




Jones-Onslow Electric Membership Corporation

A Touchstone Energy® Cooperative 



Illuminating Lives, Powering Connections – More Than Just Electricity



2024 ANNUAL REPORT



MAKING CONNECTIONS

In an era defined by technological advancements and global connectivity, the value of personal and community ties often becomes obscured. However, at Jones-Onslow Electric Membership Corporation (JOEMC), making connections isn't merely a slogan; it's a fundamental principle that drives our commitment to the community.

At the heart of JOEMC's mission is the steadfast commitment to providing reliable electricity to your home or business. In a world heavily reliant on power, the necessity of a seamless and reliable electrical supply cannot be emphasized enough. Our linemen, alongside a diverse team including staking engineers and mechanics, work tirelessly in all conditions—from harsh storms to sunny days—ensuring uninterrupted electrical service to keep your lights on and your appliances running smoothly.

Behind every flick of the switch lies a connection to these linemen and support personnel, who go above and beyond to maintain the integrity of our power infrastructure. Their dedication transcends routine tasks; it's a commitment to serving as a lifeline for the community. During storms that disrupt everyday life, these individuals emerge as unsung heroes, working tirelessly to restore power and bring back a sense of normalcy.

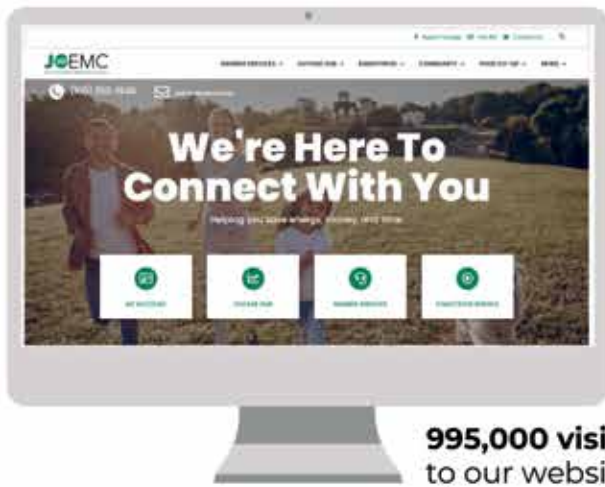
However, the power of connection extends beyond the physical infrastructure. It resonates in the warm voices of our member services representatives, available at the other end of the line. They embody the human touch that sets JOEMC apart in a world dominated by automated responses. Beyond addressing your concerns, they strive to forge genuine connections—connections that make you feel valued and supported.

JOEMC isn't just an electricity provider; we're your neighbors, deeply ingrained in the fabric of our community. Our commitment to supporting you at home and work isn't merely a strategic decision; it's a genuine reflection of our shared belonging to the same community we serve. As your trusted neighbor, JOEMC understands your challenges and stands ready to assist you.

Amidst the ever-changing landscape of technology and progress, JOEMC believes that genuine power lies in our connections with you.

A YEAR IN REVIEW

What an electrifying year 2023 was for us! Our dedicated member services representatives answered an average of **11,415 phone calls** each month. Meanwhile, our linemen and engineers powered through, constructing a whopping **2,776 new services**, bringing our total to **83,912 active meters** by year's end. The pulse of our community beats at **1,119 kWh per month** on average, with an **average monthly bill of \$133**. As we continue to power forward in 2024, we're charged up and ready to illuminate the path ahead.



995,000 visits
to our website
joemc.com



9,500 followers
on Facebook



\$34,325 total amount given back to our members in the form of rebates/credits



\$5,325
Energy Star
Rebates



\$9,250
EV
Charger
Rebates



\$19,750
HVAC
Rebates



99.985%
amount of time
we kept the
lights on



1,271 listeners of our
podcast Fippin' the Switch



EXECUTIVE REPORT

We are proud of our history and tradition of being the local electric company in our community. It has been our commitment since 1939 that, day in and day out, we strive to provide members with the most affordable, reliable, and safe electric service possible.

We are dedicated to modern, state-of-the-art service, but we'll continue to provide that service with the "down home" touch that members have come to expect. Today, more than ever, we understand the importance of reliable service in an increasingly unreliable world.

Being a local company is a point of pride for us. We're glad that if you need to call our office for assistance, you can speak with someone who lives where you live and understands your service needs. When decisions are made, whether in the restoration of electric service after a hurricane or the return of capital credits, they are made right here...in our community.

Our dedication to our members extends well beyond being your electric company. We are proud of our

commitment and active role in the community. Whether it's supporting economic development efforts that bring jobs to the area, participating in civic clubs or organizations, helping with the education of our children by supporting local schools or helping our members save money through rebates or energy-saving tips, we will do what we can to make life here a little better.

In our ever-changing world, there's one thing you can count on—the board of directors and employees of Jones-Onslow EMC are dedicated to the co-op members and community. It's how we've operated in the past and how we will operate in the years to come.

Looking back on 2023, we hope this year's annual report shows that our focus is clear—it's you, the co-op member. We are proud to power our community and look forward to exciting things ahead. We can utilize technological advancements, sustainable initiatives, and community programs to enhance our community and those who live here. And for that, we are excited about the future of your electric co-op.

