



Tideland Topics

REAL PEOPLE. REAL POWER.

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

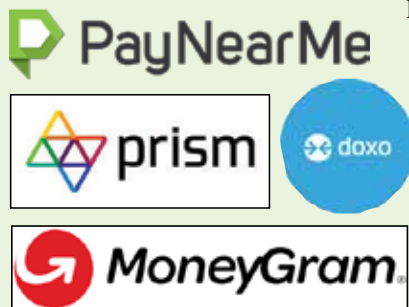
PAYING ONLINE? Use our portal to avoid payment processing delays

Before using any third-party payment methods, it is important to know the status of your Tideland EMC account. If your account is past due, if there is a pending disconnect notice, or if you have a payment arrangement installment to meet, we suggest that you not use third-party payment systems.

While services like Doxo, Prism, MoneyGram, and PayNearMe are legitimate business operations, you could inadvertently incur Tideland EMC late fees and service interruptions due to transaction processing delays. We have no way of knowing that you have made a payment through one of these services until the payment is actually received by Tideland. That process can take anywhere from three to seven business days.

Unfortunately, these types of payment services can show up in internet search

engine results if you enter phrases like "Pay Tideland EMC bill." You may very well think you are using Tideland's own bill payment system when you click on one of those payment service websites.



If you want to pay online, we recommend that you go to tidelandemc.com and then click on the member portal link to access your account and pay online. Bookmark the page to easily return to it monthly.

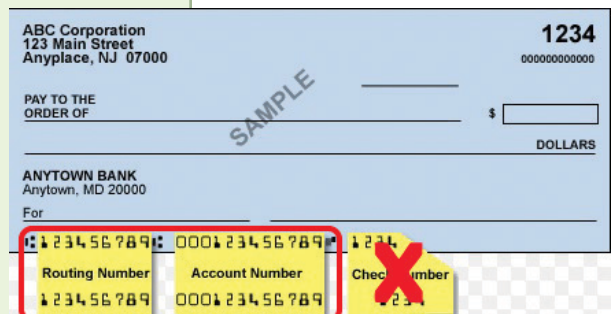
If you have trouble logging into your account call us at 1-800-637-1079. Someone is here to assist you 24 hours a day. Tideland EMC does not charge any online transaction fees. You may also pay by phone by calling 1-800-882-1001.

A word of caution for e-Check users

Tideland strives to make doing business with the co-op as easy as possible. That's why we offer members the option to pay via the member portal using e-Check. Unfortunately, we've had a recent rash of returns and have traced the problem back to incorrect input by account holders.

When using the e-Check option, you are prompted to enter your bank's routing number and account number. However, several members have also included their check number which results in return fees and delay of payment processing.

If you need help setting up an e-Check profile please call us at 1-800-637-1079.





Message to our Member-Owners: *Community resiliency*

By Paul Spruill
General Manager & CEO

Rights-of-Way Maintenance

Healthy and safe utility rights of way takes all of us working together.

If you are considering new plantings this fall, remember to maintain proper distance from power lines, taking into consideration the tree's mature height.

And never plant or erect any structures underneath power lines including shrubs or fencing. Our trucks and personnel need unobstructed room to work. The same applies to areas around pad-mount transformers, which provide access to equipment necessary for underground electric service.

As the October issue of Tideland Topics was going to press, Hurricane Irma was bearing down on Florida, Jose had reached Category 4 status, and Katia was impacting Mexico, all in the wake of Harvey, which left such devastation in Texas. It was a stark reminder that peak hurricane season had arrived with nearly two months left to go.

In many ways, we are better prepared today than ever before for disasters. Social and online media have greatly improved the ability of emergency officials and your own electric co-op to get credible, actionable information out to the public. Emergency disaster drills are routinely conducted at the local, state and national levels to practice and fine tune procedures among all the agencies and organizations that have a role in the response effort.

If there is one area we all may come up short it is in our own neighborhoods. Do you know your neighbors? Do you have each others contact information? With so many seasonal homes in Tideland territory it can be especially challenging to get a handle on what homes are or are not occupied at any given time.

