

## Focused on reliability

Brunswick Electric is a distribution electric cooperative, which means we don't generate our own power; we purchase wholesale power and deliver it to you, our members, as reliably as possible.

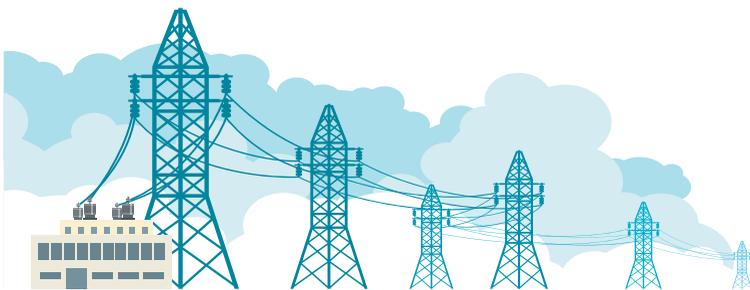
As a member of Brunswick Electric you probably hear us talk about reliability more than anything else, and that's because it affects you so directly. Reliability is the amount of time your power is on, and we strive to maintain a greater than 99 percent reliability rating.

We do this several ways. First, through a proactive maintenance program designed to stop problems before they start. For example, we have crews who change out aging equipment before it can become a problem, and right-of-way clearing crews who cut back tree limbs and remove vegetation to minimize their impact on power lines during storms. But even the best maintenance program can't stop all outages, and we often use technology to restore your power as quickly as possible.

When crews locate the source of an outage they quickly identify which homes are affected; and because of grid automation, homes and businesses can oftentimes be moved from the affected circuit to an unaffected circuit through a technique we call backfeeding. This allows your power to be restored quickly while giving line crews time to determine the problem and work to correct it. Once work on the affected equipment is complete, your location will be moved back to the correct circuit, but you most likely won't even notice the change.

Backfeeding isn't possible when the source of the outage is a transmission line because that outage is beyond our control, but it works well when the problem is located on BEMC's distribution lines.

**WORD OF THE MONTH:** Transmission - the process of moving electricity from where it is generated, such as a nuclear power plant, to where it is used, such as BEMC's service territory.



## Summer cooling tips



**Keep your home cooler this month without breaking a sweat with these simple tips:**

- Clean or replace HVAC filters monthly.
- Make sure new air filters are facing the correct direction when you install them. Look for the arrow on the side of the filter for help.
- Ensure your attic access door closes tightly and insulate around it to keep hot air out.
- Leave interior doors open to allow cool air to circulate easily through your home.
- Ensure window A/C units are weather-stripped properly.
- Remove furniture and drapes that block air registers so air can circulate.
- When you buy a new air conditioner, make sure it's the right size for your home. Too large and it will turn on and off more frequently; too small and it won't be able to cool your home enough on the hottest days.



# Manager's Message

Service, in all its forms, is the foundation of everything we do at Brunswick Electric.

Whether it's your electric service, the customer service you receive, or the programs and services we offer to make life better for you and our communities, bringing excellence to each aspect of service is important because it affects our members in different ways.

The many BEMC employees who build and maintain the substations, transformers, poles, meters, and right-of-way that support your electric service are all focused on keeping your lights on. We know how important reliability is to you, so we're quick to respond when severe weather or other factors interrupt the flow of electricity. Below is a graphic that shows how we systematically solve outages when they occur. Planning ahead for growth is also important because we install an average of 200 new services every month throughout Brunswick and Columbus counties, and we're proud that we are up to the challenge of keeping ahead of that growth.

Next is the customer service we provide our members. As we've grown we have worked hard to maintain the unique and personal way we approach your membership experience. It's important to us to personally answer each member's call, and to do our best to get you the answers and solutions you need. After all, BEMC was built by the communities we serve, and built with one mission in mind: to serve our members. That's why we live by the Golden Rule.

