



Calling All Electric Vehicle Enthusiasts and Curious Drivers!

National Drive Electric Week 2024 is September 14–22. JOEMC is joining a nationwide celebration to highlight the many benefits of driving electric. We know you have heard electric vehicles (EVs) are redefining driving with quick acceleration and cost-efficient operation. With lower electricity costs than gas, EVs make your wallet and the environment happy. But that's not all—charging at home means no more gas station trips and minimal maintenance keeps things simple.

Beyond personal advantages, EVs contribute to a cleaner future by reducing emissions. At

JOEMC, we're simplifying EV ownership. We're helping to build a state-wide EV charging network for seamless travel through collaboration with electric cooperatives across North Carolina.

Locally, we have installed Level 2 EV charging stations at various locations, including our Jacksonville headquarters, Starbucks at Jacksonville Mall, Sneads Ferry's Hampton Inn, Surf City Town Hall, and Surf City Old Town Hall beach access lot. And if there are better options than charging around town, you can install a Level 2 charger at home and receive a rebate from JOEMC. Contact us at (910)

353-1940 or learn more at ncdriveelectric.com/joemc.

Get Behind the Wheel of Knowledge: Your EV Questions Answered on *Flippin' the Switch!*

With so many questions swirling around buying an electric vehicle (EV), it's easy to feel overwhelmed. Don't fret! We're here to help you navigate the world of EVs with an exciting episode of our podcast, ***Flippin' the Switch: Everything You Wanted to Know About Driving an EV.***

Whether you're a seasoned EV owner or just considering making the switch, we're here to answer all your

questions. No question is too basic or too complex. We want to hear about the things that matter most to **YOU** when it comes to life with an electric vehicle.

Curious about range anxiety, charging etiquette, or how EVs perform in different weather conditions?



Send your EV queries to podcast@joemc.com, and we will tackle them in our upcoming episode!



Save Money and Energy with Smart Appliance Choices

With the back-to-school season upon us, it's a great time to consider updating your home appliances. Like preparing for a new school year, making informed choices about your appliances can help you save money and energy. Here's how to make the most of JOEMC's Energy Star rebates and enjoy a more efficient home.

Why Energy-Efficient Appliances?

Energy-efficient appliances are designed to use less energy while performing just as well, if not better, than their less efficient counterparts. Choosing these appliances can lower your electricity bills and reduce your environmental impact. Look for the Energy Star label to find the most efficient options.

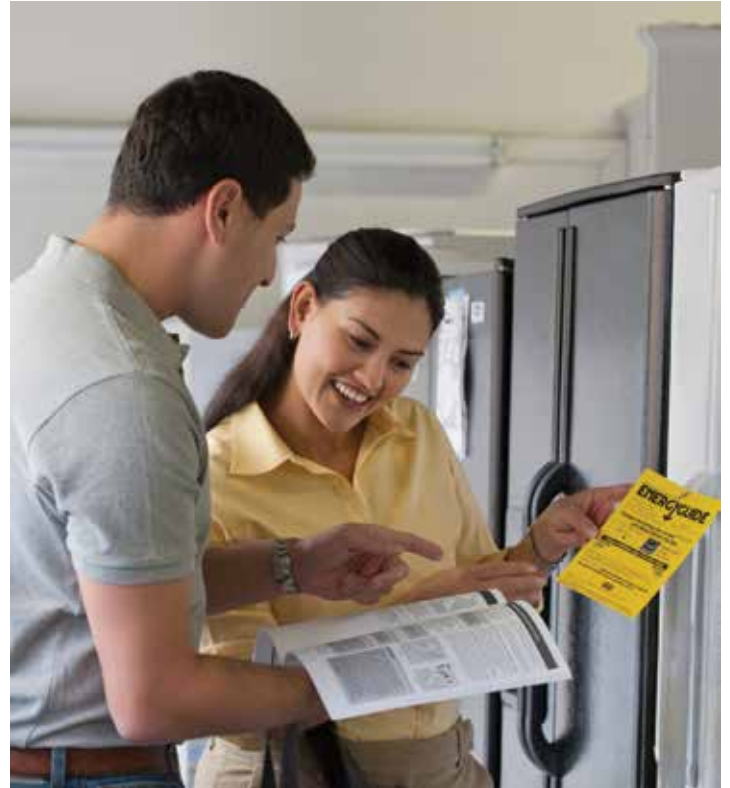
JOEMC's Energy Star Rebates

To help you save even more, JOEMC offers rebates on Energy Star appliances. Here's how you can benefit:

