



REAL PEOPLE. REAL POWER.

# Tideland Topics

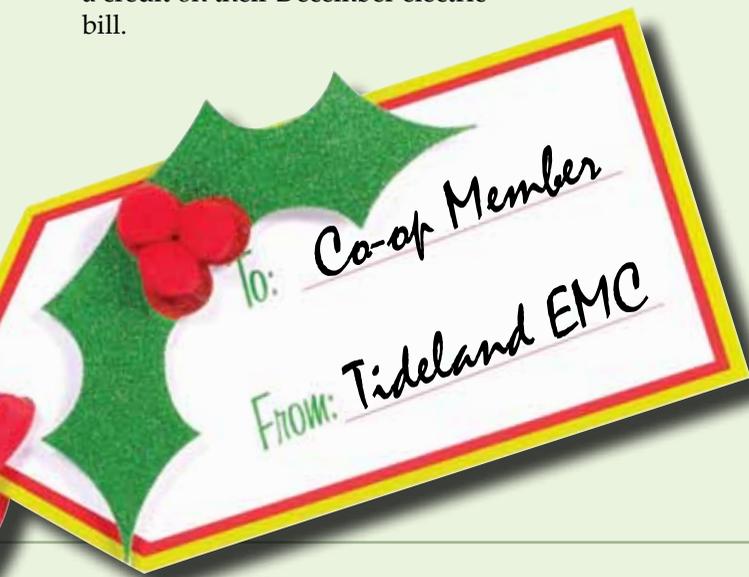
A NEWSLETTER FOR THE MEMBER-OWNERS OF TIDELAND EMC

## MERRY MARGINS: Your capital credit refund is on the way

Tideland EMC's board of directors has approved a general retirement of capital credits totaling \$400,000. The refund applies to members served during the years 1985 and/or 2011. Active account holders will receive a check this month if their electric account was current at the time of the distribution and if their refund totaled at least \$50.00. All other active members will receive a credit on their December electric bill.

As a not-for-profit, member-owned cooperative, Tideland provides service at cost. Any funds remaining after expenses have been paid are eventually returned to members through a series of capital credit refunds. The amount returned to each member is based on the total amount they paid for electric service during the year for which the refund is made.

During the first 9 months of 2012, Tideland refunded capital credits totaling \$413,319 to the estates of deceased members. So by year end, the co-op will have refunded more than \$813,319 to current and former members.



January 19-20  
Mattamuskeet High School

- Mattamuskeet Duck, Goose & Swan Calling Competition
- Working Decoy Carving Competition
- Books & Local Waterfowl Art
- Carvers & Antique Decoys
- Retriever Demonstration
- Antique Tractors
- Tours of the Mattamuskeet Wildlife Refuge
- Children's Activities
- Laser shot simulator to test your shooting skills
- Association banquet on Friday, January 18



## Message to our Member-Owners: As anticipated, a WPCA credit on January bills

**By Paul Spruill**  
Chief Executive Officer  
and General Manager

### Right-of-Way Maintenance Update

Tideland has hired Lewis Tree Service to trim trees in our right of way. During December they will resume work in the following areas of Craven County following a break to assist with Hurricane Sandy in the northeast:

- St. Delights Church, Truitt, Spring Hope Church, Stapleton and Olympia roads as well as the north end of Broad Creek Road

**Our contractors mow between Belhaven and the Rosebay light, including the Scranton and Sladesville areas.**

**GPS survey crews will be working in the Engelhard area.**

As Tideland Topics went to press in December we were able to confirm that electric bills rendered in January 2013 will include an estimated wholesale power cost credit of \$5.12 per 1,000 kilowatt hours of consumption.

The average Tideland EMC residential member uses 1,200 kilowatt hours of electricity during the month of January and will therefore see a net billing decrease compared to the same amount of energy billed in January 2012.

