

Along the LINE

July 2025

For members of
Edgecombe-Martin County EMC



Revised Renewable Energy and EE Riders Become Effective July 1

In July 2025, updated Renewable Energy and Energy Efficiency rider charges will be applied to Edgecombe-Martin County EMC members' bills to recoup the incremental costs associated with the state-mandated Renewable Energy Portfolio Standard (REPS). These two riders appear on your bill as the NC Renewable Charge and the NC EE Charge.

The NC Renewable Charge has been billed monthly since July 2024 at the following rates: \$0.70 for residential members, \$3.88 for commercial members, and \$25.92 for industrial members. Beginning with the July 2025 billing cycle, these rates will decrease to \$0.48 for residential, \$2.67 for commercial, and \$17.81 for industrial. The NC EE Charge will also be updated for all bills rendered after July 1, 2024, decreasing from \$0.000340 per kilowatt-hour to \$0.000041 per kilowatt-hour. These riders are reviewed annually and updated each July, if approved by your board of directors. Changes to each rate reflect Edgecombe-Martin County EMC's participation in additional renewable energy projects and the implementation of energy efficiency programs. As a member of NCEMC, Edgecombe-Martin County EMC has been able to make market purchases of various types of renewable energy to help remain in compliance with NC REPS requirements. We will continue to keep you informed as we work to meet the standards set forth in this energy legislation.



Holiday Closing

Edgecombe-Martin County EMC
will be closed on
Friday, July 4, in observance of
Independence Day.

After-hours and holiday payments
can be made using the following
options:

- Kiosk under the drive-thru canopy
- Calling our automated telephone service at 1-844-967-2463
- Placed in the night deposit box
- Online bill-pay by logging on to ememc.com



Near-Average Hurricane Season Predicted

The 2025 Atlantic hurricane season officially began on June 1 and runs through November 30, and early forecasts suggest we could be in for a near-average year.

Researchers at North Carolina State University (NCSSU) are predicting 12 to 15 named storms, with 6 to 8 of those developing into hurricanes. Of those hurricanes, 2 to 3 are expected to become major hurricanes, meaning Category 3 or higher. The Gulf of Mexico is also forecasted to experience 1 to 3 named storms, with 1 to 2 hurricanes, and possibly 1 major hurricane.

While this year's prediction aligns closely with long-term historical averages, it's a reminder that it only takes one major storm to cause serious disruption. The peak of hurricane activity typically occurs from mid-August to mid-October, making early preparedness essential.

Now is the time to review your personal storm plan, check your emergency supplies, and ensure you're ready if a storm threatens our service area. As always, our team remains committed to safety and service, and we encourage everyone to stay informed and be proactive.

2025 Hurricane Name List:

Andrea, Barry, Chantal, Dexter, Erin, Fernand, Gabrielle, Humberto, Imelda, Jerry, Karen, Lorenzo, Melissa, Nestor, Olga, Pablo, Rebekah, Sebastien, Tanya, Van and Wendy.

Let's hope for minimal impacts this season—but let's also stay prepared.



2024 Safety Employee of the year

Mike Johnson was recognized as Edgecombe-Martin County EMC's Safety Employee of the Year during our annual Safety Luncheon held in April.

Mike is known among his coworkers for leading by example and consistently demonstrating a strong commitment to safety in all aspects of his work. His dedication not only reflects the values of our cooperative but also plays a vital role in supporting a culture where safety is a shared responsibility.

In addition to honoring Mike, we proudly celebrated the achievements of several employees who reached major safety milestones:

- Taylor Ascher – 5 years
- Justin Francis – 5 years
- Thomas Hardison – 5 years
- Crystal Teel – 5 years
- Bobby Wheeler – 25 years
- Sammy Clark – 30 years

These awards are more than just numbers—they represent years of attentiveness, teamwork, and dedication to doing the job the right way, every day. Together, they remind us how essential it is to stay vigilant and watch out for one another.

At Edgecombe-Martin County EMC, safety is more than a policy—it's a mindset. Every safe decision made in the field, every procedure followed, and every precaution taken directly protects our employees and the communities we serve. Beyond that, a strong safety culture helps reduce injuries, lower insurance costs, and minimize disruptions—ultimately saving money for the co-op and our members.

Congratulations to Mike and to all of our safety milestone recipients. Your commitment makes a difference, and we're grateful for the example you set!



