions, and community-betterment initiatives.

At JOEMC, we do more than supply power. Because we’re local and owned by you, our members, building communities is core to our mission. That’s why we invest in programs and opportunities that leave a lasting impression on the folks that live in our communities. ▼

CO-OP STATS

- There are 900 electric cooperatives located in 47 states.
- Co-ops serve more than 19 million homes, schools and businesses in 2,500 of 3,141 counties in the U.S.
- Co-ops own and maintain 2.6 million miles (42 percent) of the nation's electric distribution lines, covering 56 percent of our nation.



#coopmonth Show your support for co-ops during the month of October. ►

KEEPING YOU SAFE

Know What's Below...Call 811 Before You Dig

For your convenience, JOEMC is part of the "811" One-Call system. This allows you to call a single number—811—to get all of your underground lines marked, including those of JOEMC, before you start any projects that may involve digging.

The national 811 "Call Before You Dig" phone number links residents to a local call center which then dispatches local utility companies to mark underground utility lines, pipes and cables with paint or flags so you know what's below. In North Carolina, residents should call at least 72 hours before beginning to dig.

Once ALL of your underground lines have been marked, you can dig safely, protecting you and your family from injury and expense. It's fast, it's easy, and it's FREE!

Remember to keep your 811 assigned ticket number handy in case you need it for follow up calls or to track your request online at nc811.org. ▼



IT'S THE LAW!

You must notify all utilities three days before digging underground. Dial 811 for fast, one-stop reporting to all utilities and...for your convenience and safety.



COMMUNITY IMPACT

PaySite Kiosks are... FAST, EASY & CONVENIENT!

Partnering with Realo Drugstores (at Gateway Shopping Center in Surf City and Yopp Road in Jacksonville), JOEMC members can now pay their bill at the PaySite kiosks located inside at the above locations.



- ➔ FAST
 - The payment process usually takes less than a minute and your payment is posted immediately.
- ➔ EASY
 - 1-Enter your account information.
 - 2-Make your payment by cash, check, Visa, MasterCard or Discover Card.
 - 3-Leave with a receipt.
- ➔ CONVENIENT
 - No need to drive to our offices.
 - By partnering with Realo, you now have extended hours to pay your bill.
 - Using PaySite is FREE. ▶

Visit joemc.com to learn more.

survey

Customer Satisfaction Survey

This fall, Jones-Onslow will partner with TSE Services and Data Decisions Group (formerly FGI Research) to conduct its fourth quarter member satisfaction survey.

You may receive a phone call between October and December asking you to participate. The call will come from a 919 area code, as the company calling on behalf of JOEMC is based in Raleigh.

The feedback you provide will help us gauge our performance in serving you, our customers, and assist us in providing better service in the future.

We appreciate your time and thank you for sharing your thoughts!

Fall Into Energy Savings...

As the leaves turn orange and red, you can do a few things around your home to save some green. Follow the tips below to prepare your home for a more energy-efficient and comfortable winter.

WEATHERIZE

• Air leaks in your home not only cause uncomfortable drafts but waste energy. Reducing air leaks could cut 10 percent from an average household's monthly energy bill. The most common places where air escapes homes are floors, walls, ceilings, ducts, fireplaces, plumbing penetrations, doors, windows, fans, vents and electrical outlets.

• Weatherize your home by caulking and weather-stripping all doors and windows.

• Close the fireplace damper when not in use. It's also a good time to have your chimney cleaned and inspected.

HEATING SYSTEM

• Don't block your radiators or heating vents with furniture or draperies. Keep your radiators, registers and baseboard heaters dirt and dust free.

• Have your heating system serviced once a year by a certified technician.

• Regularly replace heating system filters.

THERMOSTAT

• Set your thermostat no higher than 68 degrees when you are home and lower the temperature when you go to bed or

are not at home. This will ensure optimal home heating and save energy. For every degree you lower your thermostat you save about two percent off your heating bill.

• A programmable thermostat can help tailor the temperature to your schedule.

