

Tideland Topics

Real People. Real Power.

Report outages **via text**

We're taking our outage text messaging program to the next level with outage reporting via text.

It only works if your cell phone number is associated with your electric account. And you'll need to know a few keywords to successfully report and monitor your outage.

Learn more on Page B.



Agribusiness **diversity**

Recent changes to both state and federal farm bills have opened up new agribusiness opportunities in North Carolina.

As a result, four hemp growers have established roots in Tideland territory.

Learn more starting on Page D.

Photo credit: Blacklands Botanicals





How to report outages via text

Since July 2012, Tideland has had the ability to communicate outage details to members via text. For the first few years, members were required to opt-in to program. When Hurricane Florence formed in the Atlantic and it's trajectory became known, we opted into the program all member cell phone numbers in our database. We currently have nearly 13,000 cell phone numbers enrolled in the program.

We are now expanding the program to allow members to report outages via text. It will work similarly to our automated outage reporting phone system that can still be utilized by calling 1.800.882.1001.

Your cell phone must be on file with the cooperative

To report an outage via text, the cell phone you text from must be associated with your electric account. You can verify this by texting TEMC to short code 85700 or by logging into the member portal or by calling the co-op at 1.800.637.1079. You can also submit an account update form found on our website. For multiple account holders, you can have up to 10 service locations associated with your cell phone number for the purposes of outage reporting.

Report an outage by texting OUT to short code 85700

A short code is like a five-digit phone number but it is used only for text messaging. You may want to create a Tideland outage reporting contact on your cell phone to store the short code.

After you text the word OUT, assuming your cell phone number is associated with an electric

account, you will receive a text asking you to confirm the outage location.

Out

Which address: (a) 133 BIBLE SHORE RD? Reply a or other.

Once the location has been confirmed, you will receive a text stating that your outage has been reported.

Once you've reported your outage, text STATUS to 85700 for updates

The auto updates will be somewhat generic based on whether crews have been dispatched. However, in the event of large outages impacting more than 100 members, we may continue to push more robust outage updates as we have done since 2012.

Status

133 BIBLE SHORE RD: We are aware of outages in your area. A TEMC crew has been dispatched

If you reported your outage via text, you will receive a final message once power has been restored.

The final restoration message will not be generated until power has been restored long enough to consider the outage cleared.

133 BIBLE SHORE RD: Our records indicate power is restored. If power remains off check breakers. Text OUT to report loss of power.

If you wish to permanently opt-out of our outage text messaging system just text QUIT to short code 85700.

On July 9, FEMA and the state of North Carolina announced the release of more than \$22 million to reimburse Carteret-Craven Electric Cooperative, Four County EMC and Tideland EMC for damage to their utility systems following Hurricane Florence. The three cooperatives serve 13 counties included in the presidential disaster declaration following Florence.

Carteret-Craven, which had to replace 250 poles and over 400 transformers, will receive \$9 million. Four County EMC will be reimbursed \$11.2 million, and Tideland will receive \$1.8 million of the total funds.

"We appreciate the financial relief these funds will provide to our member rate-payers, many of whom are still recovering from Hurricane Florence," said Tideland CEO Paul Spruill. "This puts us in a better position to continue the work necessary to harden our utility infrastructure against future storms."



Funding classroom innovation

It's the final call for Bright Ideas Education Grant applications! Educators with innovative ideas for hands-on classroom projects can apply for a grant of up to \$2,000 from Tideland through September 15. Interested K-12 classroom teachers can find the application, grant-writing tips and other helpful information at ncbrightideas.com. Educators may apply for the grants as individuals or as a team.

Grants for the 2019-2020 school year will be awarded in November for projects in all grade levels and disciplines, including music, art, history, language, reading, science, mathematics and information technology, just to name a few. Last year, Tideland awarded \$13,888 to local teachers to fund nine projects.

This year also marks the 25th anniversary of the Bright Ideas program. Since its inception in 1994, North Carolina's electric cooperatives have awarded more than \$12.2 million to sponsor nearly 11,700 projects benefiting 2.3 million students.



In 2018, Tideland provided Bright Ideas grant funding for this 18' x 21' carport used by Terra Ceia Christian School for their rabbit breeding program. (Karen Glass photo)

Right-of-way maintenance schedule

Tideland has hired Lucas Tree Experts to trim trees in our right-of-way. During September they will continue trimming on the Merritt circuit. They will be working on Trent Road and all side roads in that area.

Another Lucas crew will be working on the Silver Hill circuit along Hwy. 306 from Hwy. 55 to Rebecca Road and all side roads in that area.

Planting considerations

September through November is the ideal time for tree planting because it allows roots to become established before winter sets in.

Make sure you do not plant trees, shrubs or erect any structure in our utility right-of-way. Consider the mature size of the tree before planting to make sure it doesn't become a future utility hazard or require eventual right-of-way trimming.

We need to chat!

Text alerts can help prevent runaway electric bills.