Board President, Bert Pitt and Mike Johnson, VP of Engineering and Operations

Important Changes to Balance and Disconnect Notifications: What You Need to Know



For years, Edgecombe-Martin County EMC has used a behind-the-scenes solution to help members stay informed about their accounts. By entering members' phone numbers in the email address field of our system, we were able to send text messages with balance updates and, more recently, disconnect notifications. These messages, routed through a method known as "email-to-text," allowed us to alert members about low balances or pending disconnections the day before service was interrupted.

However, due to increasing abuse of this feature by scammers, many cellular carriers are now phasing out their email-to-text services. As a result, this method of sending account notifications is no longer reliable and is being discontinued by the carriers themselves.

What This Means for You

Effective immediately, if you want to continue receiving text message notifications about your account—including low balance alerts and disconnect warnings—you will need to register for a SmartHub account using a valid email address. Once registered, you can manage your own text notification preferences from within the platform.

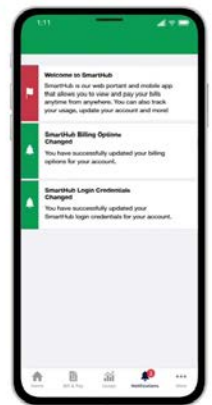
It's important to note that this is not something we can do for you—each member must create and manage their own SmartHub account and preferences. However, we're more than happy to assist you if you need help getting started.

How to Sign Up for Text Message Notifications in SmartHub:

1. Log in to your SmartHub account. If you don't have one yet, visit our website to register.
2. Navigate to the "Notifications" section.
3. Select "Manage Contacts," then "Add Contact" to enter your cell phone number.
4. Confirm your number and choose to receive notifications via text message.
5. Select which types of alerts you want to receive—such as payment reminders, balance updates, and disconnect notices.

**Notifications
& Alerts**

Receive the
information you need
to make the right
decisions about your
account.



In addition to keeping you informed, SmartHub gives you secure access to your electric account any time of day. You can view your current bill, make one-time or recurring payments, and review past account activity. SmartHub also allows you to monitor your daily energy use, report outages, and receive updates about your service. You'll still receive a monthly paper bill unless you choose to opt out, but SmartHub puts everything you need in one convenient place—online or through the app.

We encourage all members to take a few minutes to create a SmartHub account and update your contact preferences. Doing so ensures you continue receiving the important updates you've come to expect. If you have questions or would like help walking through the process, don't hesitate to call or stop by—we're always here to help.

While we understand change can be inconvenient, this transition ensures we continue delivering reliable, secure communications—directly to the members we serve. If you have questions or need help with SmartHub registration, we encourage you to reach out. Our staff is ready to assist you in getting started.

Keeping Seniors Cool: Beat the Heat Fan Program

This year, we're providing 25 box fans through the Senior "Beat The Heat Program." With temperatures on the rise, it's vital to ensure that senior citizens and individuals with disabilities have adequate means to stay cool. During the scorching summer months, seniors without air conditioning or proper air circulation are at a higher risk of heat-related injuries.

The Beat the Heat fan program, initiated in 1986 with contributions from utility companies, aims to aid seniors in North Carolina in coping with the summer heat.

These fans are available to individuals age 60 or above who reside in Edgecombe County. To receive a fan, interested individuals can reach out to the Edgecombe County Office on Aging at 252-641-5831, while supplies last. Valid identification, such as a driver's license or another form of photo ID, must be presented to verify age and residency.



Alex Tucker, Nina Draughn, Jackie Riley, Eddie Stocks and Winston Howell stand alongside Deborah Coley from the Edgecombe County Office on Aging.

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Payments after office hours and on holidays can be made at the kiosk under the drive thru canopy, by calling our automated telephone service at 1-855-356-6358, placed in the night deposit box, or you may choose to utilize the convenience of online bill-pay by logging on to ememc.com

July Rights-of-Way

In order to provide safe, reliable electrical service, we maintain the rights-of-way under and around our power lines. We do this through rights-of-way and vegetation management. This requires pruning, removing, and cutting vegetation to prevent interruption of your electric service.

Throughout July, Burford's Tree will utilize the sky trim, buckets and bushhogging equipment, in the Kingsboro substation areas, Kingsboro Daughtridge Farm road, Calhoun road, Melton road areas and various hotspots on the system.

