



REAL PEOPLE. REAL POWER.

Tideland Topics

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

MEAN IRENE: A direct hit from a hurricane one-third the size of Europe

An email from a long-time Tideland EMC member summed up the extent of the damages Hurricane Irene inflicted on much of the electric co-op's territory:

"Irene completely destroyed our place. We will not be rebuilding. Thank you for the great service you



gave us over the past 15 years. You have a great task before you in restoring power to so many. I pray for the safety of your workers as they go about their tasks. Our place

was at the South Creek community. There was much devastation there. Do not restore power to this meter. May God bless you and we will miss you."

The email was signed "A very sad ex-customer, Noel Council."

Council, in his seventies, had recently taken a series of photos of the once pristine shoreline and had them pieced together to create a Panoramic image of the community. On Thursday, September 1, he picked up extra copies of the Panoramic photo from Costco in Raleigh to mail to friends who were long-time neighbors before Irene's day long assault.

At the conclusion of our restoration efforts, Tideland was unable to reconnect service to approximately 315 electric services. Many of the structures needed major repairs.

BREAKING NEWS:

Pantego Wind Energy Project

Invenergy, the country's largest independent wind energy developer, plans to build an 80-mega-watt wind farm in Pantego. The 49-turbine project will traverse 11,000 acres of Beaufort County farmland, generating a reliable source of income for property owners while expanding the local tax base. The project will interconnect with Dominion Resources.

Based on meteorological tower data, Invenergy believes the Pantego project will generate electricity between 25 percent and 36 percent of the time. In addition to approval by the North Carolina Utilities Commission, the project must be greenlighted by state and federal environmental agencies and three branches of the military. Invenergy currently operates 1,200 turbines situated on 26 domestic wind farms.

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Message to our Member-Owners: Goodnight Irene

By Paul Spruill
General Manager & CEO

Rights-of-Way Update

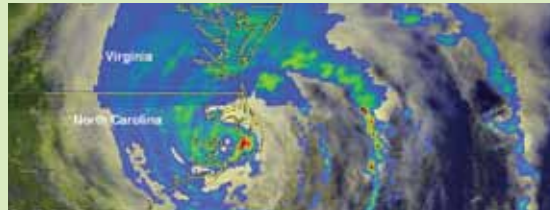
Tideland has hired Lewis Tree Service to trim and cut trees in our rights of way. In October they will work on the Liverman Heights and Long Ridge circuits, which feed out of the Plymouth substation. The following roads will be included in trimming activities:

- Hwy 45 between Hwy 32 & Hwy 64
- Liverman Heights
- White Oak Rd
- Garrett Island Rd
- Morratock Rd
- Long Ridge Rd from Hwy 64 to Reno Rd

We will mow along Hwy. 33 East into Lowland.

This issue of Tideland Topics was originally intended to focus on National Co-operative Month while launching a new refrigerator/freezer recycling program. That was before Hurricane Irene left a path of destruction in Tideland territory.

At press time we were still crunching numbers, but we conservatively estimate Hurricane Irene's cost to the cooperative at upwards of \$2.8 million. Thirty-eight year-old employee Fred Hackney, a lineman in our Grantsboro district who led crews through some of the most storm ravaged areas in Beaufort and Pamlico counties, said Irene was the most severe storm he remembered in his lifetime. The final numbers, which we hope to report to you next month, will likely confirm Mr. Hackney's first hand observations.



Tideland EMC territory suffered a direct assault from 450-mile-wide Irene that lasted nearly 24 hours. The eye of the massive storm passed over the Pamlico Sound, staying just a few miles east of Lowland. The storm dumped up to 14½ inches of rain on Tideland's mainland service area. Coupled with storm surge that reached 11 feet in some areas, Irene packed more punch than the typical Category 1 hurricane. Those who wrote this storm off as "much ado about nothing"

didn't see what we saw as Tideland crews cut their way into neighborhood after neighborhood. We can't imagine what would have followed had Irene arrived as a Hurricane 2 storm as predicted. We are thankful for that fateful drop in intensity. We are also thankful that no Tideland members lost their lives in the storm.

However, few if any of us were left entirely unscathed by Irene. Some lost livelihoods; others lost homes. Many, already struggling to make ends meet, could ill afford to replace flooded cars or spoiled food.

I navigated several hurricanes in my former life as a local government official. Three months into my tenure with

Tideland I can tell you the one thing that struck me most during the storm response was just how personal co-op employees feel about power restoration. I have never seen such a strong connection between a service provider and the end user. It was quite often difficult to get linemen to come in for mandatory rest breaks. Likewise our employees were on the receiving end of many acts of kindness from members and the general public.

In the end, Irene was no match for the enduring power of human connections.

Hurricane Timeline

Fri 8/26

Tideland employees report to the co-op call center to ride out Hurricane Irene while 40 contract linemen wait in nearby hotels. The first outage calls begin at 8:30 p.m. in Pamlico and Craven counties and soon spread to Hyde County. Tor-

nado damage occurs in Beaufort County. By 10:15 p.m. most repair crews suspend work and take cover.