For our extreme weather days, Tideland's text alerts can keep you informed of your daily power usage, **saving you energy and money**. Customize the alerts to get daily notices of energy used, regardless of the amount! If something goes terribly wrong, like a piece of duct work comes down or your system starts heating and cooling at the same time, **you'll know right away** and not after an entire month has gone by.



Sign up now! Call (800) 637-1079 or visit the Member Portal at tidelandemc.com



Hempland

Tideland area growers gamble on state's emerging hemp industry

Photos Courtesy of Blacklands Botanicals



Planting day at Blacklands Botanicals.



Blacklands Botanicals' greenhouse where they specialize in creating feminized seed



Aerial view of Blacklands Botanicals



CBD oil is extracted from flowering hemp

New or emerging industries are often compared to the Wild West. That certainly seems appropriate for the nation's industrial hemp industry with North Carolina being no exception. Of course, in the days of Wyatt Earp and Buffalo Bill, hemp was widely grown throughout much of the country including the Tar Heel state.

While regulatory officials grapple with the federal legalization of hemp in the 2018 US Farm Bill, at least four pioneering growers in Tideland territory are willing to navigate the unknown in a bid to prove that hemp farming holds significant promise for North Carolina's ag economy.

Hemp Applications

Hemp's primary uses are threefold: fiber, grain and floral materials. BMW's new all-electric i3 sedan features door panels made of hemp, allowing the vehicle to shed considerable weight to better accommodate the 22 kWh lithium-ion battery. Hemp is also increasingly displacing plastics as landfill concerns mount.

The grain and seeds are used for human food such as granola bars and protein powders, but is not approved for commercial livestock use. The pressed seed oil from the grain, high in omega-6 and omega-3, is used like sunflower seed oil and is also

used in skin care products and eco-friendly paints.

The floral materials are sold to registered extraction facilities to remove the chemical oils and extracts that the hemp flower produces. It is the latter use that produces CBD (cannabidiol) oil which is primarily used for homeopathic remedies.

In 2018, the US Food and Drug Administration approved Epidiolex, the first and only drug derived from CBD oil. Epidiolex is an oral solution for the treatments of seizures associated with two rare and severe forms of childhood epilepsy.

There are ongoing adult studies to determine the efficacy of CBD in treating anxiety, sleeplessness, and some neurological disorders. Animal trials are also underway to test its usefulness as an anti-inflammatory.

The Dean of Seed

While many farmers look to hemp to diversify and bolster existing ag operations, Tideland member Clarence Dean has a bit more riding on hemp's future. While he studied agriculture at Penn State, Dean spent decades in the insurance industry before breaking ground as Blacklands Botanicals. The 28-acre Hyde County facility is managed by an impressive team with over 100 years of combined growing



experience including NC Greenhouse Grower of the Year, Louie Hubers.

Dean's years in insurance provide a unique perspective related to the emerging hemp industry. "Unlike soybeans and corn, there is no real viable crop insurance for hemp producers. That will hamper industry growth and given the per acre investment that's considerable financial exposure," says Dean. One step towards insurability, in his view, is seed certification. That's in large part why Blacklands focuses on the development of quality, high valued feminized seed. Why feminized? Because



pollen producing males have no harvestable oil value. It is the flowering female that provides extractable CBD. And hemp plants grown from seed do not encounter the root bounding problems associated with clone plants.

Product certification is another industry need. In a recent study, nearly 7 out of 10 CBD products didn't live up to content claims. Blacklands Botanicals wants to be a leader in that area as well.

While many focus on the homeopathic qualities of CBD, the Blacklands team is equally enthusiastic about hemp's ability to heal area soils. Hemp sequesters carbon and has a

vacuuming like effect on chemicals and heavy metals which are then removed during Blacklands' oil extraction process.

Dean's approach to hemp science, his enthusiasm for its touted health benefits, and his willingness to work with and mentor other growers has garnered national attention. In May, a television crew from "Innovations with Ed Begley, Jr." interviewed the Blacklands team at their facility followed shortly thereafter by CNBC and PBS. You can learn more at: blacklandsbotanicals.org.

At press time, passage of the 2019 NC Farm Bill remained in limbo as members of the House and Senate wrangled over issues related to hemp industry policy.



Blacklands Botanicals CEO Clarence Dean

Hurricane Hack



An internet search suggests this hack was the brainchild of a North Carolina woman. Her ingenious quarter test is a good measure of whether frozen food thawed during an extended outage.

All you need is a quarter and a cup of water. Put the water in the freezer until it's frozen solid. Next, place a quarter on top of the ice and return the cup to the freezer.

When power is restored check the status of the quarter. If it is on top of the ice, your food likely remained frozen during the outage. If the quarter has fallen to the bottom of the cup that means all of your food thawed as well and should be discarded.

A full freezer should hold food safely for 48 hours if you leave the door closed. Refrigerated food can only hold up for about 4 to 5 hours.

One word of caution: Ice cream melts at approx. 31°F (-0.5°C), and when it does, harmful bacteria such as *Listeria monocytogenes* can grow. Better to discard it than risk illness. When in doubt, throw it out.