WINDOWS

• Use locks on your windows to make them tighter and draft resistant.

• Keep shades and curtains open during the day on the south side of your home to allow solar heating. Close them at night to retain heat.

WATER HEATING

• Turn your water heater down to 120 degrees Fahrenheit to save money on your energy bill. If you have children in the house, this is also a safety measure.

• Install low-flow showerheads and faucets.

• Use the energy-saving settings on dishwashers and washing machines and run them with full loads. Wash clothes in cold water. ▶



Geothermal Makes Dollars & Sense

Geothermal heat pumps are one of the most efficient residential heating and cooling systems available today. They have heating efficiencies 50 to 70 percent higher than other heating systems and cooling efficiencies 20 to 40 percent higher than other air conditioners. That directly translates into savings for you on your utility bills. And couple that with an Energy Star HVAC Rebate available from JOEMC (\$350 for a geothermal unit), there's never been a better time to tap into this tried and true renewable resource.

To qualify for the credit/rebate, complete the HVAC Rebate Application (it can be downloaded at joemc.com, mailed to you or picked up at one of the offices) and return it to us. Additional restrictions for the HVAC Rebate Program do apply so call the office or go online to get more information. ▶



Looking Back Provides the Path Forward



One of my favorite quotes has always been, “Those who do not remember the past are condemned to repeat it.” Yet sometimes remembering our history with the goal of repeating it can actually be a good thing. As the nation’s 30,000 cooperatives celebrate National

Co-op Month this October, it is a great time to take a look back – and a look forward.

Take the history of your electric co-op. Jones-Onslow EMC was founded over 75 years ago when neighbors worked together to bring electricity to our rural community. Big investor-owned power companies thought they couldn’t generate enough profit in rural areas, so they bypassed them. Back then, there were frequent meetings among neighbors to discuss the formation of the cooperative. Once the “local co-op” was established, the annual meeting was the “must attend” event of the year. The co-op, on behalf of the member-owners, committed to provide the community with electricity.

Fast forward to today—and tomorrow. JOEMC currently provides electric services to some 75,000 homes and businesses and we believe it’s vital to be committed and an integral part of those communities we serve. We understand the spirit that helped create this co-op must be continually nurtured. While times and technology will continue to change, our commitment to you will not.

Although we started out to provide affordable, reliable, safe electricity (and that remains our number one focus), our impact—with your support—has grown. As we continue to look toward the future you can be confident your cooperative will commit to explore new ways to help our members and our communities, whether it’s offering new programs and services, additional energy efficiency rebates and incentives, convenient billing or payment options, or examining renewable energy choices like community solar.

Over the years, as we’ve listened to you and your fellow co-op member-owners, we know that we have to keep pace as technology and consumer tastes evolve. As always, we welcome your feedback and participation as we plan for the future.

Jeffery T. Clark | CEO

**JOEMC offices will be CLOSED on
Friday, November 10 for Veterans Day and
Thursday & Friday, November 23 & 24
for Thanksgiving.**



Roasted Root Vegetables

Ingredients:

- 1 slender carrots (about 5-6), cut into 1-inch rounds
- 3 beets, cut into 1-inch cubes
- 1 celeriac (also called celery root), cut into 1-inch cubes
- 1 onion, halved and cut into thin wedges
- 5 garlic cloves, peeled
- 6 sprigs fresh thyme
- 2 tablespoons cold-pressed olive oil
- 1 teaspoon sea salt
- 1 teaspoon pepper
- 1 tablespoon balsamic vinegar

Directions:

Preheat oven to 400°F. Line baking sheet with foil. Place carrots, beets, celery root, onion, garlic cloves and thyme sprigs on baking sheet. Drizzle with olive oil; sprinkle with salt and pepper and toss to coat evenly. Bake 45 minutes to 1 hour, stirring every 15 minutes, until vegetables are golden brown, soft and easily pierced with fork. Transfer roasted vegetables to serving platter; drizzle with balsamic vinegar and serve.

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