

# NEWS Central

SEPT 2019

Monthly newsletter from Central Electric Membership Corp.

## POINT OF VIEW

Expanding Excellence

## SMART HOME TECH

New gadgets for your home

## CEMC MOBILE APP

Stay connected to your co-op

## Investing in the future leaders of tomorrow

Ever wonder what it is like to walk the halls of the Capitol with members of Congress?

Local students, Aubrey Withrow and Alexis Hewitt, were recently sponsored by Central Electric to take the trip of a lifetime as part of the Electric Cooperative Youth Tour to Washington, D.C. Aubrey, a student at Union Pines High School and Alexis, a student at Southern Lee High School, joined over 1,800 youth from across the country June 15-21 in D.C.

While there, they were able to sightsee at some of D.C.'s most famous attractions and historic memorials, enjoy a theatrical experience at the Kennedy Center, as well as engage in discussions with U.S. senators and several members of the U.S. House of Representatives on Capitol Hill. In addition to meeting members of Congress, they learned more about American history and the electric cooperative business model.

Central Electric sponsors two local high school students each year for the Youth Tour. If you are a high school junior or senior, the application period for next year's Youth Tour begins this month and runs through January 2020. For more information about this great program, visit the "Cooperative Youth Tour" page at [CEMCPower.com](http://CEMCPower.com).



(L-R) Aubrey Withrow and Alexis Hewitt represented Central Electric during the 2019 Electric Cooperative Youth Tour to Washington, D.C.



- ▶ The Central Electric office will be closed Monday, Sept. 2, for Labor Day. Crews will be on-call.
- ▶ Applications for fourth quarter Operation Round Up® grant requests are due Oct. 15. For more information, visit the "Operation Round Up" section under the "Community" tab at [CEMCPower.com](http://CEMCPower.com).

# POINT OF VIEW

## Expanding Excellence

*From the desk of CEO & General Manager Eddie Oldham*

As your electric cooperative and energy partner, we work hard to stay abreast of industry trends. We are continually learning and adapting to new technology to help improve the reliability and safety of our service for members and the local communities we serve.

That's why in 2013 we made the decision to upgrade to AMI, or advanced metering infrastructure. AMI is an integrated system of advanced meters, communications networks and data management systems that enables two-way communication between the co-op and members.

Our AMI system provides numerous benefits to both the co-op as a whole and each individual member. In addition to timely energy use information to help you understand when and how you are using electricity, AMI

also improves the resiliency of our system. Rather than relying on members to report power outages, the meters automatically report outages back to the co-op. This drastically improves our outage response times and allows us to get your power back on much quicker after major storms.

While our advanced meters have been in service for many years, our early-adoption and efficient use of the technology recently resulted in the co-op receiving a prestigious award. This year at CS Week, a well-respected international, technology-focused customer service conference for utilities, our Customer Service, IT and Metering departments received an Expanding Excellence Award for Best Analytics Project.

This award recognized our efforts to merge AMI technology with



our previously existing outage management software, or OMS. Prior to our change over to advanced meters, we relied heavily on members calling in to report power outages and our OMS to predict where there was trouble on our system.

However, when our team took it a step further and merged the existing OMS technology with the new advanced meters, we were able to know within minutes exactly where outages were occurring on our system. CS Week recognized our efforts and awarded us over all other utilities of our size for the zero-cost-added resiliency improvement to our system.

While these type of awards showcase the great work of our team here at Central, it also showcases the hard work we are doing to continually improve the service we provide to our members. And the best part, it is helping control your energy costs through operational efficiencies. That is something we can all take a moment to celebrate.

