



# Pitt and Greene

## Electric Membership Corporation

*“Where Customers Have A Choice”*

*Member Newsletter*

*November 2020*

### *Steps to Restoring Power*

Power outages can occur at any time but especially during a storm. The amount of damage determines the length of time power may be out. We hope you find this article helpful in explaining how power is restored.

STEP 1- Transmission towers and lines deliver power from plants to substations. Tens of thousands of people could be served by one high-voltage transmission line, so damage here gets attention first.

STEP 2 - A Cooperative has several distribution substations, each serving thousands of members. When a major outage occurs, these substations are checked first. A problem here could be caused by failure in the transmission system supplying power to the substation. If the problem can be corrected at the substation level, power may be restored to a larger number of people.

STEP 3 - Main distribution supply lines are checked next if the problem cannot be isolated at the substation. These supply lines carry electricity away from the substation to groups of members, such as a town or housing development. When power is restored at this stage, all those served by this supply line could see the lights come on, if there are no problems farther down the line.

STEP 4 - The final supply lines, called taps, carry power to the utility poles or underground transformers outside houses or other buildings. Line crews fix the remaining outages based on restoring the greatest number of member - owners.

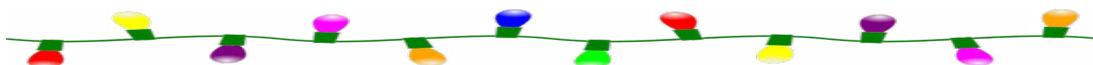
STEP 5 - Sometimes damage occurs on the service line between your house and the transformer on a nearby pole. This can explain why you have no power when your neighbor does. Your electric provider needs to know you have an outage here, so a service crew can repair it.

Members are reminded to use extreme caution around fallen power lines. Always treat power lines as if they are energized and avoid flooded areas.

During power restoration, Pitt & Greene EMC will prioritize the largest outages that will restore power to the greatest number of people at one time.

We appreciate our member's understanding and patience when the cooperative is affected by a power outage as we make necessary repairs to our system. Our goal is to restore everyone's power as safely and quickly as possible. When you are affected by an outage, please call us at 252-753-3128 to report it.

Please refer to page 4 to see “The Steps To Restore Power Map.”



*Pitt & Greene EMC  
will be closed Thursday and Friday,  
December 24th and 25th for Christmas and  
Friday, January 1st for New Year's.*



## *Manager's Message*

*By: Mark A. Suggs*

### *Four Tips for Winter Safety*

It's no surprise that winter months bring increased potential for fire risks and electrical safety hazards. This makes sense because during the coldest months, consumers are using additional electrical devices and appliances, like space heaters, electric blankets and portable generators.

The National Fire Protection Association estimates that 47,700 home fires occur each year in the U.S. due to electrical failure or malfunction. These fires result in 418 deaths, 1,570 injuries and \$1.4 billion in property damage annually. This winter, safeguard your loved ones and your home with these electrical safety tips from the Electrical Safety Foundation International.

1. Don't overload outlets. Overloaded outlets are a major cause of residential fires. Avoid using extension cords or multi-outlet converters for appliance connections—they should be plugged directly into a wall outlet. If you're relying heavily on extension cords in general, you may need additional outlets to address your needs. Contact a qualified electrician to inspect your home and add new outlets.
2. Never leave space heaters unattended. If you're using a space heater, turn it off before leaving the room. Make sure heaters are placed at least three feet away from flammable items. It should also be noted that space heaters take a toll on your energy bills. If you're using them throughout your home, it may be time to upgrade your home heating system.
3. Inspect heating pads and electric blankets. These items cause nearly 500 fires every year. Electric blankets that are more than 10 years old create additional risks for a fire hazard. Inspect your electric blankets and heating pads – look for dark, charred or frayed spots, and make sure the electrical cord is not damaged. Do not place any items on top of a heating pad or electric blanket, and never fold them when in use.
4. Use portable generators safely. Unfortunately, winter storms can cause prolonged power outages, which means many consumers will use portable generators to power their homes. Never connect a standby generator into your home's electrical system. For portable generators, plug appliances directly into the outlet provided on the generator. Start the generator first, before you plug in appliances. Run it in a well-ventilated area outside your home. The carbon monoxide it generates is deadly, so keep it away from your garage, doors, windows and vents.

