

REAL PEOPLE. REAL POWER.

# Tideland Topics

A NEWSLETTER FOR THE MEMBER-OWNERS OF TIDELAND ELECTRIC MEMBERSHIP CORPORATION

## FACEBOOK MILESTONE: More than 1,500 Facebook users “Like” us

When Josh and Tiffany Randall’s daughter Alissa “Liked” Tideland EMC’s Facebook page on February 22, she had no idea she was helping

goal of becoming the most-liked electric cooperative Facebook page in North Carolina. When we requested a photo of the Randalls



the co-op achieve a milestone that would result in a prize package for her family.

Alissa was the 1,500th person to like Tideland’s Facebook page, putting us that much closer to reaching our

family we were pleasantly surprised to see the entire family wearing co-op green. That got a big “Like” from all of us at Tideland.

At press time we were up to 1,610 Likes.

## February credits exceed \$154,000

Tideland EMC billed members for over 30 million kilowatt hours of energy consumption in February 2013. Those sales multiplied by a wholesale power cost adjustment (WPCA) of  $-\$0.00507$  per kilowatt hour resulted in the co-op crediting back \$154,917 for the second month of 2013.

Total kilowatt-hour sales for February 2013 were up 12 percent over February 2012. Residential sales increased 15 percent.

Combined with the January 2013 WPCA credit, the co-op has credited back over \$372,000 to members since the start of the year.

The WPCA remained a credit through March at a rate of  $-\$0.00428$  per kilowatt hour. At press time we anticipated continuing the WPCA credit to members through April 2013.



## Message to our Member-Owners: WPCA credit makes an encore

### Right-of-Way Maintenance Update

Tideland has hired Lewis Tree Service to trim trees in our rights of way. In April they will be working in the following areas:

- Hwy 99: Pike Rd to Railroad Bed Rd
- Hwy 45: Pungo Food Mart to Hyde Park Canal
- Through Pocosin Wildlife Refuge to Lake Phelps and around the lake to Perdue Grainery

Mowing crews will work in the Engelhard district along Hwy 264, Gull Rock, Nebraska, Middleton, Fairfield, North Lake Rd, Piney Woods Rd and Turnpike Rd.

### By Paul Spruill

General Manager & CEO

The wholesale power cost adjustment (WPCA) remained a credit on power bills through the month of March.

That makes three consecutive months that the cooperative has been able to issue a per kilowatt hour credit as a result of lower natural gas prices the latter part of 2012. The amount of the credit has been declining with each passing month and while we feel confident we can issue another credit during the month of April that will likely be the final WPCA credit for 2013.

As predicted, natural gas prices are once again on the rise as suppliers with too much inventory shut down numerous drilling op-

erations in a weak price market. There is also additional competition for natural gas inventories as many commercial fleet vehicles convert to natural gas over costly diesel fuel. Coal prices also inched upward due to a strong export market that has been able to largely sustain the demand for U.S. coal.

expenses through the implementation of a WPCA charge.

Despite the inevitability of natural gas and coal returning to higher levels, I hope when you consider the value of electricity and co-op service you'll consider for a moment that the cost to operate your

### RESIDENTIAL RATE 1 COMPARISON

kWh billed	Mar 2012	Mar 2013	Difference
1,200	\$153.20	\$156.85	\$3.65
2,000	\$241.39	\$244.18	\$2.79
2,800	\$329.58	\$331.52	\$1.93

While the WPCA credit will soon be zeroed out, I want to remind you that the new rate schedules that went into effect on January 1, 2013 should be sufficient to see us through the end of the year without the need to capture additional

home this winter increased at levels much lower than that to fill up your car or truck at the gas pump. And wherever possible Tideland EMC will continue to look for ways to save dollars that can be much better spent by you and your family.

## *Busy signals can be unavoidable. Fortunately, there's TextPower & Facebook*

On Sunday, February 17, at 11:00 a.m., over 6,000 members in Pamlico and Craven counties experienced an outage when the Silverhill Substation lost power. Most members had power restored less than two hours later. Members served by the Fairfield Harbour circuits were restored at 3:34 p.m.

While the cooperative's call center was fully staffed during the outage several members received repeat busy signals when attempting to reach the co-op.

Despite having 16 incoming phone lines, busy signals are unavoidable when phone traffic exceeds phone line capacity. Most calls were handled by our automated outage reporting system which successfully handled 2,852 incoming calls during the outage.

The cooperative was also live posting on Facebook during the outage and was able to upload real time photos showing  
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## Energy tax credits get third extension

Ready to boost your home's energy efficiency without breaking the bank? The American Taxpayer Relief Act of 2012 revived energy efficiency tax credits to the tune of \$500.

The credit offsets the cost of upgrades such as super-efficient water heaters and furnaces, boilers, heat pumps, central air conditioners, building insulation, windows, and roofs.

This marks the third extension of the incentive initiated by the federal Energy Policy Act of 2005. The last round expired in 2011; the new legislation covers 2012 upgrades along with projects undertaken in 2013.

If you've already received an energy tax credit, you're out of luck—there's a lifetime cap of \$500.

Full details on qualifying upgrades and individual caps are at [www.energystar.gov/taxcredits](http://www.energystar.gov/taxcredits). Here are a few ways to lower your electric bill and save at tax time.

