

# SPOTLIGHT

JONES-ONSLOW EMC—POWERING HOMES SINCE 1939



OCTOBER 2021

## October is National Co-op Month!



Community born. Community led. Focused on YOU.

October is here, which means it's National Co-op Month! This is the perfect time to celebrate JOEMC's unique business model and tell you about the benefits cooperatives bring to our local communities.

Here are a few benefits YOUR cooperative brings to the community:

— **We're all about community.** JOEMC was founded to serve the local community when others wouldn't. We work hard to deliver reliable, affordable energy to our members.

— **We're focused on improving your quality of life and know that it is vital for us to provide essential services.** That is why over the last several years, we have installed Advanced Metering Technology, created Daily Usage summaries to assist members in understanding the effect weather can have on their electric usage with a click

of a button, and JOEMC began offering new ways for our members to pay their electric bills with programs like FlexPay and PayGo/Pay Where You Shop.

— **We're ready for the future.** JOEMC strives to anticipate and plan for the future needs of our members and the communities we serve. We have invested in EV programs and doing the necessary updates to our infrastructure to serve you better.

— **We're about member satisfaction and service to the community.** Each year, a portion of our excess revenue is returned to our members as a benefit from membership through our Capital Credit program.

— **We're committed to education.** Today's electric utility industry is complex, which makes it all the more critical to equip our staff and leaders with the knowledge, skills, tools,

and resources needed to help our co-op thrive.

— **We're more than an energy provider.** Because of our business model, we are a catalyst for good that spurs prosperity for our community. Last year, Jones-Onslow EMC donated funds to numerous charitable programs in our community, worked with educators by funding the Bright Ideas Grants, and provided scholarships to graduating seniors.

JOEMC doesn't participate in these activities simply because it's nice to do or even the right thing; we do it because we remain loyal to our members and neighbors and make life better in the communities we serve.

And that is how we celebrate Co-op Month every day!

## Sign-up for Paperless Billing

Sometimes receiving your monthly paper bill gets lost in the mounds of the daily mail, but with Paperless Billing, it gets sent directly to your email and will not get lost in the junk mail. Paperless billing is a win-win for you and JOEMC. Here are some of the reasons why:

- Members' monthly account balance and the due date will be emailed directly to them each month. It's simple and convenient. Just open the email, and you can see your account balance and due date.
- It is safe and secure. Multiple layers of online security protect your personal information, and you can keep private financial information out of your postal mailbox.
- Paperless Billing decreases JOEMC's postage cost and saves trees at the same time.

These are just a few ways Paperless Billing can make life a little easier for you. To learn more about Paperless Billing, visit [joemc.com/paperlessbilling](http://joemc.com/paperlessbilling).



## MEMBERSERVICES

### Your Input Matters

Watch your Inbox for customer satisfaction surveys throughout the year.

Jones-Onslow EMC conducts regular surveys to learn more about how members feel about our service in all areas of the cooperative.

Surveys are sent by email to a sampling of members each month. If you're selected to be surveyed, we would appreciate it if you would take the time to let us know how we're doing and if we can improve service to you in any way.

Jones-Onslow EMC partners with Cooperative Insights and Data Decisions Group to conduct the survey.

So, watch for an email that comes from **CooperativeSurveys@ddgvips.com**. Through this partnership, cooperatives across the country can compare satisfaction scores and learn from each other on opportunities to improve and provide the best service to you.

Over the years, Jones-Onslow EMC has consistently ranked among the top for providing the best member service! We want to continue providing that excellent service as your needs change with the times, and your survey response will help us do that!



Because these are sent by email, we need to have your most current email address on file. If your email address has changed since you established service with us, give us a call at 910-353-1940 or log into the **JOEMC Member Portal** to make the update.

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## SAFETYFIRST

### Cybersecurity 101

Over the past year, we've witnessed one of the most catastrophic (and expensive) cybersecurity breaches to date. In May 2021, the Colonial Pipeline fell victim to a cybersecurity breach by a criminal extortion ring, which held the company's corporate data for ransom. Here on the East Coast, we felt the effects of a gas shortage, inflated prices and travel plans put on hold. Of course, this is unlikely to happen to an individual, but scammers still exist and look to target those with an internet presence.



### PASSWORD DOS AND DON'TS

A strong password can make all the difference in protecting your personal information. Follow these tips for stronger passwords.

**DO:**

- Change the manufacturer's Wi-Fi password on your router.
- Use two-factor authentication.
- Use unique phrases (like lyrics to your favorite song) to remember passwords.

**DON'T:**

- Don't use common words or numbers like "password" or "1234."
- Don't use personal details like your date of birth in a password.
- Don't use the same password for multiple accounts.

# Unwrap Energy Savings!

No tricks here. These tips are a real treat!



### **Pull the plug on vampire electronics.**

Plug electronics like computers, TVs and gaming systems into power strips that you can switch OFF when not in use. Otherwise, they're sucking electricity 24/7.