Then there are the services and programs the co-op offers you and the community. To make your lives easier we've developed our progressive PrePay Program and have 11 Bill Payment Terminals located throughout the BEMC service area. We provide expert outdoor lighting consultation, offer the free SmartHub app and a variety of payment options, and share ways to save money and energy through Carolina Country Magazine, our

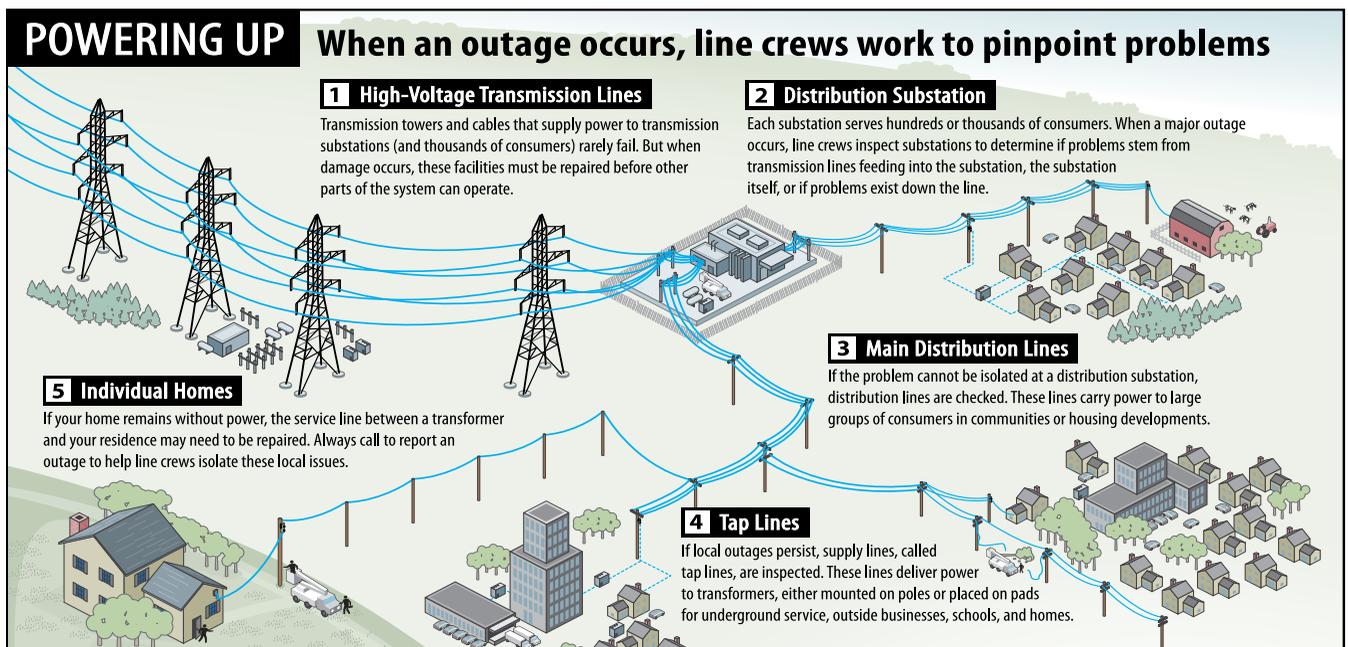
website, social media, and special publications. Additionally, our grants, scholarships and programs like Warm Homes, Warm Hearts help make our communities better places to live.

Finally, you can count on us to look to the future and incorporate new technologies into the services we offer. Community Solar and our electric vehicle charging stations are great examples. We hope you're proud to be a member of your cooperative, because we're certainly proud to serve you.



*Don Hughes*

Don Hughes, CEO/General Manager



## The more you know, the more you can save

Have you ever looked at your monthly bill and wondered when you used so much electricity? Well, there's an app for that. SmartHub is a tool that allows you to view how many kilowatt hours of electricity you're using by day, week and month. You can view data from previous years, look at graphs that show you how much energy you used compared to the daily temperature, and compare previous bills to current ones to look for patterns in your electric usage. Having this knowledge may help you look for areas where you can cut back on your electric usage, and it also takes the surprise out of your monthly bill, which is extremely helpful during these really hot summer months.

**Download the SmartHub app through the App Store or Google Play Store and take control of your energy usage today.**



## REPS Rider

Speaking of bills, one of the items on your monthly bill is the Renewable Energy Portfolio Standard (REPS) Rider. The REPS rate is adjusted annually to reflect the incremental and development costs the cooperative anticipates incurring for the upcoming year to comply with the North Carolina Renewable Energy and Energy Efficiency Portfolio Standard. As of July 1, 2018, the REPS rate for residential members decreased from \$0.36 per month to a credit of \$0.02 per month. This rate will be evaluated again next year for potential adjustment.



## Apply today for a Bright Ideas grant

Teachers, do you have an innovative classroom project idea that needs funding this year? If so, consider applying for a Bright Ideas education grant from Brunswick Electric.

