




A Touchstone Energy® Partner 

# SPOT LIGHT

— — —

JOEMC Member Newsletter    September 2019



## Landscaping: A Beautiful Way To Save Energy Around Your Home

You've upgraded your appliances, insulation, and lighting to help lower your monthly electric bill. What else can you do? The U.S. Department of Energy claims landscaping with energy efficiency in mind, on average, could save enough energy to recoup your investment in less than eight years.

**Climate Clarity** - Climate determines the direction your landscaping planning should take. The Southeast offers a hot and humid climate, so summer breezes are welcome. Residents in these areas should make the most of summer shade but use trees that will eventually lose leaves (deciduous) to let winter sunshine through.

**Simple Shading** - You might be protected from the hot summer sun in your home, but your electric bill isn't. Solar heat absorbed through windows and your roof causes your air conditioner to work harder. Shading a house with trees could drop the surrounding air temperature by as much as 9 degrees Fahrenheit. It gets better closer to the ground – since cold air sinks, the air under trees may be up to 25 degrees cooler than the air over the driveway.

Different trees serve unique purposes. To block summer solar heat but let the winter sun through, use deciduous trees. Evergreens trees and shrubs are ideal for providing continuous shade and preventing heavy winds.

Shading takes time. For example, a 6-foot to an 8-foot deciduous tree planted near a home will begin shading win-

dows in a year. Depending on the species and the house, the tree will shade the roof in 5 to 10 years.

**Windbreaks** - Shrubs and trees create windbreaks—essentially walls to keep the wind chill away from a home. Why is that important? Wind speed lowers outside air temperatures. A windbreak reduces wind speed nearby, saving your home from higher heating costs.

It is best to block wind with a combination of trees and shrubs with low crowns-foliage which grows close to the ground. Evergreens are ideal, and when combined with a wall or fence, these windbreaks can lift wind over a home.

**Ready, Set, GROW!** - Remember, your landscaping plan depends on your climate and how your home is situated. Find out more about your climate, microclimates, shading dos and don'ts, and windbreaks at [www.energysavers.gov](http://www.energysavers.gov). To learn more ways to save energy around your home, visit [www.TogetherweSave.com](http://www.TogetherweSave.com). ▼



### SEPTEMBER TIP OF THE MONTH

Copper-bottomed pans heat faster on the stove. In the oven, ceramic and glass dishes are better than metal. With ceramic and glass dishes, you can turn the oven down about 25 degrees, and your meal will cook just as quickly. Visit [joemc.com](http://joemc.com) for more energy efficiency tips.

Source [energy.gov](http://energy.gov)

# KEEPING YOU SAFE

## Safety First When Working Outdoors

Late summer and early fall often find many of us working outdoors before the weather turns colder, but these outdoor chores require caution, especially around electricity. Faulty extension cords are a common source of injury, as are metal ladders coming in contact with overhead power lines.

**Here are a few safety tips to follow when working outside:**

### Ladders

- Use fiberglass or wooden ladders when working around overhead wires or other electrical sources. Metal ladders conduct electricity and can kill anyone who is touching the ladder if it comes into contact with electricity.
- If you must use a metal ladder, carefully check the location of all overhead power lines to avoid contacting the wire or touching the ladder to something that touches the electrical source, such as a tree branch.
- Lower a ladder before carrying or moving it.
- Never work on a windy day, as a gust of wind could shift a ladder into an overhead power line.
- When placing a ladder on the ground, make sure the distance to the nearest overhead power line is at least twice the length of the ladder.
- Make sure to place a ladder on stable, level ground to prevent sliding.



### Extension Cords and Power Tools

- Check power tools and electrical cords to make sure they are in good repair, and only use power tools outside that are designed for outdoor use.
- Extension cords should also be designed for outdoor use. They are thicker, more durable, and have features for preventing moisture damage.
- Always use three-wire extension cords with three-pronged plugs.
- Check the amperage rating of the extension cord to make sure it's large enough to meet the power demand of the tool.
- Do not plug one extension cord into another. Use the proper length for the job.
- Unplug extension cords when you are finishing using them. Never leave an open extension cord plugged into an outlet. ▼

---

# ENERGY EFFICIENCY

## The Value of a Clean Air Filter

It's been a hot summer and that means your air conditioning system has been working hard to keep you comfortable.

It only takes a couple of minutes to change the air filter in your heating/cooling system. It's simple and easy and as TogetherWeSave.com has shown, changing your filter every month can save you up to \$82 a year.

But that's not all you can save. A dirty air filter makes your system work harder to keep you cool, which wastes energy. Changing your air filter regularly helps to ensure efficient operation and keep your electricity bill in check. In addition, a dirty air filter allows dust and dirt to build up in your system. Changing your air filter regularly can reduce the need for costly maintenance and prevent damage to your system.