## *Do you recognize any of the names listed below?*

The following is a list of those who have capital credits owed to them from 1999. If you know any of the names, please ask them to call us at 252-753-3128 or 1-800-622-1362.

|                           |                            |                        |
|---------------------------|----------------------------|------------------------|
| ALAWAR, ANWAR ASSAD       | GARCIA, ELSA MARIA         | PEREZ, ARISTEO P.      |
| ALEXANDER, ANGELA TIERNEY | GARVEY, ALTON RAY          | PETERSON, DANIEL       |
| ANSELMO, ADREA            | GAY, RONALD EARL           | PHILLIPS, DIANA KEYES  |
| ARTIS, EASTER CAROLYN     | GIBSON, LENA Q.            | PILGREEN, TIMMY EARL   |
| AYTCH, JOHNNY G.          | GOMEZ, ALEJANDRINA         | PITTMAN, JEFFREY E.    |
| BAINES, ANGELITA L.       | GONZALEZ, DOMINGO TORRES   | POPE, JAMES GEORGE     |
| BARFIELD, CAROL JEAN      | GONZALEZ, FLORENCIO A.     | PURVIS, BENJAMIN JAMES |
| BARNES, CRYSTAL W.        | GREEN, ANTHONY             | RAMIREZ, FABIAN        |
| BEACHAM, STEVEN           | HALL, GREGORY ALLEN        | ROBERSON, HERBERT LEE  |
| BENITEZ, EZEQUIEL         | HARMON, VERONICA B.        | ROBERSON, KIMIKO A.    |
| BLOUNT, LILLIAN T.        | HARRIS, KATHLEEN           | ROMERO, JESUS          |
| BRADLEY, ANDRE JEROME     | HARRIS, LATOYA R.          | ROSALINO, ADRIAN R.    |
| BRAVO, VERONICA E.        | HEPBURN, GILBERT F.        | RUBIO, ADRIAN          |
| BROWN, DIANA R.           | HERNANDEZ, AUGUSTIN        | SANTANA, CRESENCIO     |
| BRYANT, JAMES             | HETTLE, JACQUELINE TAYLOR  | SAWYER, SANDY W.       |
| BULLOCK, MINNIE MAE       | HILL, WILLIE RAY           | SEGOVIA, JOSE INES     |
| BURCH, DEBORAH M.         | HINES, EVA M.              | SIMMONS, DEBORAH P.    |
| CALLIHAN, DAVID RAY       | HINNANT, BRANDY B.         | SMITH, ALICIA GAIL     |
| CALVARY HOMES CORP.       | HOPKINS, LUCY G.           | SMITH, L. A.           |
| CANADY, RONALD LEE        | HORNE, INEZ                | SMITH, LAURA J.        |
| CARILLO, JERONIMO R.      | HOWARD, ELISE J.           | SMITH, TRAVIS L.       |
| CARRAWAY, DELWOOD         | HOWARD, MILDRED F.         | SPEAKER, MARCUS S.     |
| CASIAS, JOSEFA R.         | HUMBLES, C BOYD            | SPEIGHT, CLARA         |
| CASTANEDA, HOMAR          | JACKSON, GEORGE HARLEY JR. | SPENCER, MICHELLE M.   |
| CLARK, FRANKLIN D.        | JENKINS, JONATHAN L.       | STEWART, RUTH C.       |
| COLLIER, LINDA LEE        | JOHNSON, JOHNNY F JR.      | STREETER, MICHAEL      |
| COMBS, JOEY TODD          | JONES, LARRY               | STRONG, ASHTON EARL    |
| CORBETT, DAVIS ALAN       | KERR, NATHAN LEROY         | TAYLOR, MARY L.        |
| CORNELIO, CARMELA R.      | LANE, GEORGE               | TAYLOR, MELANIE        |
| CORTES, ENRIQUE           | LAWLER, MARTIN A.          | TERESA'S               |
| COX, MARY M.              | LEE IV, WILLIAM W.         | BOARD & GROOM          |
| CROSS, TERESA ANN         | LEWIS, LOUISE H.           | THOMPSON, ETHEL        |
| DAIL, MARJORIE C.         | LEWIS, MILDRED             | TRIPP, DIXIE LEE       |
| DALY, CHARLES HAROLD      | LILLEY, KATHRYN H.         | UNISTAR OUTDOOR        |
| DAMIAN, TRACEY NICOLE     | MALDONADO, SERGIO H.       | ADVERTISING            |
| DAVIS, HELEN G.           | MCKENNA, BRANDI P.         | VARNELL, THELMA S.     |
| DAWSON, JACQUELINE C.     | MCMURRAY, JENNIFER S.      | VELAZCO, JESUS DIAZ    |
| DELGADO, YOLANDA MENDEZ   | MEJIA, EVA MARIE           | WADE, EARL JR.         |
| DIAL CALL                 | MELLENDEZ, JUDY            | WAINWRIGHT, WILLIAM H. |
| DIAZ, CLAUDIA PINEDA      | MERRILL, NORMAN I JR.      | WALLACE, ERSELLA B.    |
| DUNN, ANNIE               | METZGER, BRAYN PAUL        | WARD, MELVADINE H.     |
| DUNN, TERRESYNA DEAN      | MITCHELL, EULA             | WARREN, A. D. JR.      |
| EDMUNDSON, TERESA D.      | MONTALVO, SANTOS M.        | WATSON, JAMES THOMAS   |
| EDWARDS, DAVID EARL       | MORGAN, JEAN C.            | WEBB, RONNIE WHITLEY   |
| EDWARDS, JIMMIE           | MORROW, MISTI L.           | WHITAKER, DEANA C.     |
| ELLIOTT, RANDALL L.       | MOSELEY, BETTY LILLEY      | WILLIAMS, ANGELA M.    |
| ENERGY EFFICIENT          | MURPHY, CHARLES HENRY      | WILLIAMS, HELEN C.     |
| HOUSING, INC              | NOBLE, GATES MATTHEWS      | WILLIAMS, JOHNNY G.    |
| ESTRADA, ROBERTINO        | OAKES, JESSE SPEIGHT JR.   | WILLIAMS, VASHON M.    |
| EVANS, DIANNE P.          | OUTING, BETTY JACKSON      | WOOD, KATHERINE A.     |
| FIELDS, MARJORIE S.       | PANFILO, AQUIRRE P.        | ZENKOWICH, ROBERT E.   |