### Insulating Factors

Recoup up to 10 percent of the cost of upgrading a home's envelope. The tax credit is capped at \$500 for all improvements; labor costs are not covered. Eligible upgrades are:

- Insulation materials
- Systems designed to reduce a home's heat loss/gain
- Exterior doors
- Skylights and windows (\$200 maximum for upgrades between 2006-2013)
- Qualifying metal or asphalt roofs

### Heating and Cooling

Replacing your home's heating or cooling system? You could qualify for a tax credit ranging from \$50 to \$500 for units put in place between Jan. 1, 2012, and Dec. 31, 2013. Eligible improvements are:

- Electric heat pump water heaters with an energy factor of at least 2.0 (\$300 cap)
- Advanced main air circulating fan (\$50 cap)
- Qualifying central air conditioner (\$300 cap)
- Biomass stove (select fuels; \$300 cap)

### Tax Credit Basics

Energy tax credits are non-refundable—they can increase your refund by reducing the

taxes you owe, dollar for dollar, and can be carried forward to reduce taxes in following years. You don't get a separate check for the credit amount.

File for energy tax credits with IRS Form 5695. Be sure to keep a Manufacturer Certification Statement (a signed statement from the manufacturer certifying that the product or component qualifies

for the tax credit) for your records.

Eligible upgrades must be made to a taxpayer's primary residence by Dec. 31, 2013.

### Rebate Locator

Like many other states, North Carolina also offers tax credits for efficiency projects. For a complete list of federal, state, and local energy efficiency assistance, visit the Database of State Incentives for Renewables and Efficiency, a project funded by the U.S. Department of Energy, at [www.dsireusa.org](http://www.dsireusa.org).



1.

**DUCTS NEED REGULAR CLEANING**

2.

**SETBACK THERMOSTATS DON'T SAVE MONEY**

3.

**USE HOT WATER WHEN YOU RUN THE FOOD DISPOSER BECAUSE IT MELTS THE GREASE TO PREVENT CLOGS**

4.

**A DIELECTRIC UNION IS ALL I NEED TO PROTECT MY WATER HEATER FROM ELECTROLYSIS/GALVANIC ACTION**

5.

**LEAVING MY COMPUTER ON ALL THE TIME MAKES IT LAST LONGER**

**SO THOSE ARE THE MYTHS. READ THE FULL STORY AT: [WWW.FAMILYHANDYMAN.COM](http://WWW.FAMILYHANDYMAN.COM) AND SEARCH "HOME CARE MYTHS BUSTED!"**

## Go to the front of the line with Facebook, TextPower and automated outage reporting

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repair crews working to remove a downed tree that caused the outage. Members participating in the co-op's TextPower service were also sent messages via text messaging and email detailing the extent of the outage.

While we don't discourage members from attempting to speak with a live operator during widespread outages, your outage can be more quickly and efficiently logged into our system by utilizing the automated system. To use the automated system call 1-800-882-1001 and say or press "1." If we have your up to date phone number on file the system should recognize your service location. In the event that we do not have a valid phone number on file please enter your electric service account number. You can also request a call back when service has been restored. During the February 17 outage, 376 members requested and received a call back at the conclusion of the outage.

During the February 17 outage we were also able to send a text message to over 400 members utilizing our TextPower service. If you have not yet signed up for this service please do so by texting the letters TEMC to short code 85700. You will immediately receive a confirmation text message. You must reply with your Tideland EMC account number to complete the activation process. You may also enroll online by visiting [www.tidelandemc.com](http://www.tidelandemc.com). To discontinue the text messaging service at any time simply text STOP to short code 85700 or reply STOP to any message received. Keep in mind that standard text messaging rates apply according to the terms of your mobile service provider's contract.

### Annual meeting credentials & elections committee appointed

The following co-op members have been appointed to serve as Tideland EMC's credentials and election committee in conjunction with the cooperative's

annual meeting of members which will be held on May 30, 2013 at Beaufort County Community College in Washington.

Alton Ballance • Ocracoke  
Melvin Blount • Engelhard  
Ernie Everett • Pinetown  
Darrell Cayton • Aurora  
E. Douglas Cahoon • Arapahoe

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REAL POWER.

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

### BOARD OF DIRECTORS

Paul Sasnett, President  
J. Douglas Brinson, Vice President  
Clifton Paul, Secretary  
David Ipock, Treasurer  
Rudy Austin, Leon Bryant,  
Jimmy Burbage, Mark Carawan,  
Garry Jordan & Wayne Sawyer

### GENERAL MANAGER & CEO

Paul Spruill

### EDITOR

Heidi Jernigan Smith

Weekday Member Service

252.943.3046

800.637.1079

24 Hour Outage Reporting

& Automated Services

252.944.2400

800.882.1001



Like us on  
Facebook

ATTENTION TIME OF USE PARTICIPANTS: SUMMER ON-PEAK HOURS OF 4 PM TO 8 PM,  
MONDAY - FRIDAY, BEGIN TUESDAY, APRIL 16

# Rebate reminders

Heat pump rebates up to \$300

Visit [www.tidelandemc.com](http://www.tidelandemc.com) for details

Heat pump water heater  
rebate of \$300

or call program manager Heidi Smith @ 252.944.2410

Energy Star manufactured home  
rebate of \$1,250



Know what's below.  
Call before you dig.

SIEMPRE  
LLAMA  
ANTES DE  
EXCAVAR