As we stated in last month's magazine when we published new rate schedules effective with January 2013 electric bills, the co-op benefitted from low natural gas prices and other favorable market conditions in Fall 2012 while our rate

review was underway. When we are fortunate enough to benefit from lower energy costs we act to pass those savings along to our members in a timely fashion. We anticipate issuing another wholesale power cost credit during the month of February and will share details as they become available.

Most of you will also receive a credit on your December electric bill to reflect the co-op's retirement of capital

credits totaling \$400,000 for electric service rendered to members in 1985 and 2011. These credits serve as a timely reminder that our allegiance as a cooperative is solely to the consumers we serve.

When the co-op is in a position to return funds to members we strengthen the families, business and communities that utilize our services. On that note, I wish you the warmest of holiday seasons.

RESIDENTIAL RATE 1	Jan-2012	Jan-2013
Kilowatt hours	1,200	1,200
Basic facilities	\$20.00	\$25.00
kWh (winter rates)	\$127.78	\$132.32
Wholesale power cost adjustment	\$3.42	-\$6.14
NC REPS	\$0.30	\$0.09
NC sales tax (3%)	\$4.54	\$4.54
<b>TOTAL</b>	<b>\$156.04</b>	<b>\$155.81</b>
Net Billed Decrease		-23¢

## Give a H.U.G. this holiday season

Want to brighten the Holiday Season for someone special? Give a H.U.G. ... a Home Utility Gift!

We'll be glad to credit any Tideland EMC member's account in the gift amount of your choice. Gifts must be paid in full with cash, check or credit card.

We'll also provide you with a special holiday greeting card to notify the recipient of your gift. Call 1.800.637.1079 for details.



STUFF THE STOCKING WITH ENERGY SAVINGS:

## Great gift idea that can keep on giving

Imagine the possibilities if some of the sharpest minds from Apple, Google and Microsoft devoted themselves to creating a better residential thermostat. Well, they did just that and the result is the Nest learning thermostat.

Nest founder Tony Fadell was part of the Apple design team that created the iPod and iPhone. With funding from Google Ventures, Fadell and his team have revolutionized one of the least appreciated yet most important controls in today's home and created a product that will top many Christmas lists this year.

Studies show that the typical household changes the thermostat setting 1,500 times a year. Traditional programmable thermostats attempted to address the problem but were in so fact so confusing and cumbersome to use that most are eventually overridden and never reset.

That prompted the EPA in 2009 to declassify all programmable thermostats as Energy Star rated because operator error resulted in little to no energy savings for the vast majority of users. There are no such problems with the Nest which learns what temperatures you like and when so it can program itself. It

senses when you are away from home and turns itself down in winter and up in summer. A green leaf appears on the Nest when you

reach a temperature setting that can save you energy. All the while, the Nest is tracking your energy use over time creating an energy history that you can view to see how and when you use energy and how much you've saved.

You can also access the Nest thermostat via Wi-Fi from your smart phone, tablet or laptop.

Arriving home earlier than usual? Not a problem.

Simply connect remotely to the Nest and have your home pre-heated or pre-cooled by the time you walk through the front door.

Nest debuted in 2011 and released Version 2.0 in October 2012. Installation takes most consumers 30 minutes or less but if you don't feel confident about you D-I-Y skills, Nest has a network of authorized installers.

Nest is available at major home improvement stores most of which have interactive in-store displays to give you a sense of what the Nest learning thermostat can do. You can also learn more about Nest by visiting the company's website: [www.nest.com](http://www.nest.com). We also recommend that you read Nest user comments and energy saving testimonials on the company's Facebook page: [www.facebook.com/nest](http://www.facebook.com/nest)



12  
DAYS OF  
SAVINGS

DAY 1  
"Gift" wrap hot water lines with pipe insulation

DAY 2  
Even Rudolph has switched to CFLs (but his are red)

DAY 3  
Deck the halls water heater with an insulating jacket

DAY 4  
Sorry Santa, but we really must close that damper when the fireplace isn't in use

DAY 5  
A wise man (or woman) will follow the Energy Star when buying electronics