And when winter arrives, it's just as important to change your air filter regularly. Your heating system needs to work as efficiently as possible to keep you warm and a clean air filter helps it do just that. ►



# COMMUNITYIMPACT

## JOEMC Ranks Among Highest in Customer Satisfaction

JOEMC scored an 89 out of a possible 100 for customer service and satisfaction on the American Customer Satisfaction Index (ACSI) for the second quarter of 2019. With this score, the cooperative, who surveys members twice a year to gauge how we are performing, received our highest score since 2017.



The ACSI is a nationally recognized measurement tool that takes feedback and uses that data to develop an overall score. The score can then be compared to other similar companies across the nation to gauge performance. JOEMC uses feedback from this survey to improve our processes and customer interaction.

The most recent survey results of cooperative members placed JOEMC as one of the highest-scoring cooperatives (again an 89) amongst other high-performing electric cooperatives (the highest score amongst electric cooperatives was 90).

At the local level, customers gave JOEMC a satisfaction score of 9.28

(out of a possible 10). Other scores in the survey include a 9.42 for providing reliable service, a 9.33 for being committed to the community, a 9.29 for having knowledgeable employees, a 9.23 for restoring electric service when the power goes out, and a 9.07 for handling member complaints or problems. ▼



## Educators...Don't Miss the Deadline

Tick tock! The deadline to apply for a Bright Ideas grant from JOEMC is September 27.

We are accepting grant applications from educators with ideas for creative projects that provide a unique learning experience to students. This year, the co-op expects to award \$75,000 to teachers in Jones, Onslow, and Pender counties.

For more information or to start your application, go to [joemc.com/the-cooperative/community/bright-ideas/](http://joemc.com/the-cooperative/community/bright-ideas/).



## Remaining Loyal to You, Our Member

Loyalty is a prized virtue—to country, family, even the schools we attend. We keep those ties strong



throughout our lives, myself included—I still wear the colors of my college alma mater and, like many in this community, have unwavering support and adoration for the men and women in the United States military.

**W**e at Jones-Onslow also have loyalties to the members and communities we serve. We have deep connections here because this area is our home, and you are our neighbors.

When you signed up for service with the co-op, you became part of a local company with local ties—we have offices located in the community, and our board of directors and employees live in the neighborhoods that you live in.

That means we care about improving the quality of life in the areas we serve. From sponsoring the high school booster clubs to helping the local United Way with their annual campaign efforts, Jones-Onslow invests in the places where we live and work.

We don't exist to make profits for distant investors on Wall Street. We exist to provide you with safe, reliable, and affordable electric service, and we're doing so in a way that makes things better for future generations. Because electric cooperatives operate on a not-for-profit basis, we do not need to increase revenues above what it takes to run our business in a financially sound manner. This structure helps keep your electric bills affordable.

We take our jobs seriously, but we also take our community roles seriously, too. That's why we offer scholarships to college-bound students and send four high school juniors to Washington, D.C. every summer to learn about history and government. That's also why we've continued to support our local schools through the Bright Ideas Grant Program. As mentioned in last month's newsletter, we're celebrating our twenty-fifth anniversary this year with Bright Ideas, and I truly believe the program has had the most significant impact of any community-related partnership that Jones-Onslow has ever participated in.

We don't participate in these activities simply because it's nice to do, or even the right thing to do. We do it because we remain loyal to our members, our neighbors, our home, and our mission to make life better in the communities we serve.

Jeffery T. Clark | CEO



### Key Lime Pound Cake

#### Ingredients:

1 box lemon cake mix  
1 small box (3 ounce) lime Jell-O  
Zest of 1 lime  
4 eggs, slightly beaten  
Juice of 1 lime plus enough to make ½ cup  
¼ cup water  
⅓ cup oil  
Optional: Container of cream cheese frosting

#### Directions:

Preheat oven to 350 degrees.

Mix dry ingredients. Add remaining ingredients and mix well. Pour into a greased Bundt pan and bake for 45 minutes or until it tests done. Cool and remove from pan.

Optional glaze: Soften ½ container cream cheese frosting (or more if you'd like) and drizzle over cooled cake.

#### MAIN OFFICE

259 Western Boulevard  
Jacksonville | N.C. 28546

#### DISTRICT OFFICE

1225 Highway 210  
Sneads Ferry | N.C. 28460

local: (910) 353-1940

toll free: (800) 682-1515

power outage: (910) 353-7117  
(800) 681-4146

[www.joemc.com](http://www.joemc.com)

#### BOARD OF DIRECTORS

District One: Cecil Hargett, Secretary/Treasurer  
Douglas Parker  
Dale Powell

District Two: Iris Horne  
Brandon Howard  
John Pierce, Chairman

District Three: Robert Daughety  
Michael Chad Meadows  
Thomas Waller, Vice Chairman

Member-at-Large: Nelson Burgess

Chief Executive Officer: Jeffery T. Clark

SPOTLIGHT is published monthly by Jones-Onslow EMC for its members. Direct correspondences to: Jones-Onslow EMC, ATTN: Newsletter Editor, 259 Western Boulevard, Jacksonville, N.C. 28546.

