

Watts Working



Lineworker Puts Skills to the Test

Chris Smith, Finalist in State Pole Top Training Competition

Randolph Electric's Chris Smith ranked among the fastest in the state at the 2023 Pole Top Rescue Competition at Nash Community College in Rocky Mount.

This biennial event pits lineworkers against the clock and each other as they demonstrate essential lifesaving skills and the on-the-job knowledge required to maintain the lines on the REMC distribution system.

"North Carolina's electric cooperative lineworkers exemplify the meaning of service to community," said Farris Leonard, director of job training and safety for North Carolina's Electric Cooperatives.

"Whether day or night, rain or snow, our lineworkers are out in their communities ensuring the 2.5 million North Carolinians who rely on electric cooperatives to power their lives have access to reliable service."



To advance to this state championship, each competitor had to win a similar event at his local cooperative.

North Carolina's Electric Cooperatives hosted the competition, which takes place on de-energized equipment. In the simulation, competitors from each cooperative must attempt to save an injured, unresponsive co-worker atop a utility pole.

Dressed in full climbing gear, each contestant must radio for help, scale 20 feet up the pole, safely lower a 105-pound mannequin to the ground and start CPR. REMC CEO Dale Lambert emceed this year's competition.

"Randolph EMC is dedicated to safety training that promotes quick thinking when lives are on the line," said Lambert. "We are proud of Chris, who demonstrated outstanding skills in this challenge."

All North Carolina electric cooperative lineworkers must complete this same scenario in less than five minutes to maintain their certification to work on co-op power lines.

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Concern for the Community

One of Randolph Electric's core values is community involvement. That's why we invest in the development of the areas we serve and the people who live there. This value sets us apart from other electric utilities and demonstrates the cooperative difference. Here's a brief look of how REMC has been involved recently.



Southwestern Randolph High School Tour

GIS Technician Timothy Foster explains the role of technology in finding faults on the power grid and in reducing outage times. Students also saw a live-line demonstration to witness the dangers of electricity.

Farm, Food & Family Education Center Groundbreaking

CEO Dale Lambert speaks at a ceremony celebrating the new facility, expected to open in early 2025. The center will house N.C. Cooperative Extension's Randolph County offices and the Soil and Water Department and will provide exhibit space for 4-H, agricultural education and other events. REMC provided a \$4 million loan through the USDA's REDLG program. As funds are repaid, REMC will replenish its Economic Development Revolving Loan Fund for relending on the next project.



South Asheboro Middle School Career Fair (SAMS)

Apprentice Lineman Tanner Perdue and **Journeyman Lineman Shannon Fesmire** allow students to try on specialized safety gloves at the fair. Students learned about careers in the electrical industry.



NC Youth Tour in Washington, D.C.



*A Week to Remember
June 15-21, 2024*

Current high school
sophomores and juniors:
Apply for the
free trip and experience
a week you will never forget!

Applications due Friday, Jan. 12.

Scan this QR code to apply or visit
RandolphEMC.com/YouthTour.



*Questions?
You can find out
more by calling
Nicole Arnold at
336.625.8116.*



Utility Bill Assistance

There are helpful organizations that can provide assistance to those in need. If you need aid this winter, please consider these options.

The Low Income Energy Assistance Program (LIEAP) is available for eligible households. If you are having difficulties making ends meet this winter, please reach out to your local Department of Social Services (D.S.S.) and ask if you are eligible for LIEAP. This federal aid helps eligible members defray the cost of their winter utility bills.

From Jan. 1 through March 31, households may apply for assistance, until funds are exhausted. To qualify for LIEAP, a household must:

- *Have at least one U.S. citizen or noncitizen who meets the eligibility criteria;*
- *Have income equal to or less than 130% of the federal poverty limit;*
- *Have resources, such as saving and checking accounts and cash on hand, at or below \$2,250;*
- *Be responsible for its heating costs.*

To inquire about your qualifications, please call the D.S.S. in your county at the phone numbers below:

- *Randolph County: (336) 683-8000*
- *Chatham County: (919) 542-2759*
- *Moore County: (910) 947-2436*
- *Montgomery County: (910) 576-6531*
- *Alamance County: (336) 570-6532*

If you need further help with your bill, please call one of our Member Service Specialists at your local office to discuss your concerns.