DAY 6  
Halloween, get your energy vampires out of our Christmas theme! Unplug cell phone chargers and anything with a remote control when not in use

DAY 7  
O' Christmas tree, O' Christmas tree, how lovely are thy LEDs

DAY 8  
It's ok to be a Grinch when it comes to the thermostat: 68° is ideal

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UPCOMING CHANGES EXPLAINED:

# Minor bill redesign coming in January

We're making some minor changes to all Tideland EMC billing statements beginning January 2013. See the sidebar to the right for details. Help us save on postage and opt in for E-bill. Call 1.800.637.1079 to enroll.



www.tidelandemc.com



Four Full-Service Offices in  
Pantego, Grantsboro, Engelhard and Ocracoke

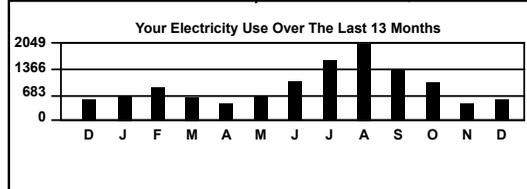
Address Correspondence and Payments to:  
Tideland EMC • PO BOX 40 • Pantego, NC 27860

Weekday Member Service: 1-800-637-1079  
Automated Service & Outage Reporting: 1-800-882-1001 2

ACCOUNT NUMBER	ACCOUNT NAME	RATE	CYCLE	SERVICE ADDRESS	LOCATION NUMBER	METER NUMBER		
12345001	IMA MEMBER	1	3	101 EFFICIENCY LANE	2417614012	1234		
FROM	TO	NO. DAYS	BILL TYPE	PREVIOUS READING	PRESENT READING	MULTIPLIER	KWH USAGE	CHARGES
12/15/2012	1/14/2013	30	0	20918	21497	1	579	63.85
BASIC FACILITIES CHARGE <span style="border: 1px solid black; border-radius: 50%; padding: 2px;">3</span>								25.00
WHOLESALE POWER COST ADJUSTMENT <span style="border: 1px solid black; border-radius: 50%; padding: 2px;">4</span>								-2.96
NC REPS MANDATE EXPENSE								0.09
STATE TAX								2.58
CURRENT ELECTRIC BILL AMOUNT DUE 2/14/13								88.56
ROUNDUP								0.44
TOTAL AMOUNT DUE								89.00

Your Online Password Is: 00012345

COMPARISONS	DAYS SERVICE	TOTAL KWH	AVG. KWH/DAY	COST PER DAY	TOTAL DUE NOW
CURRENT BILLING PERIOD	30	579	19	2.86	\$ 89.00
PREVIOUS BILLING PERIOD	30	540	18	2.85	CURRENT BALANCE
SAME PERIOD LAST YEAR	29	522	18	2.84	PAST DUE AFTER



- BILL TYPE
- 0 REGULAR
  - 1 ESTIMATED
  - 4 FINAL
  - 5 PRORATED
  - 7 LEVELIZED
  - 8 CONTRACT LOAN
  - 2,3,6 MINIMUM

**THIS MONTH'S ENERGY SAVING TIP:**  
Remember to change your HVAC system air filters monthly

Put the power of cooperative membership to work with these services 5

- Monthly bank or credit card draft
  - Paperless billing
- Levelized budget billing
- Online account access
- Free energy audits
  - Surge protector sales & installation
- Energy improvement rebates & loans
- Refrigerator/freezer recycling program
- Text messaging outage alerts
  - Carolina Country magazine
  - Outdoor lighting
- Join our Facebook community

Please detach and return lower portion with your payment. Retain top copy for your records.



