



Powering Up After An Outage

It's hurricane season, and every year we face the potential of devastating weather visiting our community. While we hope to be spared this year, it's important that you are prepared for a hurricane and that you understand how JOEMC works to restore power after a major storm.

Cooperative personnel are storm-tested and ready to put their expertise to work after a storm rolls through our area. Crews follow a process to restore power as quickly and safely as possible to the greatest number of people in the shortest amount of time. Here's how they do it:

1. Transmission Lines

These are high-voltage lines that move bulk electricity from a generating plant to a substation or between substations. A problem with one of these lines could interrupt the electric power to several thousand members. These lines supply power to one or more substations throughout the service area.

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2. Substations

Substations are electrical facilities that contain equipment for switching or regulating the voltage of electricity. If a problem occurs in a substation, it will cause all of the homes and businesses served by the substation to be out of service. This could affect hundreds or thousands of people.

3. Main Distribution Lines

These lines are checked next. They carry electricity from a substation to a group of consumers that live in the same community. When power is restored here, all customers served by this line could have power to their homes as long as there is no problem farther down the line.

4. Tap Lines

Tap lines are lines with limited capacity that carry power to utility poles or underground transformers from the main distribution lines. Tap lines provide electric service to a smaller group of members.

5. Individual Services

This is the line that runs from the transformer to your home. A problem here would only affect the electric service to an individual member, while the remaining system would still have electric service. ♦



Teachers + BRIGHT IDEAS = Happy Students

It's basic arithmetic!

Last call for Bright Ideas entries - Friday, September 25, 2020

go to joemc.com for an application/more info.

Considering Driving Electric?

National Drive Electric Week 2020 is Sept. 26–Oct. 4, and JOEMC is joining a nationwide celebration to highlight the many benefits of driving electric.

Electric vehicles have a lot to offer. They are fun to drive, with faster acceleration and a more responsive, zippy feel behind the wheel. Powering a car with electricity is cheaper than powering it with gas, so they cost less to run. Electric vehicles are also convenient. Most people charge their vehicles at home, which eliminates trips to the gas station, and they also tend to have fewer parts, which means less maintenance and no oil changes. They also contribute to a brighter environmental and economic future by reducing greenhouse gas emissions while also decreasing



our dependence on foreign oil and supporting local commerce and tourism.

Jones-Onslow is taking steps to make it more convenient than ever to drive an electric vehicle. We are partnering with other electric cooperatives across North Carolina to build an electric vehicle charging network that allows EV drivers to easily travel throughout our state and visit co-op communities. This network includes two Level 2 EV charging stations installed at our headquarters in Jacksonville and the Hampton Inn in Sneads Ferry.

If you're considering driving an electric vehicle, please contact us at (910) 353-1940 or joemc@joemc.com for more information or visit ncdriveelectric.com/joemc. ♦

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 windows 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. And to learn more ways to save energy around your home, visit joemc.com. ♦

Easy Ways to Pay

Paying your electric bill has never been easier! JOEMC offers several *convenient and secure* options for members to pay their bills. Accepted forms of payment are cash, check, and credit/debit cards (Visa, MasterCard, American Express* or Discover Card). Whatever option you choose, we want you to be able to pay your electric bill in the way that's most convenient for you.



Online Bill Pay: The payment portal, which is mobile friendly, allows you more options than just bill paying. When making a payment a confirmation is given and the amount owed immediately updates on the "View Your Current Balance" screen. Go to joemc.com to register for online bill pay (you must have your electric account number to register).



Mobile App: Download the JOEMC mobile app for fast, easy, secure access to your account anytime...no matter where you are. You can view your balance, pay your bill, report an outage, track your usage, schedule alerts and reminders, and stay connected with us via Facebook. Nearly everything you can do from our "Member Services Portal" can now be handled instantly from your smart device.



Automatic Bank Draft: The Automatic Draft Payment Plan eliminates the hassle of writing a check each month. You can arrange to have the payment deducted from your bank checking account, debit card or credit card. Signing up for automatic draft is easy...you can use our self-service, online feature at joemc.com or visit/call the office and speak to a customer service representative.



Mail/ In-Person/Night Deposit: Members always have the option of mailing in their payment, paying in person at our Jacksonville or Sneads Ferry offices or using the night deposit at each office. Please note payments put in the night drop box after normal business hours may not be applied to your account until the next business day.



Pay By Phone: Members can also pay their bill via phone by using our automated system. Pay by phone is available 24/7 and accepts echecks and credit cards.



Remote Payment Kiosks: PaySite kiosks are located close to your neighborhood and payments post to your account immediately—just as if you had driven to one of our offices or paid via our website. Currently, we have four PaySite kiosks (two of them accessible 24-hours a day). Go to joemc.com, click on CUSTOMER SERVICE > BILLING & PAYMENT OPTIONS > PAYMENT OPTIONS to find the location of each kiosk. (*American Express currently not accepted at the kiosks). ♦

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We Asked and You Told Us!

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 2020. The ACSI is a nationally recognized measurement tool that takes feedback from our members and uses that data to develop an overall score.

We use the 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

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. ♦



Electricity Brings Everyday Value



Electricity is abundant. So much that most people really don't think about when and how much they use. They expect the lights to turn on when they flip the switch and the coffeemaker to work each morning. Since many of us have been spending more time at home over the past few months, we have likely been using more energy. Yet, we still expect an endless supply of power with uninterrupted service 24/7. The only time we really think about electricity is when the power goes out or perhaps when the monthly bill arrives.

Given how electricity powers our modern lifestyle every day, it's a great value, especially when compared to other common services and expenses. For example, think back to the cost of a gallon of gasoline 20 years ago. Consider the cost of groceries or a cup of your favorite specialty coffee from a few years back. In comparison, the cost of electricity has remained largely flat, unlike most other consumer goods. Here—on the local level, JOEMC members haven't experienced an increase in their electric cost since May 2013...that's over SEVEN YEARS! This continued commitment to operating as efficiently as possible has resulted in Jones-Onslow being one of the lowest cost energy providers in North Carolina.

Like many of you, I have a cell phone to stay connected and I subscribe to cable channels so I can enjoy more viewing options. Many of us consider these necessities for modern day life. We can see what we're getting for our money and we pay the price for those services. In contrast, when we use electricity, we don't necessarily "see" all that we're getting for our money.

The bottom line is simple; electricity brings everyday value. Considering that electricity is something that we all use around the clock, we are very proud of your co-op's track record when it comes to outages and the short duration of those outages. While we can't guarantee that we'll "keep the lights on" one hundred percent of the time, we will guarantee that should you experience an outage, our crews will respond and restore electric service as quickly and safely as possible. Also, be assured we are always striving to increase our service reliability, reduce those brief interruptions, and reduce costs. We are continually working to improve our operations to ensure a smarter grid and exploring more renewable energy options where possible.

We recognize the past few months have been challenging for many of our members and we're here to help. If you have questions about your account or are looking for ways to save energy at home, please give us a call. JOEMC is your electric co-op and our sole purpose is to serve you and the needs of our community. That's everyday value.

Jeffery T. Clark | CEO



Read **Carolina** country every month for **FREE!**

As a JOEMC member, there are a couple of ways you can check out Carolina Country magazine each month at no charge.

- 1 DIGITAL VERSION:** Simply visit <https://bit.ly/39BGfIy> . You will have full access to the magazine each month on your computer, tablet or phone.
- 2 PRINT VERSION:** Members can also receive printed version of Carolina Country delivered to their mailbox each month compliments of JOEMC. Email us at joemc@joemc.com to sign-up today.

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