Know a Member with Unclaimed Capital Credits?

Help us find members who have not received their capital credits before we must relinquish the funds to the state.



Receiving capital credits is just one of the benefits of being a member-owner of Randolph Electric. But sometimes, we are unable to locate members from previous years who are entitled to a check because they may have moved to another area. These capital credits can go unclaimed, and we want to ensure they reach their rightful owners.

Randolph Electric cannot hold on to unclaimed capital credits indefinitely. If the credits are not claimed within three years of disbursement, then REMC must escheat the credits to the state. That's why we keep an updated list of members with unclaimed capital credits on our website.

Please take the time to scan this QR code on your smart device, or go to randolphemc.com/unclaimed-capital-credits to search the names there.

Thank you for helping us help our members!

If you know someone on the list or have questions, please contact us by calling REMC at (336) 625-5177 and ask for Capital Credits Coordinator Marcela Rodriguez, or email marcela.rodriguez@randolphemc.com.

Fight the Winter Chill with these Energy-Saving Tips

Baby, it's cold outside! But as the temperatures plummet, your REMC Energy Advisors explore ways to save you money.



Doug Loflin and Brooke McNeill,
REMC's Energy Advisors

Call us to perform a free home energy audit.

Energy Services Manager Brooke McNeill and Energy Efficiency Specialist Doug Loflin will perform a free home analysis for any REMC member-owner to evaluate the energy efficiency of your home and the ways you use energy.

Watch that thermostat.

Keep it at 68 degrees when you are at home and even lower when you are away for an extended time.

Stop those drafts.

Caulk windows and apply weather stripping around doors to seal your heat in and keep the cold out of your home.

Open and close.

Open blinds or drapes to allow natural sunlight in to warm a room. But close the curtains at night or hang thicker drapes to block cold air.

Maximize your appliances.

Wash full loads of laundry and dishes and unplug energy-draining devices like phone chargers or game consoles when not in use.

Layer up!

You can rely on cozy socks, warm sweaters and adequate underclothes to keep your body warm. Add a rug to chilly hard-surface flooring to warm up your toes on a cold day.

Our Energy Advisors are constantly solving problems by analyzing members' data in real time. Brooke and Doug will reach out to you if they detect abnormal readings from your data. If you have questions for them or if you want to schedule an appointment, please call **1-800-672-8212** and ask to speak to them. They will be happy to help you save money!

A Word About Randolph Electric

From CEO Dale Lambert

RELIABILITY IN A NUTSHELL

Dear Members,

I was pumping gas at my local community store last week and while conversing with a member, was asked a question, “By the way, what caused my power to go out yesterday morning?” I pulled my phone out, looked up the outage report and told him the cause was attributed to a culprit that’s been very active lately, a squirrel.

Each morning, our dispatch center team provides the management team an outage report for the previous 24 hours. The report lists the circuits where outages occurred, when they occurred, the map location, the length of the outage and the cause.

With the exposure of over 4,400 miles of power lines, almost 82,000 poles and 25,000 transformers, there are a lot of “opportunities” for power outages to occur. It’s a rare occurrence when a daily outage report contains no outages for the previous 24-hour period.

But for this time of year, beginning around the middle of October, the main culprits for power outages are squirrels. They’re busy putting away for the winter, and unfortunately, getting a lot more active on our energized equipment. There have been multiple recent

daily outage reports, with three to five outages listed for the previous day, and every outage was caused by a squirrel, normally in the mornings. Many times, this is when members are getting ready for work or school, and it’s a terrible time for the power to go out while in the middle of a shower.