There are several online resources that can help you set up a neighborhood disaster response team. You'll need one or two people willing to serve as team captains. Invite neighborhood families to a get together to begin creating your

community inventory. Who's who? What resources does each have that could contribute to the larger community pool of resources? Invite local emergency officials to attend your community meeting to offer advice and provide disaster relief tips. Ask your local insurance agent to talk to the group to learn more about policy coverage and how to initiate a claim. Tideland will also be glad to send someone to answer your questions about how electricity reaches your neighborhood and how restoration priorities are established.

One of the best workshops we've had for our own employees was one regarding chainsaw safety. While so many citizens want to help clear downed trees after a disaster so emergency personnel and utility crews can access roads, proper training is essential to prevent accidents.

Talk with disaster relief agencies in advance to find out how you and your neighbors can volunteer should you be fortunate enough to escape personal damage. It is invaluable to those organizations to have an available pool of local, pre-screened volunteers they can call on when disaster strikes. Local volunteers do not have to be housed and fed if they can return to their homes each night.

Most importantly, stay safe. Don't take unnecessary risks. You are important to your friends and family. And you are an important part of our co-op community.

Portal data subject to occasional communication outages

Tideland members are increasingly utilizing our online portal to track daily and hourly kilowatt hour (kWh) consumption. From time to time you may notice some anomalies in the data that could leave you scratching your head or seeing red.

These anomalies occur during lengthy power outages or when substation communication equipment is offline. In the case of the recent Ocracoke transmission outage, we had both situations present themselves. For the first 36 to 48 hours, members on the island had no power at all. When power was restored via mobile generators, the co-op had to bypass the substation, which meant our meter reading devices were offline. When we returned to normal transmission power via

our island substation, the communications equipment went back to work retrieving the daily meter readings. When the portal received the first reading, post transmission restoration, it split the reading evenly among all of the days when transmission service was off. Likewise, FlexPay members continued to receive text messages about daily electric use that were based on system estimates but not actual energy use. The system trues up meter readings and FlexPay balances once normal meter communications resume.

Don't hesitate to call the co-op if you have questions about the portal data or a FlexPay daily use alert.

WHAT TO DO: IF YOUR CAR CRASHES INTO A UTILITY POLE

Accidents happen. Would you know what to do if your car crashed into an electric utility pole? Knowing what to do could be the difference between life and death.

Always consider power lines and other electrical equipment to be live and dangerous!

IF A POWER LINE FALLS ON YOUR VEHICLE AND THERE IS **NO** FIRE:

Your safest option is to stay inside your vehicle until help arrives. The vehicle acts as a path for the electrical current to travel to reach the ground. You are safe inside the vehicle, but if you get out, you could be electrocuted.

Call 911 or your local electric utility for help.

IF A POWER LINE FALLS ON YOUR VEHICLE AND THERE IS **A** FIRE:

Only attempt to leave your vehicle if it is on fire.

To exit safely:

- Jump out of the vehicle, making sure NO part of your body or clothing touches the ground and vehicle at the same time.
- Land with both feet together and in small, shuffling steps, move at least 40 ft. away from the vehicle.
- The ground could be energized. Shuffling away with both feet together decreases the risk of electrical shock.

Call 911 or your local electric utility for help.



AMERICA'S ELECTRIC
COOPERATIVES

5 DISASTER OUTAGE TIPS

1.

GOOGLE "FREEZER QUARTER TIP"
This tip started making the rounds last year. Pretty clever!

2.

TURN ON YOUR PORCH LIGHT
If you have to evacuate you can call neighbors to see if your power has been restored

3.

AS BAD WEATHER APPROACHES TURN REFRIGERATOR/ FREEZER TEMP DOWN
This will help prolong food life in the event of an outage

4.

SIGN UP FOR OUTAGE TEXT ALERTS
Let us send you updates so you can conserve your phone's battery charge

5.

