

# Tideland Topics

REAL PEOPLE. REAL POWER.

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

## INVISIBLE KILLER: The dangers of improper generator operation

Backup generators can be a true lifeline during an extended power outage. They can also turn deadly if not operated with caution and care.

Most generator-related accidents and fatalities are the

- Keep generators at least 20 feet from doors, windows, and vents that could allow CO to come indoors.

Generators also pose a risk of shock and electrocution. Protect the generator from moisture and avoid contact with the unit if you or the surrounding surface are wet. Make sure the generator is properly grounded as well.

Never connect the generator to your home's wiring without a proper double-pole, double-throw

transfer switch as required by the National Electrical Safety Code. Without one, you risk backfeeding on the power grid and electrocuting lineworkers and others.



result of carbon monoxide (CO) poisoning. Protect both you and your family by installing a CO detection and test it monthly.

- Never use a generator inside homes, including garages, basements, crawlspaces or sheds.



### *FlexPay Reminder*

Over 600 Tideland members now utilize the co-op's FlexPay program and have said "Goodbye!" to monthly electric bills.

Most FlexPay members choose to pay weekly on their account based on prompts received via email or text message. While those prompts may indicate that a payment less than \$10 is needed to continue active service, FlexPay members are reminded that the program guidelines stipulate a \$10 minimum payment. The \$10 minimum is intended to reduce transaction fees associated with credit and debit cards, which are passed along to the co-op. If prompted to pay less than \$10 when making a payment via the mobile app, automated phone system, or the member portal, please override the auto populated amount and increase it to at least \$10.

Thank you!



## Message to our Member-Owners: *APPsolute Must Have*

**By Paul Spruill**  
General Manager & CEO

### Right-of-Way Maintenance Update

In July, Lucas Tree Service will work in Beaufort County, south of the Pamlico River. They will work in the areas between Blounts Creek (Mouth of the Creek Rd.) and Bonnerton (Cox's Crossroads).

Mowing crews will be working in Craven County in the areas of Rowe's Corner and Spring Hope.

Please support our tree trimming efforts. Trees are the number one cause of outages. Working together we can improve system reliability.

It's been nearly seven years since Hurricane Irene, arguably the worst storm to hit Tideland territory in our 77-year history.

In the aftermath of that storm, Tideland members asked that we beef up member communications by launching a Facebook page and an online outage map. We did so, and also added both Twitter and outage text messaging to our communications toolbox.

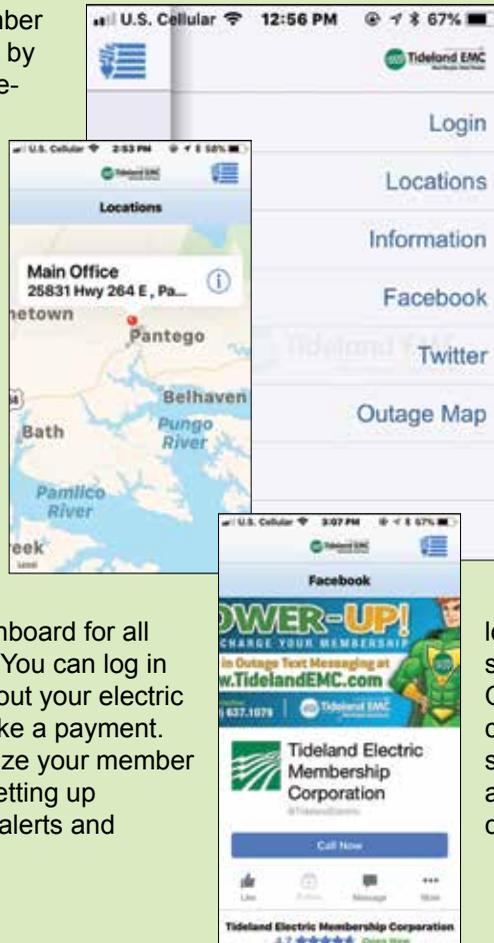
We also launched a mobile smartphone app that serves as a dashboard for all things Tideland. You can log in to get details about your electric account and make a payment. You can customize your member experience by setting up account-related alerts and reminders.

However, the app also serves as an information hub where you can easily access our outage map and social media posts. You do not have to have a Facebook or Twitter account to view our posts on those social media networks.

We're also exploring the option of allowing outage reporting via the mobile app. I encourage smartphone users to download it now and become familiar with the existing features.

To download the free app, go to either the Google Play or Apple stores and search for MY TIDELAND.

If you have already used the online member portal, your login credentials will be the same for the mobile app. Otherwise, you can simply create a new user ID. To do so, you'll need your electric account number and then complete the user ID form.



# PLUG IN, LEARN AND SAVE!

**Tideland EMC**  
Real People. Real Power.

## TrickleStar

Ever wondered how much energy that old refrigerator is using? Or want to send a message to the rest of the family about the importance of shutting off unattended computers, TVs or gaming systems?

Introducing TrickleStar.



**\$29.98** + TAX

Now available at **all** Tideland EMC offices!

# Save energy with moisture control



Controlling moisture can make your home more energy-efficient, less costly to heat and cool, more comfortable, and prevent mold growth.

Controlling moisture in your home will improve the effectiveness of your air sealing and insulation efforts, and these efforts, in turn, will help control moisture. Proper ventilation should also be part of a moisture control strategy.

Before you decide on a moisture control strategy, it helps to understand that moisture or water vapor moves in and out of a home in three ways:

- With air currents
- By diffusion through materials
- By heat transfer.

Of these three, air movement accounts for more than 98% of all water vapor movement in building cavities. Air naturally moves from high-pressure areas to lower pressure areas by the easiest path available — generally through any available hole or crack in the building envelope. Moisture transfer by air currents happens quickly, and carefully and permanently air

sealing any unintended paths for air movement in and out of the house is a very effective moisture control strategy.