In an attempt to address these types of outages, we place animal guards on every transformer, but they’re not foolproof. We’ve had cases through the years where squirrels used these protective guards to store their winter stash, until they got a little too close to the energized part of the transformer. But squirrels aren’t the only reason the lights go out.

When the power goes out, there are three main questions members have.

1) What caused the outage?

2) Is Randolph EMC aware of it and sending crews to restore power?

And the most important question is...

3) When will power be restored?

In an attempt to be proactive and provide you this information, a few years ago, we launched SPOTT Alerts. SPOTT stands for Status of Power Outages Through Text. It’s an outage texting program that allows vital information to flow



between you and our dispatch center during power outages.

We also use email as a communications tool for outages and maintenance notifications. But to take advantage of these communications avenues, we need your mobile number and email address on file for your account. Please contact our offices to be sure we have your latest information.

As part of our strategic planning efforts, we constantly survey our member-owners to gauge how we are serving and meeting your needs. It’s like our job performance review from the member’s perspective. Through your feedback, we know what’s important to the membership and how we are performing in those areas.

Consistently, members tell us that providing “Reliable Service” is the highest-rated area of importance at 9.83 out of 10. It’s closely followed in second place by “Restoring Service” after a power outage, at 9.80 out of 10. We’ve been using this surveying tool since 2004, and since that time, members have consistently rated these two metrics as the most important functions for

our attention and efforts.

Power outages are attributed to many causes. Randolph EMC serves thousands of miles of tree-lined right-of-ways. Even though I opened this column with a nod toward our bushy-tailed yard neighbors, annually, trees are the main cause of power outages.

Maintaining a strong right-of-way management program is critical to reducing outages caused by trees. Our operations team has a detailed right-of-way maintenance schedule. They also work with a company that provides satellite imagery of all our right-of-ways to flag tree growth issues and dead trees we need to address, in addition to our normal maintenance schedule.

Our process includes identifying circuits that require maintenance over a two-year period. We provide that list to qualified right-of-way contractors so they can review the work involved, and we accept bids to ensure we are keeping costs as low as possible.

For our 2024 operating budget, other than power costs and depreciation expense, right-of-way maintenance is the next highest budgeted item at \$4.2 million. Members consistently recognize this effort through direct comments to me, which show appreciation for our team's focus on right-of-way maintenance.

In the October 2023 AWARE column "When 'Power Blinks' are a Good Thing," I wrote about the self-healing grid technology we're installing. I also detailed the challenges for Randolph EMC since we're more of a rural electrical system than other co-ops and investor-owned electric utilities and the benefits members

have already experienced from these installations. There's no silver bullet to preventing outages, but we're working hard to prevent them and to reduce the outage time when they do occur. It takes a multipronged approach to be successful.

So, if the members rated providing "Reliable Service" and "Restoring Service" after a power outage as the top two areas of importance, how did your cooperative perform? I'm happy to report that our focus and the success of our team's efforts are aligned with your expectations.

The top two highest-rated performance scores, based on your feedback, were the following:

- 1) Providing "Reliable Service" at 9.42 out of 10; and**
- 2) "Restoring Service" after an outage at 9.39 out of 10.**

Anytime a member's satisfaction survey score is above a 9, this is considered top-tier performance. I've reported before that you have consistently rated Randolph EMC as a top-tier performer among electric utilities nationally. Your feedback matters, and as demonstrated, we're focused on what's important to our member-owners. We pledge to continue doing so in the future.

As we kick off another year, from your Randolph EMC Board of Directors and employee team, we wish you a safe, happy and prosperous New Year. Thank you for the opportunity to serve you and our communities each and every day. We know who we work for.

Cooperatively Yours,

Dale F. Lambert
Chief Executive Officer



Randolph Electric Membership Corporation provides safe and reliable power with exceptional value to more than 33,000 member accounts in Randolph, Moore, Montgomery, Chatham and Alamance counties.

This institution is an equal opportunity provider and employer.