OWN A GENERATOR?
Invest in a carbon monoxide detector as well

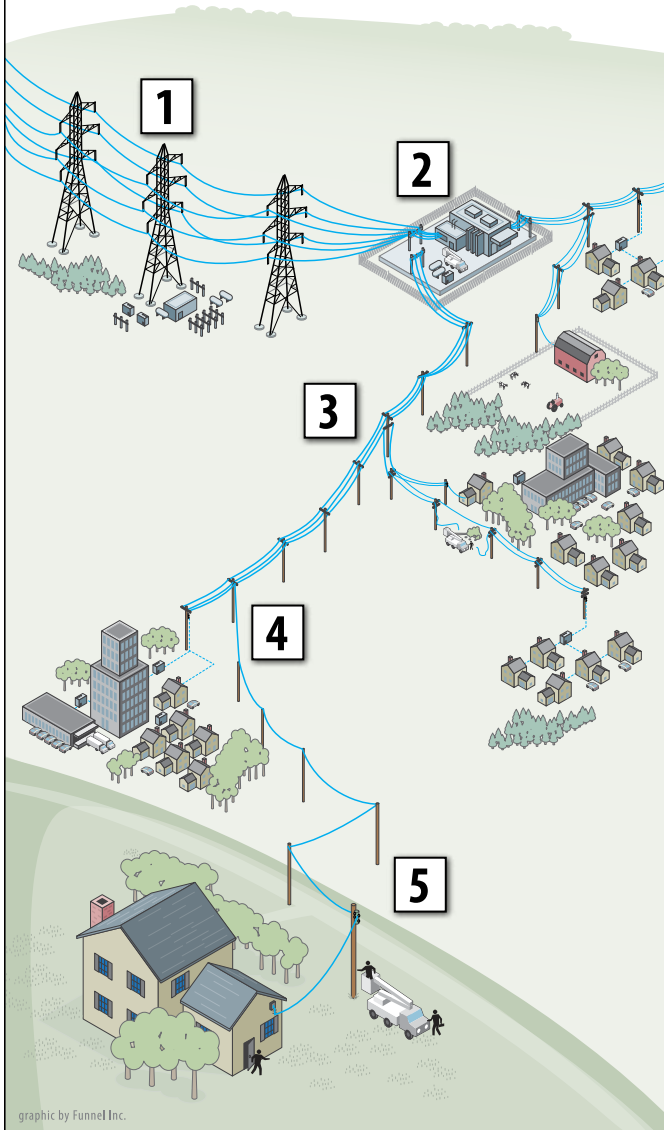
Making progress on new Fairfield Harbour substation



Powering UP

When electricity goes out, most of us expect power will be restored within a few hours. But when a major storm causes widespread damage, longer outages may result. Co-op line crews work long, hard hours to restore service safely to the greatest number of consumers in the shortest time possible.

Here's what's going on if you find yourself in the dark.



graphic by Funnel Inc.

1 High-Voltage Transmission Lines

Transmission towers and cables that supply power to transmission substations (and thousands of members) rarely fail. But when damaged, these facilities must be repaired before other parts of the system can operate.

2 Distribution Substation

Each substation serves hundreds or thousands of consumers. When a major outage occurs, line crews inspect substations to determine if problems stem from transmission lines feeding into the substation, the substation itself, or if problems exist down the line.

3 Main Distribution Lines

If the problem cannot be isolated at a distribution substation, distribution lines are checked. These lines carry power to large groups of consumers in communities or housing developments.

4 Tap Lines

If local outages persist, supply lines, called tap lines, are inspected. These lines deliver power to transformers, either mounted on poles or placed on pads for underground service, outside businesses, schools, and homes.

5 Individual Homes

If your home remains without power, the service line between a transformer and your residence may need to be repaired. Always call to report an outage to help line crews isolate local issues.

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Tideland Topics

www.tidelandemc.com

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24 Hour Member Service
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24 Hour Outage Reporting
& Automated Services
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Tideland EMC is an equal
opportunity provider & employer



RECEIVE OUTAGE ALERTS VIA EMAIL OR TEXT MESSAGE

DON'T WAIT: **ACTIVATE!**

Storm Season is here! Opt-in now for outage updates via text or email notification! To activate the text messaging service from your mobile phone simply text the letters **TEMC** to short code **85700**. You will immediately receive a confirmation text message. Reply with your Tideland EMC account number to complete the activation process.

Follow us on social media
for up-to-date information!