**Beware of dirty HVAC filters.** Chase away the cold air and replace air filters every 1-3 months per manufacturer instructions.



**Kill the lights.** Capture savings by turning off unnecessary lights. Switching to LED bulbs will help you save more.



**Make sure ceiling fans are spinning in the right direction.** During the colder winter months, ceiling fans should turn in a clockwise direction. This moves warm air down, making rooms feel less chilly.



**Keep cold air from creeping in.** Seal air leaks around doors and windows with caulking or weatherstripping. Drafty rooms are for haunted houses only.



## Quick and Easy Stromboli

PREP TIME: 10 mins  
COOK TIME: 20 mins  
TOTAL TIME: 30 mins

### Ingredients

- 1 tube Pillsbury thin crust refrigerated pizza dough
- ½ cup pizza sauce
- 12 slices italian salami
- 16 slices pepperoni
- 1 ¼ cup mozzarella cheese divided
- 1 egg beaten
- 1 teaspoon italian seasoning
- 2 tablespoons fresh chopped parsley (optional)

### Instructions

1. Preheat oven to 400°F. Roll the dough out and stretch it out on a piece of parchment paper. Spread the pizza sauce leaving about 2 inches from the edge. Top with Italian salami, then the cheese, and end with pepperoni.
2. Roll up dough like a cinnamon roll. Pinch the edges to seal. Fold where seam is and lay seam side down. Brush with egg and cut small slits in the top. Top with ¼ cup cheese, Italian seasoning and sprinkle with fresh parsley.
3. Bake for 15-20 minutes or until golden brown on top. Serve with warm pizza sauce.

## Other treats to help you \$ave more...

- **Online Energy Audit and Home Energy Calculators** are free online tools that show you where your energy use is going. Access these free tools at [joemc.com](http://joemc.com) under "Energy Center."
- **Daily Usage.** This Usage and Weather Information is provided to assist you in tracking your daily usage as well as assist you in understanding the effect weather has on electric usage. This free helpful tool, along with many others, can be found under "My Account" at [joemc.com](http://joemc.com).



## It's a Matter of (Co-op!) Principles

ACE Hardware, State Farm, REI, Land O'Lakes and JOEMC all share something in common: we're all cooperatives. We may be in different industries, but we all share a passion for serving our members and helping our communities to thrive. In fact, all cooperatives adhere to the same set of seven principles that reflect our core values of honesty, transparency, equity, inclusiveness and service to the greater community good. October is National Co-op Month, so this is the perfect time to reflect on these principles that have stood the test of time and provide a future framework. Let's take a look at a few of the cooperative principles.

### Voluntary and Open Membership

Just like all co-ops, Jones-Onslow was created out of necessity—to meet a need that would have been otherwise unmet in our community. A group of neighbors banded together and organized our electric co-op so everyone in our community could benefit. They worked together for the benefit of the whole community, and the newly established electric lines helped power economic opportunity in our community.

While this history may be forgotten, key parts of that heritage remain—the focus on our mission and serving the greater good and helping to improve the quality of life and economic opportunity for the entire community. Membership is open to everyone in our service territory, regardless of race, religion, age, disability, gender identity, language, political perspective or socioeconomic status.

### Democratic Member Control

Our co-op is well suited to meet the needs of our members because we are locally governed. Each member gets a voice and a vote in how the co-op is run; each voice and vote are equal. JOEMC's leadership team and employees live right here in the community. Our board of directors, who help set long-term priorities for the co-op, also live locally on co-op lines. Neighbors, like you, have elected these board members. We know our members have a valuable perspective, and that's why we are continually seeking your input and



Jones-Onslow EMC  
CEO Jeffery T. Clark

encourage you to weigh in on important co-op issues. Our close connection to this community ensures we get a first-hand perspective on members' priorities, thereby enabling us to make more informed decisions on long-term investments that will benefit the cooperative.

### Members' Economic Participation

As a utility, our mission is to provide safe, reliable and affordable energy to our members. But as a co-op, we are also motivated by service to the community rather than profits. Members contribute equitably to and democratically control the capital of JOEMC. At least part of that capital remains the common property of the cooperative and these surpluses are allocated for co-op programs, initiatives, capital investments and supporting community activities.

Because seven cooperative principles guide us, it's not just about dollars—it's about an opportunity for all and being fair when engaging with our members. The cooperative way is a values-based business model.

Jones-Onslow EMC is a reflection of our local community and its evolving needs. We view our role as a catalyst for good and making our corner of the world a better place. And by the way, that sums up the seventh co-op principle, "concern for community," which I'll elaborate on in a future column.

## Energy Efficiency Tip of the Month

Old, uninsulated and improperly installed exterior doors can waste energy and money.

Shut the door on wasted energy by weather stripping and sealing all exterior doors. If you have an old exterior door, consider replacing it with a newer, energy efficient model.

Source: [energy.gov](http://energy.gov)



Our offices will be closed  
for Veterans Day,  
Thursday, November 11.



[www.joemc.com](http://www.joemc.com)