We want to take this opportunity to invite you to the JOEMC Annual Meeting of Members. This year's event will be held on Friday, March 22, at a new location—the River of Life Church on Gum Branch Road in Jacksonville. Please mark your calendars and make plans to attend this year's meeting.



Cary W. Ray, CEO and John Pierce, Chairman of the Board

FINANCIAL HIGHLIGHTS

Providing our members with the best value for your dollar is essential to your cooperative, and that's why we do everything possible to hold down operating costs. With that said, members did experience a temporary Wholesale Power Cost Adjustment (WPCA) charge on their October and November bills of \$0.01636 per kilowatt-hour. While many new co-op members have moved to the area over the years, it is important to remember that Jones-Onslow EMC has not increased its kilowatt-hour charge in more than ten years. Due to our continued efforts of responsible financial stewardship, we are proud that your co-op continues to have some of the lowest electric rates of ALL utilities in North Carolina.

There was good news for members on the financial front during the year. First, a fundamental way we provide value is to return money to our members through capital credit retirements. After all annual expenses in delivering electric service are paid, your share of the remaining money becomes the margins. They are credited back to your account in the form of capital credits. In 2023, your Board of Directors authorized a return of \$1.8 million that came back to members by checks or bill credits. Since 2002, your cooperative has returned more than \$40 million to the membership via capital credits.

CUSTOMER SERVICE

Co-op members rate our service among the best in the nation, according to the American Consumer Satisfaction Index (ACSI) results. JOEMC scored 92 out of a possible 100 on the ACSI in the second quarter of 2023. This score puts us as one of the highest-scoring co-ops in the country. As a comparison, investor-owned utilities averaged 75, and municipal (city-owned) electric systems scored 71 on the ACSI.

Locally, members gave us an overall satisfaction score of 9.39 (out of a possible 10). Other scores in the survey included a 9.43 for providing reliable energy, a 9.32 for restoring electric service when the power goes out, a 9.32 for having competent and knowledgeable employees, a 9.30 for being a name you can trust, and a 9.28 for being committed to the community.

SYSTEM GROWTH

In 2023, the co-op continued its trend of steady growth with the addition of many new homes and businesses. This growth in our system is something that many areas (served by electric co-ops) throughout the country can't claim because they are in slow-growth or no-growth areas.

By the end of 2023, crews had built 2,776 new services, pushing the number of electric meters in our six-county service area to just under 84,000. This places JOEMC as the fourth-largest electric cooperative in North Carolina.

These additional services were comprised of single-family homes constructed in new subdivisions and multi-family housing (apartments and townhomes). These new services were built throughout the co-op's service area, with a heavy concentration in the Sneads Ferry, Surf City, Richlands, and Swansboro communities. Also, close to 27 new commercial/ business construction projects were completed during the year, bringing new restaurants, retail shops, storage facilities, and other service businesses to our area.

RELIABILITY & IMPROVEMENTS

In our business, the name of the game is reliability, and your electric co-op continues to have one of the top reliability ratings in the country. In 2023, JOEMC kept the lights on 99.985 percent of the time.

During the year, system projects were constructed with one goal—improving reliability. Examples of these projects include installing new equipment in growing areas (with increased power demands) to minimize power interruptions before they occur and testing existing infrastructure to identify equipment that needs upgrading. Proactively analyzing our distribution system allows your co-op to continue ensuring reliable electricity delivery.

Major power line upgrades, relocations, and replacements were made along Highway 53, Highway 172, Bob Kennedy Road, Old Folkstone Road, and North New River Drive. JOEMC is committed to improving the integrity of the distribution system and, during the year, made it a priority to replace old copper lines with larger, stronger aluminum conductors. These copper-to-aluminum conversion projects took place on Canal Drive, Everett Lane, Harbour Point Road, Jasper Road, Midland Lane, Mike Loop Road, Neighborhood Road, Oxford Drive, Peru Road, Princeton Drive, Sneads Ferry Road, Swains Loop Road, Vernelle Court, and Zion Lane. Underground cable replacement projects were completed at Liberty Drive, West Frances Street, Summersill, and Brynn Marr subdivisions.

During the year, construction on the new Francktown Road Substation was completed. The substation was energized and came online in the first quarter of 2024. The Eagles Nest Substation renovation project construction was finished, and control wiring and load transfer from the old Eagles Nest distribution station is scheduled to be completed in the first quarter of 2024. The co-op changed several main breaker relays inside the Hugh Batts, Horace Phillips, Meadowview, Morris Landing, Ramsey Road, West Onslow, and the East Jacksonville substations. The co-op's substation crews continued work on a multi-year maintenance program that will impact all the distribution substations in the service area.

JOEMC continues to change old transmission poles on a line section that ties our Elm Grove transmission substation to our Trenton Substation.

The co-op continues to utilize our Controlled Voltage Reduction (CVR) project to help reduce system peak demand and save money on power costs during certain times of the year. In 2023, JOEMC worked with North Carolina Electric Membership Corporation to automate the CVR system with the statewide Distribution Operator desk. This automation will allow JOEMC to utilize CVR to quickly control power costs and reliability events.