Electric Service

Asheboro (336) 625-5177
 (800) 672-8212

Robbins (910) 948-3401
 (800) 868-7014

Report Outage (877) REMC-OFF
 (877) 736-2633

Account Info

& Bill Payments (877) 534-2319

Business Hours 8 a.m. – 5 p.m., M-F

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Visit Randolph EMC Online

RandolphEMC.com

Keep Track of the Energy You Use

Monitor your monthly usage and cost of electric service. Be sure to read your meter on the same day each month.

Month	Date Read	Reading	kWh Used	Bill Amount	Date Paid
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					
Totals					

2024 Cycle Billing Schedule

	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	
READ DATE	1	DEC 24	JAN 24	FEB 24	MAR 24	APR 24	MAY 24	JUNE 24	JULY 24	AUG 24	SEPT 24	OCT 24	NOV 24				
	2	JAN 1	FEB 1	MAR 1	APR 1	MAY 1	JUNE 1	JULY 1	AUG 1	SEPT 1	OCT 1	NOV 1	DEC 1				
	3	JAN 8	FEB 8	MAR 8	APR 8	MAY 8	JUNE 8	JULY 8	AUG 8	SEPT 8	OCT 8	NOV 8	DEC 8				
	4	JAN 15	FEB 15	MAR 15	APR 15	MAY 15	JUNE 15	JULY 15	AUG 15	SEPT 15	OCT 15	NOV 15	DEC 15				
BILL DATE	1	JAN 2	FEB 5	MAR 4	APR 1	MAY 6	JUNE 3	JULY 1	AUG 5	SEPT 3	OCT 7	NOV 4	DEC 2				
	2	JAN 8	FEB 12	MAR 11	APR 8	MAY 13	JUNE 10	JULY 8	AUG 12	SEPT 9	OCT 14	NOV 12	DEC 9				
	3	JAN 15	FEB 19	MAR 18	APR 15	MAY 20	JUNE 17	JULY 15	AUG 19	SEPT 16	OCT 21	NOV 18	DEC 16				
	4	JAN 22	FEB 26	MAR 25	APR 22	MAY 28	JUNE 24	JULY 22	AUG 26	SEPT 23	OCT 28	NOV 25	DEC 23				
PAST DUE DATE	1	JAN 28	FEB 28	MAR 28	APR 28	MAY 28	JUNE 28	JULY 28	AUG 28	SEPT 28	OCT 28	NOV 28	DEC 28				
	2	FEB 5	MAR 5	APR 5	MAY 5	JUNE 5	JULY 5	AUG 5	SEPT 5	OCT 5	NOV 5	DEC 5	JAN 5				
	3	FEB 12	MAR 12	APR 12	MAY 12	JUNE 12	JULY 12	AUG 12	SEPT 12	OCT 12	NOV 12	DEC 12	JAN 12				
	4	FEB 19	MAR 19	APR 19	MAY 19	JUNE 19	JULY 19	AUG 19	SEPT 19	OCT 19	NOV 19	DEC 19	JAN 19				
SUBJECT TO DISCONNECTION	1	FEB 12	MAR 11	APR 8	MAY 13	JUNE 10	JULY 9	AUG 12	SEPT 9	OCT 14	NOV 12	DEC 9	JAN 13				
	2	FEB 19	MAR 18	APR 15	MAY 20	JUNE 17	JULY 15	AUG 19	SEPT 16	OCT 21	NOV 18	DEC 16	JAN 20				
	3	FEB 26	MAR 25	APR 22	MAY 28	JUNE 24	JULY 22	AUG 26	SEPT 23	OCT 28	NOV 25	DEC 23	JAN 27				
	4	MAR 4	APR 1	MAY 6	JUNE 3	JULY 1	JUL 29	SEPT 3	SEPT 30	NOV 4	DEC 2	DEC 30	FEB 3				

Automatic Draft Dates

CYCLE 1	CYCLE 2	CYCLE 3	CYCLE 4
28th of month	5th of month	12th of month	19th of month