- **HVAC Units** – Heating and cooling your home can be a significant expense. Upgrading to an Energy Star-certified HVAC system helps you stay comfortable year-round while using less energy. JOEMC offers rebates to make this upgrade more affordable.
- **Water Heater** – Water heaters are another significant energy user. An Energy Star-certified water heater is designed to be more efficient, which can help reduce energy costs. JOEMC also offers rebates for these efficient models.

How to Get Started

1. **Do Your Research:** Look for appliances with the Energy Star label. This means they meet high standards for energy efficiency.
2. **Assess Your Needs:** Choose appliances that fit your household's needs. For example, a water heater with a higher capacity might be necessary for a larger family.
3. **Check for Rebates:** Visit the JOEMC website or contact us to learn about available Energy Star appliance rebates. Knowing the details can help you save more.
4. **Buy and Install:** Purchase your new appliance from a reliable retailer and ensure it's installed correctly to benefit most from its efficiency.
5. **Apply for Rebates:** After purchasing, fill out the rebate application at <https://joemc.com/energywise/rebates/> and submit it to JOEMC. We'll process it and help you save on your new appliance.



Smart Choices for Your Home

Just like getting ready for a new school year, preparing your home with energy-efficient appliances is a smart move. With JOEMC's rebates, upgrading to more efficient models is more affordable and beneficial for your budget and the environment.



For more information on rebates and energy-efficient options, visit <https://joemc.com/energywise/>. Let's make your home more efficient and cost-effective this season.



POWER IN YOUR POCKET

the JOEMC Mobile App

Download the JOEMC mobile app for fast, easy, secure access to your account anytime... no matter where you are. You can view your balance, pay your bill, report an outage, track your usage, schedule alerts and reminders, and stay connected with us via Facebook. Nearly everything you can do from our "Member Services Portal" can now be handled instantly from your smart device.



Report and View Active Outages

Power out? Report your outage from your smart device. Simply log in and select "Report" icon. You can also check the repair progress and affected area with our interactive outage map.

View Account Information

Select the "Account" icon to view a list of all of your accounts complete with due dates and balances. Select a specific account from the account list to make a single payment or to sign up for push notifications for that account.

View Your Bill History

Get a concise summary of each of your bills and link to PDFs of your available bills. If the PDF of

your bill is not available, you'll see a nice message letting you know to check back later.

Make a Payment

Select the "Pay" icon to initiate a payment for a single account or for multiple accounts, if applicable.

View Payment History

The Payment History icon connects you to a list of your past payments by month, including the date and amount of each payment.

Manage Your Account

Select the "Manage" icon to change information associated with your account like email address, password, and other contact information.



MIXED BERRY-LIME SMOOTHIE BOWL WITH BANANA & GRANOLA

Source: www.carolinacountry.com

INGREDIENTS

- 1 banana
- ½ package (6-ounce) blackberries
- ½ lime
- 2 cups frozen mixed berries
- 1 cup plain Greek yogurt
- 4 fluid ounces whole milk
- ⅛ cup honey
- ¼ teaspoon ground cinnamon
- ⅔ cup granola of choice

DIRECTIONS

1. Wash and dry banana and blackberries.
2. Peel and thinly slice banana; set aside.
3. Zest and juice lime into blender. Add frozen mixed berries, yogurt, milk, honey and cinnamon. Blend on high speed until smooth, 1–2 minutes.
4. To serve, divide smoothie between bowls and top with banana, blackberries and granola.

