



A Touchstone Energy® Partner 

SPOT LIGHT

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JOEMC Member Newsletter October 2018

Restoring the Power After the Fury of Hurricane Florence

Disastrous winds and historic rainfall left long-lasting impacts in our community after Hurricane Florence made landfall as a Category 1 storm just south of our service area in September. The results? Devastating flooding of communities, destroyed homes and businesses and an electrical distribution system that took a beating.

When JOEMC employees arrived at the offices early Friday, September 14, to start the process of restoring electric service, they were faced with the daunting task of power restoration of close to 71,000 services (JOEMC has just over 74,000 active meters on its system). The majority of the first day was spent doing damage assessment – we were unable to start “fixing things” because Florence was still pounding our area with high winds that wouldn’t allow crews to work safely.

The damage assessment found lines down, poles broken, other electrical equipment hanging from poles and trees and many roads impassable because of debris or flooding. The assessment also revealed that 14 of JOEMC’s substations had lost the transmission feed that powers them.

Translation...no matter what JOEMC did, members served by those substations wouldn’t receive power until our substations could be re-energized. Early the next morning, Saturday, September 15, JOEMC crews, other co-op crews from Southwestern Tennessee Electric Cooperative and over 300 contract crew personnel went to work. Over the next ten days our 14 substations were re-energized and crews restored power to almost all of those 71,000 members. And, at the time of this newsletter’s deadline, all but 13 services had been restored.

The Jones-Onslow Board of Directors and employees would like to sincerely thank our members for your patience and understanding during the restoration efforts after Hurricane Florence. We worked as diligently and safely as possible to “get the lights

back on” for you. We would also like to thank you for the wonderful comments on Facebook and via email and the acts of kindness you showed crews while they were in the field restoring power. Those selfless actions that our members displayed meant a lot to us and truly shows what being a part of an electric cooperative is all about! ▶



Co-ops are a Catalyst for Good...

Electric co-ops, like Jones-Onslow EMC, are a catalyst for good in our communities. Co-ops engage their members to do and enjoy things that might otherwise be impossible or difficult. Just like when JOEMC was established over 75 years ago (to bring electricity to the areas other utilities did not want to serve), today, it means providing the best customer service possible, being easy to do business with by providing multiple ways to pay your bill, communicating effectively with members to keep them informed and supporting our communities in whatever way we can.

Cooperatives exist to meet a need that was previously unmet in the community and they are ever striving to anticipate and plan for the future needs of their members. The business model is unique. It is practical, mission-oriented and puts people first. Co-ops strive to be a trusted voice in their communities and they have earned that trust because, while not perfect, they always have their members' best interest at heart and are determined to enrich the lives of those living and working in the communities they serve. ▼



Late Fees Temporarily Waived

Hurricane Florence left a path of destruction, flooded communities, and outages to 96% of our system. We understand the financial and emotional impact this storm played on each of our members. Whether you evacuated before the storm, suffered damage to your home as a result of the storm, or lost food due to being without power for days, we want you to know that we sincerely care and want to try to help you through the aftermath of the storm.

We will stop collection procedures until November 1, 2018. Additionally, we are waiving the late fees on your next billing (for the month of bills created after September 13, 2018) and any late payments during this time will not affect your account's credit rating.

Your bill will still display the normal due date and cut-off date however these procedures will be delayed until November 1.

Please remember, you will still be billed monthly for the electricity that you use... don't let your account get too far behind.

We hope this flexibility will help you "weather" the next month without worry of being charged a late fee or being disconnected.

Thank you from your local electric cooperative, looking out for your best interest. ►



Satisfaction Survey

This fall, Jones-Onslow will partner with TSE Services and Data Decisions Group to conduct our fourth quarter member satisfaction survey.

Member feedback will be collected via telephone interviews as well as online surveys. If JOEMC has your email address on file and you are one of the randomly selected participants, you will receive an email invitation to participate in the survey. Those members who's email address the cooperative doesn't have will be contacted by telephone.

Members may receive the email invitation or phone call between October and December asking for their participation. If contacted by telephone, the call will come from a 919 area code as JOEMC's partner is based in the Raleigh area.

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°F 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. ▶

Don't Be Spooked by Scams!



This Halloween, and year round, remember the following tips to help avoid the costly effects of being duped by scammers posing to be JOEMC:

- JOEMC will never demand payment over the phone.
- If you receive a call, do not give out personal information such as your credit card number, account number or Social Security number. Hang up and call JOEMC to verify your account status.
- Don't open suspicious emails. Instead, call JOEMC to report questionable activity.
- Don't be rushed or pressured by a threatening caller. Hang up and take time to contact JOEMC and verify information.

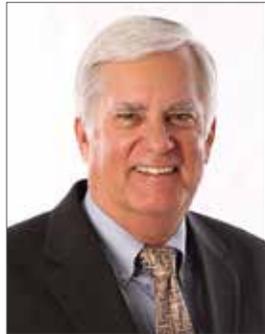
Visit joemc.com to learn more. ▶



KEEPING YOU INFORMED

The Cooperative Spirit Shines Through

For many years we have recognized and celebrated the month of October as National "Cooperative" Month. This year, it seems only fitting that we



celebrate the event after what our community went through last month and how that "Cooperative Spirit" shined.

On behalf of the Board of Directors and all the employees of JOEMC, I want to say thank you. Thank you to each and every one of you, our members, for your patience and understanding during the power

restoration efforts after Florence.

The cooperative faced many challenges during and after the storm; communication issues (phone lines down and spotty cell-phone coverage); flooding of the cooperatives first floor headquarters building; the daunting task of getting power restored to close to 71,000 meters (or 96% of our system); the loss of transmission power to 14 of our substations; and the massive amount of rainfall that occurred severely limiting our access to roads so power could be restored. Through all of this, we adapted and overcame these obstacles so we could "get the lights back on".

I would be remiss if I didn't recognize the hard work and dedication of every employee at JOEMC as well as the crews that came in from other parts of the United States. YOUR cooperative employees left their homes, many of which had sustained damage like the thousands in our community, and went to work to restore power. I simply can't say enough about these folks...they are true professionals, dedicated to this company, dedicated to this community and dedicated to providing the best customer service possible.

I would also be remiss if I, again—didn't recognize you—our members, for your patience, understanding and SUPPORT. The words of encouragement via email, social media, on the phone and in the field (when you saw our crews) was amazing. The many offers of water, ice and food and the kind words motivated our employees even more and made them want to work even harder (than they were).

Employees and members, working together, united with one goal—supporting each other in an effort to restore a little normalcy back to our community—that's the COOPERATIVE SPIRIT!

Jeffery T. Clark | CEO



JOEMC offices will be **CLOSED**
FRIDAY, NOV. 9TH
in observance of Veterans Day
and
THURSDAY & FRIDAY,
NOV. 22ND & 23RD
for Thanksgiving.



Country Apple Dumplings

Ingredients:

- 2 large Granny Smith apples, peeled and cored
- 2 (10 ounce) cans refrigerated crescent roll dough
- 1 cup butter
- 1½ cups white sugar
- 1 teaspoon ground cinnamon
- 12 fluid ounces Mountain Dew™

Directions:

Preheat the oven to 350 degrees F. Grease a 9x13 inch baking dish. Cut each apple into 8 wedges and set aside. Separate the crescent roll dough into triangles. Roll each apple wedge in crescent roll dough starting at the smallest end. Pinch to seal and place in the baking dish. Melt butter in a small saucepan and stir in the sugar and cinnamon. Pour over the apple dumplings. Pour Mountain Dew™ over the dumplings. Bake for 35 to 45 minutes or until golden brown.

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