Until next time,

*Eddie Oldham*

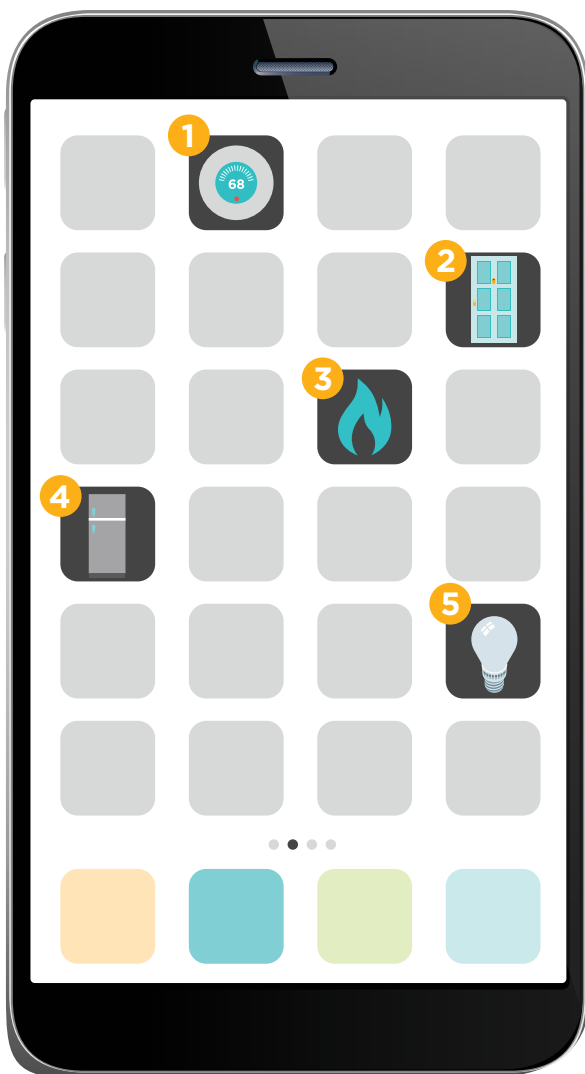


Members of the Customer Service, IT and Metering departments accept the Expanding Excellence Award for Best Analytics Project at this year's CS Week Conference. The co-op received the award for its cost-efficient use of AMI and OMS technologies.

# Smart home technology

Smart home technologies are continuously improving, but their companion mobile apps are taking convenience to a whole new level. The actual smart home gadgets and technologies continue to evolve, but the mobile app seems to be taking the lead. Let's take a look at some of the latest app functionalities.

- 1 Smart Thermostat Apps** deserve top billing as they were truly the first smart device to become mainstream. There are plenty of product choices, with smart options for baseboard electric being developed, while the focus remains solidly on convenience, energy savings and peace of mind.



Geofencing is one of the best enhancements in this category. Link your smart thermostat to your smart phone, set a radius around your home, and whenever you cross that boundary your thermostat goes into away or return mode, depending on which way you are heading.

- 2 Smart Security Apps** are surging. Smart door locks were the first entrants in this category. More recently, video doorbells have entered the fray where you can see who is at the door from anywhere in the world.

Wireless cameras have dropped in price, allowing you to canvas your home and property to keep an eye on things anywhere. Get an alert? Smart security apps sends alerts to signal activity outside your home, giving you peace of mind.

- 3 Smart Smoke and CO Sensor Apps** are key in the safety sector, with the capability of sending alerts to your phone, allowing remote status checks and silencing alarms from the app—all without sacrificing that awful, ear-splitting alert we have come to love.

- 4 Smart Appliance Apps** are slowly grinding forward. Refrigerators with cameras allow you to check for needed items while at the grocery store, and dryers sense when electric use is highest and turn off—talk about demand response! Even HVAC systems, including window air conditioners, are sporting mobile apps these days.

There is not a huge amount of automation for stoves and cooktops. Controlling this appliance remotely seems too dangerous unless the feature is to turn it off. In that case, chalk up another one for peace of mind by resolving that nagging vacation worry, “Did I turn the stove off?”

- 5 Smart Lighting Apps** seem to have become a convergence of mood, efficiency, convenience and security. This is where a smart hub and its software might make sense. Setting up a coordinated lighting schedule is easier from a single interface. Create “scenes” for individual rooms or for the whole house.

# Students rewarded for classroom efforts

Five outstanding students earned a Visa® gift card for receiving at least one “A” on their recent report cards. The reward is in connection with Central Electric’s “Give us an A” program.

Local students from kindergarten to college with a grade of at least one “A” are invited to submit a copy of their most recent report card. Four times each school year, Central Electric will draw from the entries and award a \$25 Visa gift card to four winners with at least one “A” and a \$50 Visa gift card to one winner with all “A’s.”

If you have at least one “A” on your next report card, visit the Education Programs section at [CEMCPower.com](http://CEMCPower.com) by Nov. 19 to enter the next random drawing.



Eja Hagwood  
Western Harnett



Alex Thomas  
Lee Christian



Katelyn Scheffler  
Horton Middle



Lacy Ryser  
Grace Christian



Melissa Mann  
Highland Elem.



A Touchstone Energy® Cooperative

Eddie Oldham  
CEO & General Manager

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James Taylor, *Editor*

This institution is an equal  
opportunity provider and employer.

## Mobile App

On the go and need to quickly access your Central Electric account? Want to check your energy use or make a payment? We have an app for that!

With our app, you can have one-touch access to fast, secure account information. You can view bills, account information, payment history, usage data, manage alerts and reminders, make payments and also view the outage map.

Download the free mobile app by searching “Central EMC” in the App Store or Android Market.

