



Pitt and Greene

Electric Membership Corporation

“Where Customers Have A Choice”

Member Newsletter

May 2020

Change is coming as to how payments can be made on accounts

In the near future members who call the office to make a Debit or Credit card payment on their account will be directed to an automated telephone payment system. 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 our membership may have regarding an account.

Make The Most Of Ceiling Fans

By turning on the fan, you can turn up the savings! If you are like most Americans, you have at least one ceiling fan in your home. Ceiling fans help our indoor life feel more comfortable. They are a decorative addition to our homes and, if used properly, can help lower energy costs.

TIPS FOR MAKING THE MOST OF YOUR CEILING FANS:

1. FLIP THE SWITCH – Most ceiling fans have a switch near the blades. In warm months, flip the switch so that the blades operate in a counter clockwise direction, effectively producing a “wind chill” effect. Fans make the air near you feel cooler than it actually is. In winter, move the switch so the fan blades rotate clockwise, creating a gentle updraft. This pushes warm air down from the ceiling into occupied areas of the room. Regardless of the season, try operating the fan on its lowest setting.

2. ADJUST YOUR THERMOSTAT – In the summer, when using a fan in conjunction with an air conditioner, or instead of it, you can turn your thermostat up three to five degrees without any reduction in comfort. This saves money since a fan is less costly to run than an air conditioner. In the winter, lower your thermostat’s set point by the same amount. Ceiling fans push the warm air from the ceiling back down toward the living space, which means the furnace won’t turn on as frequently.

3. CHOOSE THE RIGHT SIZE – Make sure your ceiling fan is the right size for the room. A fan that is 36-44 inches in diameter will cool rooms up to 225 square feet. A fan that is 52 inches or more should be used to cool a larger space.

4. TURN IT OFF – When the room is unoccupied, turn the fan off. Fans are intended to cool people - not rooms.

FREE WI-FI IN THE PARKING AREA available 6:00 a.m. to 9:00 p.m.

At Pitt and Greene EMC we understand the importance of having reliable internet service available. Especially now more than ever since children are having to be homeschooled due to the Coronavirus. To help those students who may not have internet service or service that is reliable, we have installed free Wi-Fi at our Farmville and Snow Hill offices. Please feel free to park in our parking lot and take advantage of this free service. Together we will get through COVID-19 crisis.



Manager's Message

By: Mark A. Suggs

Strength, unity and stability in the face of challenge

As our state, nation and world have taken extraordinary measures to stop the COVID-19 pandemic, I am proud of the unity, resolve and strength of the shared response in our community. We are in this together, and by working together, we will overcome these challenges and find new ways to take care of each other during this critical time.

As your local power partner and as a part of your community, Pitt & Greene EMC is committed to providing the high-quality electric service and support that you count on. Our communities have not been spared the negative impacts of lost wages, school closures and scaled-back commerce. To ease this burden, we are committed to working closely with members facing financial hardship. We have suspended the disconnection of utilities and charging all fees for non-payment until such time as the state of emergency has ended. Members who are unable to pay their bill are asked to call and speak with a customer service representative at 252-753-3128. We will work with members on an individual basis to set up reasonable payment arrangements to assure your family's needs are met during this crisis. ***Please note, bills are not being waived during this time***, and members who are able are strongly encouraged to continue to make timely payments. The longer services continue without payment, the more difficult it will be to catch up when this crisis ends.

Pitt & Greene EMC has the Customer Choice Program that allows you to make payments as you use energy. If you haven't explored this option before, we encourage you to see if it is a good fit for your needs.

Just as you have made changes at home, we have also taken proactive steps during this emergency to protect our members, communities and employees and ensure that there is no disruption to our operations or services.

The lobbies for both the Snow Hill and Farmville offices are closed to walk-in traffic, we are doing our part to protect our communities, while also making sure that key personnel are in place to seamlessly continue operations and provide you with high-quality service. Our member service representatives are available to assist you at 252-753-3128. Our field personnel have implemented new scheduling and physical distancing practices as they persist in their steadfast efforts to maintain our critical infrastructure. Equally as important, we have coordinated with suppliers and partners to safeguard access to necessary components, materials and support resources. To ensure the power you need is always available, we are in constant coordination with our wholesale power supplier to keep our grid secure and efficient.