The other two driving forces — diffusion through materials and heat transfer — are much slower processes. Most common building materials slow moisture diffusion to a large degree, although they never stop it completely. Insulation also helps reduce heat transfer or flow.

The laws of physics govern how moist air reacts in various temperature conditions. The temperature and moisture concentration at which water vapor begins to condense is called the “dew point.” Relative humidity (RH) refers to the amount of moisture contained in a quantity of air compared to the maximum amount of moisture the air could hold at the same temperature. The ability of air to hold water vapor increases as it warms and decreases as it cools. Once air has reached its dew point, the moisture that the air can no longer hold condenses on the first cold surface it encounters. If this surface is within an exterior wall cavity, the result is wet insulation and framing.

In addition to air movement, you also can control temperature and moisture content. Insulation reduces heat transfer or flow, so it also moderates the effect of temperature across the building envelope cavity. In most U.S. climates, properly installed vapor diffusion retarders can be used to reduce the amount of moisture transfer. Except in deliberately ventilated spaces such as attics, insulation and vapor diffusion retarders work together to reduce the opportunity for condensation in a house's ceilings, walls, and floors.

Moisture can cause problems in attics, various types of foundations, and walls, and the solutions to those problems vary by climate.

The potential for moisture problems exists anywhere building components are below grade, whether you have a basement, crawlspace, or slab-on-grade foundation. To create an energy-efficient and comfortable living space in your basement, you will need to insulate as well as properly control moisture.

[Next Month: Components of a moisture control plan](#)

**1**  
**SMART THERMOSTAT**  
Geofencing is a great enhancement for smart thermostat apps. Set a boundary with your smartphone and when you leave the boundary, the thermostat switches to away or return mode.

**2**  
**SMART SECURITY**  
Video doorbells allow consumers to keep a watcheye eye from anywhere. Smart security apps boost effectiveness.

**3**  
**SMART SENSOR**  
These apps have the ability to send alerts, conduct status checks and silence your smoke and carbon monoxide alarms.

**4**  
**SMART APPLIANCES**  
Functionality varies, but may include refrigerator cameras so you never run out of milk and clothes dryers that respond to time-of-use pricing.

**5**  
**SMART LIGHTING**  
Central lighting options for individual rooms, adjust brightness and color, create lighting scenes based on mood — all from the convenience of your smartphone.



## Remembering Larry Arthur

Tideland EMC retiree Larry Arthur passed away on May 21 at the age of 66. Larry retired from Norfolk-Southern Railroad after 10 years and then worked as a journeyman lineman for 40 years, 30 of which were with Tideland in our Grantsboro district. Larry was a mentor to many of his co-workers and could light up the place with his smile.

He is survived by his wife of 30 years, Judy, two sons, three daughters, 14 grandchildren and 5 great-grandchildren.

Our thoughts and prayers continue to be with all who knew and loved Larry.



# STAY ALIVE!

REAL PEOPLE.  
REAL POWER.

## 4 Deadly Hazards to Avoid After the Storm



### 1

#### CARBON MONOXIDE POISONING

Use portable generators, charcoal grills and camp stoves outside the house and garage, and far away from windows, doors and vents.

at least 20 feet\*



### 2

#### ELECTROCUTION

- Stay away from ALL downed wires and whatever they are touching.
- Avoid standing water that covers electrical outlets or is in contact with electrical equipment.

- Use only undamaged, OUTDOOR electrical cables with portable generators.
- Don't operate electrical appliances and equipment that are in water or have been under water. Have a qualified technician clear them for use first.



### 3

#### HOUSE FIRE

Use flashlights or battery-powered lanterns instead of candles.

### 4

#### GAS EXPLOSION

- If you smell or hear gas leaking, don't turn lights on or off, or use electrical equipment, including a phone. LEAVE IMMEDIATELY, then call 911!

- Before you use a gas appliance or gas cylinder that has been under water, have a professional check for damage or leaks.



\*Minimum distance recommended by the U.S. Centers for Disease Control and Prevention.

## Tideland Topics

www.tidelandemc.com

### BOARD OF DIRECTORS

Paul Sasnett, President  
J. Douglas Brinson, Vice President  
Clifton Paul, Secretary  
David Ipock, Treasurer  
Rudy Austin, Mark Carawan,  
Garry Jordan, Dawson Pugh,  
Wayne Sawyer & Charles Slade

### GENERAL MANAGER & CEO

Paul Spruill

### EDITOR

Heidi Jernigan Smith

### Member Service

252.943.3046  
800.637.1079

### 24 Hour Outage Reporting & Automated Services

252.944.2400  
800.882.1001

Tideland EMC is an equal  
opportunity provider & employer



### HOLIDAY OFFICE CLOSING:

Our offices will be closed WEDnesday, July 4. Our 24-hour call center will remain open to assist members with payments, account inquiries and outages.

## Wrap Up in Savings!

Save energy, save water, and save money all year long with our Water Heater Kits!

NOW ONLY  
**\$14.99**  
Over \$50 Value!

### ALL KITS INCLUDE

#### Electric Water Heater Blanket and Pipe Insulation

- 3-inch thick insulation wrap
- Includes tape & instructions
- One-size-fits-all (up to 60 gallon tank)
- 6 feet of pipe insulation

\*Saves energy... even in the Summer!

#### Earth Massage Showerhead

- Adjustable 9-jet turbo massage
- As featured in *Good Housekeeping!*

#### Faucet Aerators

- Easy fingertip on/off feature
- Includes (2) bathroom and (1) kitchen aerators

Now available at [all](#) Tideland EMC offices!



Tideland EMC  
Real People. Real Power.