



Tideland Topics

Real People. Real Power.

August 11 Call Before You Dig Day

Every 9 minutes, an underground utility line is damaged in the U.S. because someone decided to dig without first calling 811. It's a costly mistake for the offending party and a preventable headache for consumers who rely on utility service availability. So always call before 811 before you dig.



Fewer than half of Americans believe they need to call 811 before simple projects like:

- Installing deck or patio
- Planting trees, bushes and shrubs
- Installing a mailbox



In a house, with a mouse?

Another reason to sign up for a high energy use alert

Haven't signed up for a high energy use alert yet? We suggest you read this cautionary tale about a tail of the rodent variety.

A member with a weekend home in Pamlico County experienced a drastic jump in energy consumption. They went from using fewer than 10 kilowatt hours (kWh) per day to over 180 kWh. In just 6 days, they used 1,113 kWh (\$154). When the homeowner drove down to check things out, he found a mouse had eaten through the HVAC thermostat wire and the heat pump was heating and cooling at the same time.

So don't delay. Enroll today by calling 252.943.3046 or email us: mailroom@tidelandemc.com. Better yet, log into the member portal and select MANAGE ALERTS to create the alert yourself. A high use alert set between \$7 and \$10 is a good starting point for most members.

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Message to members

Billing cycle blues for some while peak reduction efforts benefit all

PAUL SPRUILL

GENERAL MANAGER &
CHIEF EXECUTIVE OFFICER

If you happen to be among those members with an electric billing cycle that falls around the 10th of every month, you may have experienced a double whammy this year. Why? Because after a relatively mild January, the end of that month turned bitter cold and continued into the first part of February when the co-op set new peak demand records. That ill-timed billing cycle resulted in record setting bills for quite a few members.

We experienced much the same during the last part of June and the initial days of July. June started out unusually cool and saved most of its firepower for the end of the month. That extended into a multi-day extreme heat event that lasted throughout the entire July Fourth weekend. In fact, New Bern set a new Fourth of July temperature record with a high of 97°F.

Forecasters and event organizers weren't the only ones on edge about the high temperatures that plagued the nation's semiquincentennial activities. The U.S. Department of Energy issued emergency orders pertaining to power generation and transmission in 13 states and the District of Columbia during the holiday weekend. Thanks to experienced system operators and a growing menu of demand reduction tools, energy reserves held and no service interruptions were experienced due to a lack of generating resources.

Following the record setting demand Tideland experienced in January and February 2026, which tipped us back into a wholesale power cost adjustment charge months sooner than anticipated, we nervously watched our own peak demand trends in early July due to the financial implications of elevated market pricing. Thanks to the demand reduction strategies employed by North Carolina's Electric Cooperatives, which include several megawatts of battery storage on Tideland's system, we feel good about our overall pricing position through that unbearably hot weekend. We are also thankful for the efforts of our growing contingent of time-of-use rate members and those of you who decided to chip in and do your part as well.

As hot as the Fourth shaped up to be, at press time, July was only trending 1.8°F above average for the month in Tideland territory. If you want to monitor your own energy use trends in relation to outdoor temperatures, be sure to log into the Member Portal and go to Usage History. In fact, it is the perfect indoor activity for those over-the-top hot, humid days.

Take care and be safe.

Rights-of-way maintenance schedule

Tideland has hired Gunnison Tree Service to trim trees in our rights-of-way.

During August, Gunnison will be trimming out the Lake Landing and Ridge Road circuits out of our Engelhard substation.

A contract crew with Lee Electric will continue targeted pole replacements in our Grantsboro district.

We appreciate your support of this important work.

5 STEPS FOR SAFE DIGGING

Working on an outdoor project? Careless digging poses a threat to people, pipelines and underground facilities. Always call 8-1-1 first. Here are five easy steps for safe digging:



1. NOTIFY

Call 8-1-1 or make a request online two to three days before your work begins. The operator will notify the utilities affected by your project.

2. WAIT

Wait two to three days for affected utilities to respond to your request. They will send a locator to mark any underground utility lines.

2-3

3. CONFIRM

Confirm that all affected utilities have responded to your request by comparing the marks to the list of utilities the 8-1-1 call center notified.



4. RESPECT

Respect the markers provided by the affected utilities. The markers are your guide for the duration of your project.



5. DIG CAREFULLY

If you can't avoid digging near the markers (within 18-24 inches on all sides, depending on state laws), consider moving your project location.



Geospring HPWH returns

REAL PEOPLE.
REAL POWER.



It's rare we get this excited about a product, but GE Appliances has reintroduced the Geospring Heat Pump Water Heater and it is better than ever. Forget those on-demand water heaters and traditional tank storage. The Geospring's advanced heat pump technology provides up to 4.7 times more energy efficiency than standard electric water heaters and 20% more efficient than other HPWHs.



Smart features through the SmartHQ app give you total control. You can monitor energy usage and costs, adjust temperature and capacity and set custom schedules. That makes it the perfect water heater for those on our time-of-use rate.

A Wi-Fi enabled sensing anode rod alerts you to when rod replacement is needed, which extended the unit's life and performance.

Oh, and did we mention it is equipped with wireless leak detection and smart valve shutoff?

In addition to these key features, the Geospring has five operational modes to choose from:

- Heat pump only
- Hybrid high demand
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- Vacation



Geospring is also available in a 120-volt plug in option for maximum installation flexibility. Perfect for a gas to electric conversion without the expense of upgrading your electric service.

To learn more, visit:
geappliancesairandwater.com/geospring-water-heater

As an added bonus, Tideland offers a rebate of \$350 for all HPWH installations as long it is the member's primary residence.

If you are on Tideland's time-of-use rate and purchase a Geospring, we'll increase your rebate to \$400.

For more info, call Tideland's Heidi Smith at 252.945.7891 or by email: heidismith@tidelandemc.com.



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www.tidelandemc.com

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