



Pitt and Greene

Electric Membership Corporation

“Where Customers Have A Choice”

Member Newsletter

July 2020

Making payments on Member accounts

Members who call the office to make a Debit or Credit card payment on their account will now be directed to an automated telephone payment system. In order to successfully use the automated phone system you will need your account number. If you need assistance with your account number, need to update your phone number or add a secondary contact to your account, please call Pitt & Greene EMC at 252-753-3128. You may also dial 252-643-5643 to directly enter your account number and make a payment. This change is being made due to Federal Regulation in order to protect our members personal financial information. Cooperative representatives will still be available, as they have in the past, to help with additional business you may have regarding an account.

A Change For The Better

It's the little things

When it comes to energy efficiency in the home, sometimes small changes can make a big impact. A small, unglamorous task like changing the filters on your HVAC system makes your unit run more efficiently – keeping your house cooler in the summer and warmer in the winter. It also saves money. And the savings gained from having your system run more efficiently can be applied to more fun or entertaining pursuits that your family can enjoy together.

The lowdown on dirt

As you move around your home, you drive dust into the air from carpets, furniture and drapes. Regardless of where it comes from, dust and dirt trapped in a system's air filter leads to several problems, including:

- Reduced air flow in the home and up to 15 percent higher operating costs
- Costly duct cleaning or replacement
- Lowered system efficiency

Making the switch

Now, that you know the facts, it's time to get busy changing or cleaning the air filter in your heating/cooling system. Many HVAC professionals recommend that you clean or change the filter on your air conditioner or furnace monthly. It's simple and easy, and in many cases, it only takes a few minutes.

Filters are available in a variety of types and efficiencies, rated by a Minimum Efficiency Reporting Value (MERV). MERV, a method developed by the American Society of Heating, Refrigerating and Air-Conditioning Engineers, tests filter effectiveness. The higher the MERV number, the higher the filter's effectiveness at keeping dust out of your system. While most types of filters must be replaced, some filters are reusable. And don't forget about the winter months. Your heating system needs to work as efficiently as possible to keep you and your family warm and a clean air filter helps it do just that.

Heating and cooling professionals recommend turning your system off before changing the air filter. Make sure that the arrow on the filter – which indicates the direction of the airflow – is pointing toward the blower motor. When you've made the change, turn your system back on.

A teachable moment

Beyond saving money and improving the air quality in your home, changing your air filter is a great opportunity to teach your family more about energy efficiency. Consider getting everyone involved, and the entire family will learn how simple changes can make a big difference.



Manager's Message

By: Mark A. Suggs

A Buyer's Guide To Residential Generators

Let's face it: rough weather happens. At Pitt & Greene EMC, our goal is to restore power as quickly and safely as possible. But when a major storm hits, power may be out for an extended period of time. Anyone who has experienced an extended power outage has likely mulled over the idea of buying a generator, but before you do – make sure you have all the facts.

The purchase and installation of a generator is an important and serious decision. Properly done, you gain peace of mind knowing your family can ride out any outage with some degree of comfort. But an incorrectly implemented generator can become deadly to you, your family, your neighbors and your electric cooperative's employees.

So, let's look at the decisions you'll need to make when it comes to purchasing a residential generator. First, do you want to back up your entire home or just portions? The biggest drawback to a permanently installed, whole-house generator is the cost. While the advantages are significant, it is a large expense for most folks to cover. The next decision is sizing the generator to your particular situation. Online tools abound, so if you like to research, just type "generator sizing guide" into your browser and off you go. A nice portable generator size is at least 6,500 watts with a startup capacity of around 8,000 watts. When motor loads start, they draw more power than they use when running. This "in rush" of power gets them spinning. Afterwards, their demand for electricity decreases.

The third consideration is how to integrate the generator with your home. Permanent models have dedicated switching devices that handle this chore, while portable models require you to remove them from storage, set them up, connect them and start them up. Here is where the danger mentioned above comes in to play. Improperly connected generators can easily back feed into Pitt & Greene EMC's lines. As electricity flows back into the lines, the transformers boost the voltage to lethal levels. Be sure to closely follow connection instructions, and contact us if you have any questions regarding connecting your generator safely. The National Electrical Code has specific guidelines for their installation.

Use of the generator can be as simple as plugging appliances directly into it. This is cumbersome and very limiting. Better yet, have a transfer switch installed by a qualified electrician. This device connects to the circuits you want to power. Connect your generator to the dedicated plug, follow the disconnect procedure and fire it up. Now you've got power for your home that's safe for all.

Next, a word about quality. With generators, you definitely get what you pay for. Cheap models are just that. They may last a couple of years, but after that, parts can be impossible to get. Few things are worse than your generator failing to operate when the lights are out. Definitely go for engines with recognizable brand names. They may cost more, but it will certainly be worth it.

It's important to operate your portable generator regularly by connecting load to it and turning it on to be sure it will run. While you're at it, why not let us know you have a generator? We can provide safety and connection tips if needed, and it will enhance our line crew's safety. For more information contact Pitt & Greene EMC at 252-753-3128.