Finally, during the past year, we started the multi-year process of implementing a Supervisory Control and Data Acquisition (SCADA) system. This implementation is the first step in building an Advanced Distribution Management System (ADMS) that will enhance Jones-Onslow's ability to provide electricity to its members in a reliable and resilient manner in the future.

FINANCIALS

BALANCE SHEET

	2023	2022
Assets		
Electric Plant at Original Cost	\$442,398,024	\$421,795,760
Less Depreciation	(143,804,134)	(134,566,577)
Net Value of Electric Plant	298,593,890	287,229,183
Cash	2,981,118	3,115,644
Investments	48,736,559	45,286,314
Accounts Receivable	18,926,444	20,369,698
Materials & Supplies	5,213,215	3,869,637
Prepaid & Accrued Assets	4,320,625	4,153,786
Total Assets	\$378,771,851	\$364,024,262
Liabilities		
Long Term Debt	\$156,764,382	\$143,791,723
Consumer Deposits	2,702,416	2,882,811
Accounts Payable	27,268,351	26,805,893
Deferred Credits	5,356,639	10,841,930
Other Liabilities & Credits	3,725,318	3,565,362
Patronage Capital & Other Equities	182,954,745	176,136,543
Total Liabilities	\$378,771,851	\$364,024,262

REVENUE & EXPENSES

	2023	2022
Where the Money Comes From		
Operating Revenue	\$152,581,904	\$151,998,336
Electric Revenue	\$150,096,160	\$149,405,487
Miscellaneous Revenue	2,485,744	2,592,849
Total Revenues	\$152,581,904	\$151,998,336
How the Money Was Spent		
Purchased Power	\$102,057,955	\$98,488,575
Operations & Maintenance Expense	9,947,580	9,110,454
Administrative & General	18,720,635	17,651,650
Depreciation	13,590,145	13,220,964
Taxes	1,741,271	1,744,331
Interest Expense	5,894,179	4,832,107
Other Deductions	213,747	225,290
Total Expenses	\$152,165,512	\$145,273,371
Margins		
Gross Margins	\$ 416,392	\$6,724,965
Margins Deferred	\$0	(\$4,000,000)
Margins Recognized from Previous Year	4,000,000	1,500,000
Margins (Capital Credits)	\$4,416,392	\$4,224,965
Percentage Capital Credits to Income	2.89%	2.78%



BOARD OF DIRECTORS

Jones-Onslow’s Board of Directors holds a pivotal role within the cooperative, as they are elected directly by the members. Entrusted with the responsibility to shape policies and procedures, they play a crucial part in guiding the organization towards its goals. Seated left to right: Cecil Hargett (Secretary/Treasurer), John Pierce (Chairman), Thomas Waller (Vice Chairman). Standing left to right: Brandon Howard, Dale Powell, Iris Horne, Douglas Parker, Nelson Burgess, Chad Meadows, Robert Daughety.

NOMINATING COMMITTEE

DISTRICT I

Gary Johnson
Sneads Ferry, NC

Galen Treble
Hubert, NC

Steven Pasquantonio
Surf City, NC

DISTRICT II

Susan Thomas
Richlands, NC

Pansy Horne
Beulaville, NC

Ronald Pittman
Richlands, NC

DISTRICT III

Deanna MacIntosh
Trenton, NC

Timmy Haddock
Trenton, NC

Bobby Smith
Trenton, NC 28585

OFFICIAL NOTICE

At a meeting held on February 15, 2024 the Committee on Nominations nominated the following candidates for Directors of the cooperative for a three-year term:



District I
Dale Powell



District II
Iris Horne



District III
Chad Meadows



District III
Thomas Waller

WIN

2015 CHEVROLET SILVERADO

A recently retired fleet vehicle in "as is" condition.



2024 Annual Meeting of Members

March 22nd **RIVER OF LIFE CHURCH**

NEW 2460 Gum Branch Road
Jacksonville, NC

LOCATION

5:30PM DOORS OPEN

5:30PM-7:00PM REGISTRATION, DISPLAYS, GAMES, BBQ SANDWICHES, MAGICIAN, GIVEAWAYS & MORE

5:45PM-6:45PM CURTIS HYLER & JUBILATION

7:00PM-7:45PM BUSINESS MEETING

8:00PM TRUCK GIVEAWAY ("as is" condition)

Join us for an electrifying experience at the 2024 Annual Meeting of Members! This year's event promises excitement as we welcome our new CEO, Gary Ray. Get ready to dive into the heart of our cooperative as you learn firsthand about our diverse range of services. It's a family affair with endless entertainment options, including captivating displays, exciting door prizes, games, and mouthwatering BBQ sandwiches for all. Kids will be delighted by our gaming trailer, while the magic of Bryan Sanders will mystify everyone. And that's not all—enjoy the music of Curtis Hyler & Jubilation, ensuring an unforgettable evening of fun and fellowship for all ages. And as always, one lucky JOEMC member in the audience will win a truck ("as is" condition).

**Curtis Hyler and Jubilation
take the stage from
5:45pm-6:45pm**