Round up my bill monthly to the next whole dollar to help a member in crisis

Account #	Telephone	Billing Date
12345001	(555) 987-6543 <span style="border: 1px solid black; border-radius: 50%; padding: 2px;">6</span>	1/15/13
TOTAL DUE		\$89.00
To avoid late payment fees pay by		2/14/13
ENTER AMOUNT PAID		TO BE DRAFTED

Enter correct phone number below

To pay by credit card call 1-800-882-1001 or go online: www.tidelandemc.com

Ima Member  
101 Efficiency Lane  
Savings Town, USA 12345

Tideland EMC  
PO BOX 40  
Pantego, NC 27860

# Heat pump rebate

Up to a \$300 electric bill credit when you buy a qualifying unit

Air Source Heat Pump  
(SEER 15) \$75

Air Source Heat Pump  
(SEER 16 and up) \$150

Geothermal Heat Pump  
(EER 19 or greater) \$300

1. Applicant must be the member of record for an active Tideland account
2. Must be member's primary residential dwelling; no seasonal or commercial facilities
3. Limit one rebate per dwelling
4. Residence must be evaluated by a Tideland Electric energy auditor prior to system installation unless the co-op audited the house in the past three years\*
5. Must submit contractor's heat gain/heat loss calculation, final bill of sale and Certificate of Product Rating along with the co-op's rebate application once installation is complete
6. Must be replacing a less efficient heating and cooling system; not applicable for new construction

For more information or to download a copy of the rebate application visit: [www.tidelandemc.com/rebatesIncentives.aspx](http://www.tidelandemc.com/rebatesIncentives.aspx) or contact marketing manager Heidi Smith @ 252.944.2410



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\*Energy audits are a free service available to all TEMC members

## 1 QR Code

Your bill will soon include a QR code which stands for quick response code. Using your smart phone you can scan the QR code and your mobile browser will link to Tideland EMC's on-line account access page where you may review your account history and pay online.

## 2 Contact Information

We've updated our contact information to include the 24 hour outage reporting and automated account service phone number.

## 3 Basic Facilities Charge

Previously the basic facilities charge was lumped in with energy which made it difficult for Tideland members to check billing calculations and in turn creating confusion about actual kilowatt hour rates. The only time the basic facilities charge will not be broken out on the bill is when you have a minimum bill type 2, 3 or 6.

## 4 Wholesale Power Cost Adjustment

Currently referred to as the "electricity fuels surcharge" we will revert back to the long standing term "wholesale power cost adjustment" (WPCA). The WPCA will be a credit to members in January 2013 of \$5.12 per 1,000 kWh.

## 5 Member Service List

Membership really does have its privileges. Make sure you are maximizing your membership by accessing these services.

## 6 Member Phone Number

Take a moment to verify that we have your current phone number on file. If not, use the space provided to update our records.

LEARN & LIVE. LEARN & SAVE:

## Homeschoolers visit Tideland office



Pantego area homeschoolers visited the Tideland corporate office where they learned about electric safety from safety director Wayne Brackin. Energy educator Heidi Smith talked about energy costs and different types of lighting options. Linemen Matthew Neal and Donnie McArthur showed the students the tools, equipment and safety apparel that are part of their daily job.

If you need a guest speaker or presenter for your civic group or classroom call Heidi Smith at 252.944.2410.



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REAL POWER.

## Tideland Topics

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

### BOARD OF DIRECTORS

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Paul Spruill

### EDITOR

Heidi Jernigan Smith

### Weekday Member Service

8 a.m. to 8 p.m.  
252.943.3046  
800.637.1079

### 24 Hour Outage Reporting & Automated Services

252.944.2400  
800.882.1001

Find us on

[facebook](#)

**HOLIDAY OFFICE CLOSING: MONDAY AND TUESDAY, DECEMBER 24 - 25.  
FOR EMERGENCY SERVICE OR TO REPORT OUTAGES CALL 1.800.882.1001**

## Statement of non-discrimination

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## 12 Days of Savings

continued from page C

### DAY 9

Make an energy savings list...and check it twice!

### DAY 10

Seriously, who wouldn't want a can of Great Stuff in their stocking?

### DAY 11

Add cellulose insulation to your attic....well, it sort of looks like snow

### DAY 12

While visions of clean air filters danced in their heads

Merry Savings,  
Ya'!!!