Check Your Account Anytime/Anywhere

Do you have a pgemc.com account login? If not, you are missing out on having access to your account online. This will enable you to make payments, view your usage history, manage notifications, and account management. It only takes a minute to register, just follow the instructions below.

Go to the website, www.pgemc.com. Select Member Account, Account Login, and click the Register Now link. You will first be prompted to enter information about your membership and email address, then click the Submit button.

This first step of registration sends an email to the address provided which contains a link to the second step of registration. On this page, the member must enter the account number used in step one of registration, a password, retype the password, and mother's maiden name before clicking the Submit button.

Registration has now been verified and you will be redirected to the Home page. The Home page lists all active accounts belonging to you, the member, along with Account Type, Service Address, and Account Balance. To navigate around the site, click on either a link (such as the account number) or a side bar menu option.

If you need help registering, please call 1-800-622-1362 or 252-753-3128 to speak with a Customer Service Representative.

Avoid High Summer Electric Bills

Don't let warmer weather turn into "summertime blues" when your monthly electric bill arrives. Following are some energy-saving tips.

Adjust the thermostat. During warmer months, raising the thermostat a few degrees can save money. Set the temperature between 78-80 degrees Fahrenheit, and you could save up to 8 percent on monthly cooling bills.

Programmable thermostats make it easy to save by offering four pre-programmed settings to regulate a home's temperature throughout the year.

Be a "fan-atic." While they don't replace air conditioners or heat pumps, fans move air and help you feel more comfortable. On milder days, fans can save as much as 60 percent on electric bills. Fans cool people, not rooms, so turn them off when you leave.

Regular maintenance is essential. Have your HVAC systems serviced annually by a NATE (North American Technician Excellence)-certified technician. This HVAC professional will check your entire system to make sure it runs efficiently. This will help extend the life of the system and save money.

When it's time to replace your cooling system, TogetherWeSave.com recommends replacing it with an ENERGY STAR-qualified model. Doing so will reduce your energy costs.

Bigger isn't always better. Too often, cooling equipment isn't sized properly and leads to higher electric bills. A unit that's too large for your home will not cool evenly and might produce higher humidity indoors.

Instead of getting burned this summer by high energy bills, visit www.energysavers.gov OR Touchstone Energy® Cooperatives energy-saving website, www.TogetherWeSave.com, for more money-saving ideas.

Energy Efficiency Tip of the Month

Spending more time at home? Try an online energy audit to assess the overall efficiency of your home. Visit www.energystar.gov, then enter "home energy yardstick" in the search box to get started!



Question for our members.....

Do you or a loved one rely on medical equipment that is supplied by electricity? If so, do you know what you will do if the lights are out for an extended length of time due to damage caused by a storm, tornado or hurricane?

Now is the time to put a backup plan in place in the event power is knocked out. We will restore power as soon as possible, but depending on the type of damage caused and where the damage may be, we cannot guarantee how long you may be affected by an outage.

Stay safe exploring the outdoors this Summer

Summer is in full swing, and that means it is time for fun in the sun! As you find yourself spending more time outdoors, Pitt & Greene EMC reminds you to stay safe.

Planning a home improvement project? When working outdoors, you may be using tools, such as ladders, power tools, shovels or even paintbrushes with extendable arms. These items help you get the job done but have the potential to be dangerous if used improperly.

Pay attention to where you place metal ladders or dig for fence posts. Before you start any project, always look up and avoid overhead power lines. Keep a minimum of 10 feet between you and overhead lines.

If you are planning a project that requires digging, remember to dial “811” first to find out if the area you will be working in is clear of underground power lines. Power tools should be kept away from wet surfaces, and outlets should not be overloaded.

Exploring the great outdoors is a great way to spend time with the family, but keep these safety tips in mind.

* Children should never climb trees near power lines, always assume a wire is live. Fly kites and remote controlled-airplanes in large open areas like a park or a field, safely away from trees and overhead power lines.

* Planning to take a dip in the pool? Electrical devices, such as stereos, should be kept at least 10 feet away from water sources, and outdoor electrical outlets should always be covered. If you hear a rumble of thunder, exit the pool right away.

* Speaking of thunder, summer storms can be dangerous if you’re caught in the wrong place at the wrong time. If you find yourself outdoors during a storm, move toward suitable shelter with covered sides, and stick to low-lying ground if possible.

These are just a few tips to remember when you are spending time outdoors this summer with your family. Have some fun out there, and always keep safety in mind!

De lunes a viernes de 8:00 a.m. a 5:00 p.m.
252-753-3128 / 1-800-622-1362 / 252-747-7600

**CORTES DE SUMINISTRO ELÉCTRICO Y
EMERGENCIAS:**
Durante fines de semana, días festivos y después
del horario de oficina
252-753-8778

Co-op Office Hours
Monday - Friday - 8:00 a.m. - 5:00 p.m.
252-753-3128 / 1-800-622-1362 / 252-747-7600

POWER OUTAGES & EMERGENCIAS
During weekends, holidays and
after office hours
252-753-8778