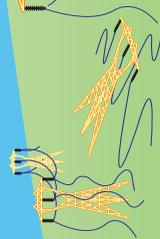


# THE STEPS TO RESTORING power

Hurricanes and ice storms. Tornadoes and blizzards. Electric cooperative members have seen them all. And with such severe weather comes power outages. Restoring power after a major outage is a big job that involves much more than simply throwing a switch or removing a tree from a line.

The main goal is to restore power safely to the greatest number of members in the shortest time possible. The major cause of outages is damage caused by fallen trees. That's why your electric cooperative has an ongoing right-of-way maintenance program.

This illustration explains how power typically is restored after a major disaster.

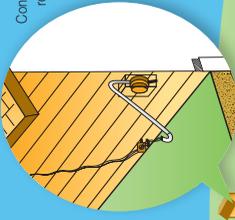


**Step 1.** Transmission towers and lines supply power to one or more transmission substations. These lines seldom fail, but they can be damaged by a hurricane or tornado. Tens of thousands of people could be served by one high-voltage transmission line, so if there is damage here it gets attention first.

**Step 2.** A co-op may have several local distribution substations, each serving thousands of consumers. When a major outage occurs, the local distribution substations are checked first. A problem here could be caused by failure in the transmission system supplying the substation. If the problem can be corrected at the substation level, power may be restored to a large number of people.

**Step 3.** Main distribution supply lines are checked next if the problem cannot be isolated at the substation. These supply lines carry electricity away from the substation to a group of consumers, such as a town or housing development. When power is restored at this stage, all consumers served by this supply line could see the lights come on, as long as there is no problem farther down the line.

**Step 5.** Sometimes, damage will occur on the service line between your house and the transformer on the nearby pole. This can explain why you have no power when your neighbor does. Your co-op needs to know you have an outage here, so a service crew can repair it.



Consumers themselves (not the co-op) are responsible for damage to the service installation on the building. Your co-op can't fix anything beyond this point. Call a licensed electrician.

During a major outage, other cooperatives send line crews to assist with restoring power. These additional crews, as well as communications, equipment and supplies, are coordinated through the cooperatives' statewide organization.

**Report an outage to Pitt & Greene EMC at 252.753.3128.** Employees or response services use every available phone line to receive your outage reports. Remember that a major outage can affect thousands of other members. Your cooperative appreciates your patience.

**Step 4.** The final supply lines, called tap lines, carry power to the utility poles or underground transformers outside houses or other buildings. Line crews fix the remaining outages based on restoring service to the greatest number of consumers.

**DANGER!**  
Stay clear of fallen lines

Do you or a loved one rely on medical equipment that is supplied by electricity? If so, now is the time to put a backup plan in place in the event you lose power. 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. Don't wait, make your preparations today!



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