The Bright Ideas program started in 1994 at BEMC when an employee encountered a teacher using her own resources to buy school supplies for her students. Over time the program was adopted by 26 electric cooperatives across the state. Together, the co-ops have funded 11,000 projects with more than \$11.5 million to touch the lives of more than 2.2 million students. Last year, BEMC awarded 26 grants to local educators to make a difference in the communities we serve.

**Submit your application by August 15 to be entered into our Early Bird contest for a chance to win a \$100 Visa gift card.** The final deadline to apply for a 2018 Bright Ideas grant is September 18, 2018. Go to [ncbrightideas.com](http://ncbrightideas.com) to learn more and apply.



## Watts-for-Sale

**Sandbaggers Lucy Golf Sandals**, size 9, worn once, \$25; 228-2358

**Old Town Discovery canoe**, 17', paddles and cushions included, used once, \$700 OBO; 880-0507

**Carpet**, 15 sq. ft. neutral, new, \$50; shag runner, 6'x3', gray, \$20; 579-3886

**2003 Anniversary Harley Davidson Road King Classic**, 30k miles, garage kept, \$7,900; 274-5100

**Carolina Skiff**, 18', center console; 75 hp Honda; 570 hours; 971-0245

**Baby crib**, with mattress, \$40; Baby-Trend high chair, \$25; 840-2728

**Meadows #1 Sawmill**, 200 hp diesel power unit, 48" blade, 45' track, 3 head blocks, fully functional; 723-6353

**Display ladder**, solid oak, 4', \$35; "Our State" magazines, good condition \$6; 755-7537

**GolfWorks Laser Frequency Machine**, originally \$450, \$100; 262-388-8667

**2014 Crestliner boat**, motor & trailer, Riveted Retriever, 25 hp Yamaha 4 stroke, bilge pump, Garmin depth finder/fish finder, full cover, \$5600; 252-714-0844

**Waterfront lot**, 1/5 acre on large lake, Carolina Trace Community, gated, pool, clubhouse, Sanford, NC; 448-4422

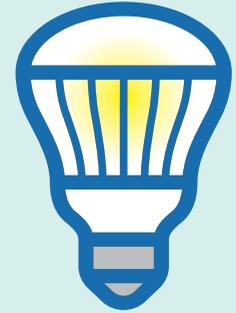
**Dining table**, solid cherry, drop leaf, \$400; day bed and mattress, \$175; 579-7179

**Wheelchair**, w/big wheels, like new, \$50; 287-6543

### Did you know?

A 100-watt light bulb burning for 10 hours uses one kWh.

*Kilowatt-hour (kWh) is the basic measure of electric energy use and is equal to 1,000 watt-hours.*



### See you at the 79th Annual BEMC Membership Meeting

Saturday, September 22, 2018

Odell Williamson Auditorium at Brunswick Community College, Bolivia  
8:00 a.m.

Registration, sale of arts & crafts, baked goods, free sausage dogs, snacks and beverages, equipment auction, health fair, kids' activities, entertainment, Warm Homes, Warm Hearts raffle

10:30 a.m.

Business meeting & prize drawings

**Look for your registration form in the mail. See you there!**

**HOW TO SUBMIT AN AD:** Ads must be received via email or fax no later than the first of each month. Ads will then appear in the following month's publication due to the printing schedule. Example: If ad is received by August 1, it will appear in the September issue of Carolina Country magazine. This is a free service for BEMC members to advertise non-commercial items for sale. Ads run ONE TIME, are limited to three lines, and only one phone number. We reserve the right to edit or refuse ads due to content, length or AVAILABLE SPACE. Please no email addresses, names or repeat ads. All numbers are 910 area code unless otherwise listed. Some mobile providers require 10-digit dialing. BEMC does not endorse items advertised and is not responsible for reliability of items.

**E-MAIL:** watts4sale@bemc.org **MAIL:** BEMC, Attn: Watts For Sale, PO Box 826, Shallotte, NC 28459. **FAX:** (910) 755-4299



**CUSTOMER SERVICE (800)842-5871 | OUTAGE REPORTING (800)682-5309**

Shallotte (910)754-4391 | Southport / Oak Island (910)457-9808 | Whiteville (910)642-5011

**P.O. Box 826, Shallotte, NC 28459**

**www.bemc.org | email: newsletter@bemc.org | Auto bill payment 24/7 (866)934-6830**



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