Much of the impact of COVID-19 remains to be seen. Rest assured that as the situation evolves, we will continue to engage with local emergency management officials and follow the guidance of experts to adjust our response to best support your needs.

We are grateful to be a part of your community and honored to provide electricity and services that power your life. While working together to relieve the impacts of the coronavirus pandemic, Pitt & Greene EMC is here for you, just as we always have been, and always will be. We look forward to continuing to work together to meet our challenges with strength, determination and unity.

Prepare Now for Hurricane Season

While it may feel like the 2019 hurricane season just ended, the 2020 Atlantic hurricane season is quickly approaching and will officially begin on June 1. In recognition of this, May 3-9 has been designated as Hurricane Preparedness Week, and PGEMC encourages all our members to prepare now for potential storms.

North Carolina is one of the leading states for overall damage from hurricanes, and any part of our state can be impacted by their storms, as many of our communities have experienced firsthand in recent years.

Here are some things you should do BEFORE hurricane season starts:

Outline a communications and evacuation plan for your family. If you have pets or any live-stock, include them in your plan.

Create an emergency kit that includes:

- Important documents sealed in a watertight plastic bag
- Cash
- Enough non-perishable food, water and medication for at least three days
- First-aid kit
- Battery-powered radio
- Flashlight
- Extra batteries
- Personal hygiene items
- Extra clothes and blankets
- Food and other supplies for pets

Connect with us online at WWW.PGEMC.COM or on Facebook to stay informed about outages and other storm information. Keep our outage reporting number 800-622-1362 and 252-753-3128, along with our holiday, nights and weekend number 252-753-8778 for your convenience.

May is Military Appreciation Month

We are thankful for the brave men and women who selflessly gave the ultimate sacrifice so that we can enjoy the freedoms their service affords us. This May, please join us in pausing to reflect on the sacrifices made by our nation's veterans.



Stay safe while using electricity

Safety is the highest priority for PGEMC, and as your local energy partner, we encourage our members to make safety a priority.

May is National Electrical Safety Month, but it's important to take safety precautions throughout the year. Here are some simple tips:

DO:

- **Unplug it.** Appliances, tools and other devices are still connected to electricity when they are plugged in, even if they are turned off. Turn off AND unplug all electric devices when you're done using them.
- **Inspect it.** Examine electrical cords often for broken connectors or fraying, and throw away any worn cords. Buy only cords that have been approved by an independent testing laboratory. Also, watch your wattage and only use light bulbs that don't exceed the maximum wattage listed on your lamp or fixture.
- **Check it.** Ground Fault Circuit Interrupter (GFCI) outlets should be used in any area where water and electricity could mix, including kitchens, bathrooms, garages and outdoors, and should be tested monthly. You should also check your smoke alarms and carbon monoxide detectors once a month to ensure they are working properly.

DON'T:

- **Overload it.** Overloaded electrical circuits can cause residential fires. Never use extension cords or multi-outlet converters for appliances. All major appliances should be plugged directly into a wall outlet, and you should only plug one heat-producing appliance into an outlet at a time.
- **Extend it.** Extension cords are not a permanent solution. If you're using extension cords regularly, you may need extra outlets and should contact a licensed electrician.
- **Touch it.** Never go near or drive over a power line. If you encounter a downed line, leave the area immediately and contact Pitt & Greene EMC. Never place ladders, poles or other items near power lines, and don't fly kites or drones near lines or substations. Teach children not to put their fingers in electrical outlets and to stay away from electrical cords and appliances. Use child-proof outlet covers. Also, never touch electrical appliances with wet hands. Do not use any electrical appliance near sinks, tubs, toilets, or showers.



Energy Efficiency Tip of the Month

When the weather is nice, put your grill to use! During summer months, cooking outdoors is a great way to save energy and eliminate unwanted heat from cooking indoors.



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