Sat 8/27

The tropical onslaught continues. A Hyde County member reports that a co-op transmission pole is

down near the Walter B. Jones Bridge. Hour after hour more members lose power. Ocracoke loses power at 5 a.m. The Washington substation goes down at 6:15 a.m. Progress Energy loses the transmission line that serves Tideland in Pamlico and Craven counties. By night-

fall, only 200 of the co-op's 22,400 meters have power. Crews attempt to conduct damage assessments but are called back due to flooding and limited visibility. Tideland tells WITN-7 power restoration "progress will be measured in days, not hours." The co-op requests additional repair crews.

Sun 8/28

Crews report to work at 5:00 a.m. to begin damage assessments. Hickory Point, Crystal Beach, Kennel's Beach, Lowland, Pamlico Beach, Stumpy Point and Scranton/Sladesville have the heaviest damage. Restoration priorities begin with transmission feeds and substations.

REAL POWER TO OVERCOME:

Picking up the pieces



A bird's eye view of the destruction at Pamlico Beach where flood waters forced one family to ride the storm out in a tree house (Robbie Rouse photo)



An aerial survey of Hyde County reveals a downed transmission pole. It was built to withstand 130 mph winds. (R. Rouse)



On Sunday, September 4, Tideland served breakfast to 138 utility workers in Grantsboro as they prepared for a final day of repairs.



Crews work to replace the Hyde County transmission pole. (Robbie Rouse photo)



Contract crews arrive early in Pamlico County to pick up materials and receive assignments. (TW Allen photo)



Irene washed out this bridge leading to the Beaufort County community of Hickory Point. (Carolina Country staff photo)

OUR
HEARTFELT
THANKS TO:

- Central EMC
- Halifax EMC
- South River EMC
- Randolph EMC
- Rutherford EMC
- Mastec - Florida
- Mastec - Louisiana
- Mastec - NC
- Lewis Tree Service
- Asplundh
- PDA
- T&D Solutions
- NC Forestry
- NCDOT
- Eastern Ice
- Cowell Cleaners
- Charlie's Restaurant
- Piggly Wiggly - Grantsboro
- Terry McCall
- Terry Clayton
- Clark Oil
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- Coastal Grading
- Keyzer Catering
- Bellwether
- Food Lion - Belhaven
- Reddylce
- Delbert Armstrong
- King Chicken
- Acre Station Meat Farm
- Martelle's
- O'Neal Cellular
- Harris Teeter
- Minges Bottling Group
- Legget's Cash 'n Carry
- Comfort Inn - Washington
- Hampton Inn - Washington & New Bern
- Armstrong, Inc.
- Randy Walker
- Carl Herbert
- and countless other good Samaritans.

At daybreak, co-op personnel board a helicopter to conduct an aerial survey. By 9 p.m. power has been restored to mainland Dare County and Ocracoke is put on a limited generator service schedule due to transmission line damage on Hatteras Island. Power remains off to 17,234 meters.

Mon 8/29

Day two of the recovery is highly successful with power restored to 42% of co-op members. Tideland has quadrupled its existing workforce.

Tues 8/30

Day three of the recovery sees power restored to 62% of Tideland's system.

Wed 8/31

Power is restored to 78% of the membership on day four of the recovery.

Thur 9/1

Outages are down to 3,140 meters by nightfall, bringing system restoration up to 86%.

Fri 9/2

On day six of the recovery, power restoration reaches 92%.

Sat 9/3

Light at the end of the tunnel: power restoration reaches 98%.

Sun 9/4

At 6:00 a.m., 138 personnel report to Tideland's Grantsboro

district to begin the final day of power restoration. At 8:00 p.m. the system is declared fully restored. In the days ahead additional services will be reconnected as building inspections are obtained.

Others had simply vanished with nothing left but a concrete slab and cherished memories of brighter days.

Next month we will share with you a full accounting related to our storm response. We'll be able to report on the number of poles and transformers replaced, manhours worked, miles driven and meals served. We'll also shine the spotlight on several Tideland retirees who played an important part in power restoration. In the meantime, we want to focus on what can't be quantified and that is the personal losses suffered by our members and employees. The photos in this issue help provide visual evidence of what can only be described as a storm for the Tideland record books.



Crews from sister co-ops work to restore power in Lowland. (Carolina Country staff photo)



This home was swept into the right of way with the homeowner "aboard."



A photo from the Fairfield Harbour Beacon documents the extent of the surge in Tideland's Craven County service area.

Tideland Topics

www.tidelandemc.com

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CO-OP MONTH FACT: U.S. COOPERATIVES PROVIDE MORE THAN 2 MILLION DOMESTIC JOBS



REMINDER TO RESIDENTIAL TIME OF USE RATE PARTICIPANTS

Fall/winter peak hours begin October 16. The on-peak hours will run from 6 a.m. to 9 a.m., Monday through Friday. Thanksgiving, the Friday after Thanksgiving, Christmas Day and New Years Day are all off-peak.

Please reset water heater or swimming pool/spa equipment timers accordingly.

Spring/summer peak hours will resume on April 16, 2012.

Remember to use Tideland EMC's web-based, time-of-use rate calculator to make sure you are continuing to save money year round:

<http://www.tidelandemc.com/TimeOfUseCalculator.aspx>