Message to members

Grid Resiliency: Opportunities and challenges

by **PAUL SPRUILL**

GENERAL MANAGER &
CHIEF EXECUTIVE OFFICER

We are fast approaching the one-year anniversary of Hurricane Florence, which was followed shortly thereafter by Hurricane Michael. While 951 electric meters were initially pulled following Florence, we've long since restored electric service to most. Eleven months after the hurricane we serve about 140 fewer meters than we did at the time of landfall. There are still active signs of recovery with many homes still in the process of being raised and renovated. We've also seen the trend of new housing starts that began prior to the hurricane continue although at a slightly slower pace.

Public Radio East recently interviewed several utilities, including Tideland, about electric system repairs and improvements post-Florence. The common themes were hardening infrastructure for future storm threats and grid resiliency.

Webster's defines resilience as "the ability to bounce back, recover quickly and go back into shape or position after being stretched."

Grid resiliency is many things:

- It's the reliability of the electric system,
- The ability to efficiently restore power,
- The capacity to meet changing energy needs, and
- The ability to meet the demands of new technology.

A resilient electric grid begins with a well designed and maintained system built to

withstand high winds, powerful storms, cybersecurity threats and other disruptions that can result in outages. That requires ongoing inspections and construction projects to stay ahead of aging infrastructure, proactive tree trimming and right-of-way maintenance, and securely managing our data and communication networks.

Grid resiliency also strives for flexibility and adaptability. While the concept of a "self-healing" grid primarily applies to transmission routes and metropolitan areas with existing redundancies that allow multiple electric delivery routes, we are striving to create more tie-lines where possible that allow us to energize a circuit via an alternate path. We continue to deploy smart grid technologies that provide real-time intelligence to help our crews pinpoint potential problems, thus reducing service interruptions and outage restoration times.

That said, electricity and water still don't mix. Power restoration to flooded neighborhoods or structures still requires the work of local inspectors to ensure public safety. Because of their hard work, not a single structure caught fire due to power restoration following Hurricane Florence.

Ultimately, grid resiliency is how we deliver on our promise to improve the quality of life for our members. All of us at Tideland are committed to delivering on that promise and more.

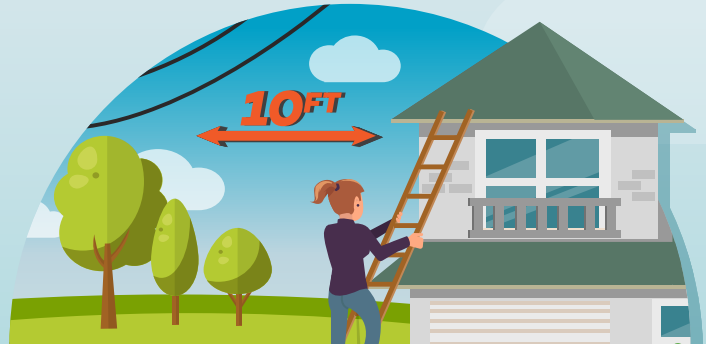
Home Electrical Safety

Always Look Up Always

Before starting **any** project, **be alert of where the power lines are located**, and know how high they are hanging. Whether you're working on the roof, trimming trees, or painting your siding, it's your job to be aware and to **alert others about nearby power lines**.



1. Locate **all** overhead power lines.



2. Stay at least **10 feet** away from all overhead power lines.



3. **Do not touch** anything in contact with power line.



4. Carry ladders and equipment **horizontally**.



5. Stay at least **35 feet** away from downed power lines and call 911.

TIPS FOR PURCHASING NEW APPLIANCES

When shopping for new appliances,
there are two price tags you should consider:

1. Purchase price of the
appliance (think of this
as a down payment)

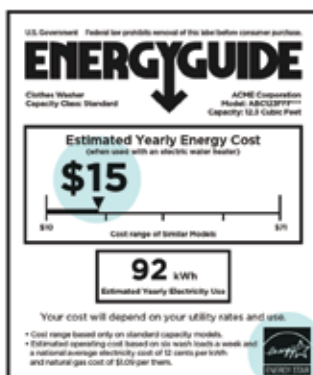


2. Cost to operate the appliance
over its lifetime (how much
energy the appliance uses)



That second price is important because you'll be paying for
the appliance's energy use for the next 10 to 20 years.

- Look for the ENERGY STAR® label. ENERGY STAR-qualified products exceed the federal minimum standards for efficiency and quality.
- Carefully review the EnergyGuide label on the appliance. The label provides information about how much energy an appliance uses compared to similar models.
- Once you choose your make and model, compare prices. Keep in mind, many retailers will match a lower price offered by competitors.
- Recycle or sell your old appliance. Ask the retailer if they'll pick up your old appliance, or you can sell it yourself. Either option is better than the landfill!



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www.tidelandemc.com

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24 Hour Outage Reporting & Automated Services

252.944.2400

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Tideland EMC is an equal
opportunity provider & employer



Holiday Closing

Our offices will be closed
on Labor Day, Monday,
September 2.



We Love 4-H: Tideland is a proud supporter of area 4-H programs. Among the students we've supported this year are Kai and Tomi Schuman.