Jones-Onslow EMC Earns an ACSI 2024 Customer Satisfaction Award

Jones-Onslow EMC is honored to have earned a 2024 Customer satisfaction Award from the American Customer Satisfaction Index (ACSI) based on our member survey results. Members were asked to rate their overall satisfaction with us, how well we lived up to their expectations, and how well we measured up to their ideal co-op experience. While these were not the only questions in the survey, we included these specifically because they are the core components of the proprietary ACSI methodology.

JOEMC's ACSI score substantially outperforms the industry average score earned by publicly measured utilities reported in the 2024 ACSI Energy Utility Study. This Award is a testament

to JOEMC's ongoing efforts to provide the best possible member experience.

The 2024 Customer Satisfaction Award affirms that JOEMC's hard work has been noticed by its members. JOEMC is grateful for its members and will continue to strive for excellence through constant dedication to improvement.

*Award criteria are determined by the ACSI and are based on customers rating their satisfaction in a survey independent of the syndicated ACSI Energy Utility Study. For more about the ACSI, visit www.theacsi.org/badges.



Help Us Shape the Future of Energy

In over 35 years of serving cooperative members, I can confidently say that I've never witnessed a time when the electric energy industry was more unstable. The current state and national energy policies, coupled with a lack of support for a better balance of energy-generating facilities, are reshaping the energy landscape to put electric consumers in greater jeopardy of being in the dark during periods of high energy use and severe weather events. The urgency of the situation cannot be overstated.



Gary W. Ray, CEO

In any impactful event, we hope lessons are learned and positive steps are taken to correct course. As energy policy advancing renewable energy has progressed through the years, we've continued to lose access to energy sources that we can tap into at any point in the day when needed—also known as dispatchable energy resources. We've learned the hard way through watching the Texas energy crisis in 2021, as well as our own regional rolling blackouts on Christmas Eve of 2022, that when dispatchable, ready to use, energy sources are in high demand but unavailable to utilities and electric consumers, the lights go out. This can pose a life-or-death situation when temperatures plummet.

JOEMC works hard to recognize and meet the needs of your family and neighbors to provide affordable, reliable power to the communities we serve. However, energy affordability and reliability

mean different things to different communities. Members living in smaller communities throughout America have different challenges than members living in more populated areas.



Your voice matters. Elected officials need to hear regularly from the "folks back home" about the issues that matter to them in order to make decisions about what is best for those they represent, their constituents. Only by communicating and building relationships with our representatives can we effectively influence the outcome of public policy debates that affect every aspect of the way cooperatives operate. With that in mind, electric cooperatives are working with our national trade association, the National Rural Electric Cooperative Association, on a new program to make it

easy for co-op members like you to join the discussion and let our voices be heard.

We invite you to join Voices for Cooperative Power (VCP), a new nationwide community designed to help co-op members like you share your story with elected officials. We know that one size doesn't fit all when it comes to energy policies, so as an electric cooperative member, speaking up on issues that impact your local electric co-op sends a message to elected officials about the unique needs of our communities and their constituencies.

VCP makes it easy to have your voice heard on policy decisions that impact you because you can customize your experience by choosing the most important issues, from access to renewable energy to rural development, energy efficiency, the new EPA policies, and much more. VCP members will receive updates on those

issues and, when needed, information on how to contact elected officials and government agencies on proposed legislation or regulations.

Joining VCP is quick and easy. Visit their website [voicesforcooperativepower.com](https://www.voicesforcooperativepower.com), or check out Voices for Cooperative Power on Facebook, X (formerly Twitter), and Instagram (@voices4coops).

With your input and support, we can do our part to help shape the future of energy at JOEMC and across the United States. Co-ops have democracy built into the fabric of our business model, so we encourage you to use your voice to help ensure that electric co-ops can continue providing reliable, affordable energy to members for generations to come. Take a moment today to join the movement!

