



watts working

The Monthly Newsletter for Members of Randolph Electric Membership Corporation

Randolph EMC Ranks Among Highest in Industry in Customer Satisfaction

Randolph Electric Membership Corp. scored an 89 out of a possible 100 for customer service on the American Customer Satisfaction Index (ACSI) for the second quarter, 2011. Since 2004, Randolph EMC has surveyed members using the ACSI to gauge how we are performing in our jobs.

The ACSI is a nationally recognized measurement tool that takes feedback from customers and uses that data to develop an overall score for the company. The score is then compared to other similar companies across the nation to gauge performance. Randolph EMC uses your feedback from this survey to improve our processes, and as a reminder that each interaction we have with you paints a portrait of the organization.

The most recent survey results from our members placed Randolph EMC in the top three highest scores of other high-performing electric cooperatives nationally with an ACSI score of 89. For comparison, in the fourth quarter of 2010, the average score of most cooperatives across the nation was 79. The electric utility industry average in 2010, including investor-owned utilities, was 74.

At the local level, members gave Randolph EMC a satisfaction score of 9.28 out of a possible 10. We thank you for recognizing our efforts to give you the best service we can and we will continue to look out for your best interests!

This fall, REMC will conduct another customer satisfaction survey. You may be contacted by phone and asked to participate. Thank you for sharing your views!

Randolph Electric offices will be closed **September 5** for Labor Day



Randolph Electric
Membership Corporation

Your Touchstone Energy® Cooperative 

in this issue

Students Attend Basketball Camps	B
Conservation Corner	C
Dale Lambert's AWARE Column	D

SWAPSHOP

For Sale

Riding Snapper lawnmower, 28" cut, 12 HP, runs & cuts good, \$499. 336-622-3690.

Beagle puppies, full-blooded, 3 female (8 weeks old) & 2 male (4 months old). Shots & wormed. \$50 ea. 336-465-1682.

1999 Ford Taurus Station Wagon, automatic, seats seven, EC. \$3,000 OBO. 919-663-4596.

Male Chihuahua dog, 5 years old, weighs about 6 pounds, \$150. 336-381-0311.

50 lb bag feed wheat \$8.50/bag. 336-622-2480.

1955 Model 60 John Deere with Model EO80A John Deere Scrape Blade. Fully restored & parade ready. \$6,500. 336-879-3765.

14' x 30' barn-shaped building with loft, 4 years old, wired with lights, must be moved, EC. \$3,300. 336-521-1538.

Little Wonder Blower, three wheel, 9 HP Honda. Like new. \$950. 336-362-3342.

3,000 Red Sex Link pullets (young, laying age chickens), brown egg layers, vaccinated & debeaked. \$6 & up. 336-708-2998.

Organic square bales of horse quality hay, no herbicides or chemical fertilizers, fescue & coastal bermuda, & fescue & orchard, call for pricing that includes out of field, delivery, & in barn. \$2.95 a bale & up. 336-317-4105.

100' Spot fishing net, used once \$175. 336-879-8294 or 336-460-1075.

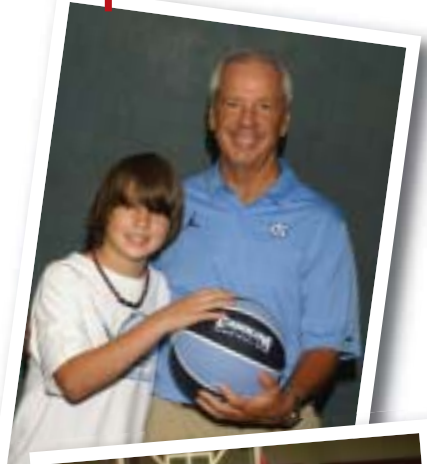
Pictures, black & white, & color, 8" x 10" \$10 or 10" x 13" \$25. All bridges & mills of the Uwharrie River including the Pisgah Covered Bridge. 336-629-2533.

Rabbits \$5 ea. Large kitchen table, \$75. Ditch Witch C9 with trailer, needs tuning. \$1,800. 336-879-3320.

Members, email Swap Shop items to General@RandolphEMC.com

REMC Sends Students to Basketball Camps for Once-in-a-Lifetime Experience

Two local students spent a few days this summer shooting, passing and dribbling with college basketball coaches after winning sports camp scholarships from Randolph Electric Membership Corp. Madilyn Rhoney (bottom right) of Level Cross Elementary School won a scholarship to attend the Kellie Harper Wolfpack Basketball Academy in Raleigh, and Hunter Neal (top right) of Archdale Elementary School was awarded a scholarship to the Roy Williams Carolina Basketball Camp in Chapel Hill. Madilyn is the daughter of Michael and Vickie Rhoney, and Hunter is the son of Larry and Nichol Neal.



A panel of judges selected the scholarship winners based on each applicant's academics, extracurricular activities and an application that included a creative essay and short-answer question. Students had the opportunity to stay on campus at N.C. State in Raleigh and at UNC in Chapel Hill and receive instruction from the schools' coaching staffs and players.

"It's exciting for Randolph Electric to be able to offer these outstanding students a unique opportunity to experience life on a college campus and to receive instruction from two of the ACC's finest coaches," said Jill Vanness, Public Relations Coordinator. "These camps develop fundamental skills that will help the young athletes excel both on and off the court."

The staff of the Kellie Harper Wolfpack Basketball Academy includes championship-winning N.C. State women's basketball coach Kellie Harper, members of her staff and current players. The Roy Williams camp is led by two-time NCAA national champion coach Roy Williams, his staff, and current and past Tar Heel basketball players. Coaches at both camps worked closely with campers not only to develop basketball skills, but also to practice teamwork and setting goals.

Congratulations to these two outstanding students!

CONTACT US

Electric Service:

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

Robbins Area:(910) 948-3401
.....(800) 868-7014

Power Failures:(877) REMC-OFF
.....(1-877-736-2633)

Bill Payments:(877) 534-2319

Office Hours:

8:00 am – 5:00 pm | Monday–Friday

Board of Directors:

Bob WrightPresident
Jerry BowmanVice President
Sue SpencerSec.-Treasurer
Tammie PhillipsAssist. Sec.-Treasurer

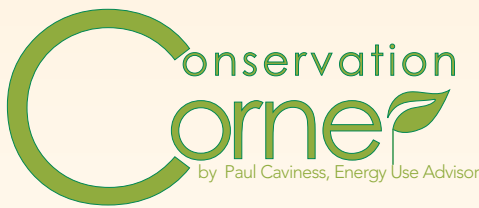
James Andrews Paul Hurley
Delbert Cranford Larry Routh
Steve Harris

Senior Staff:

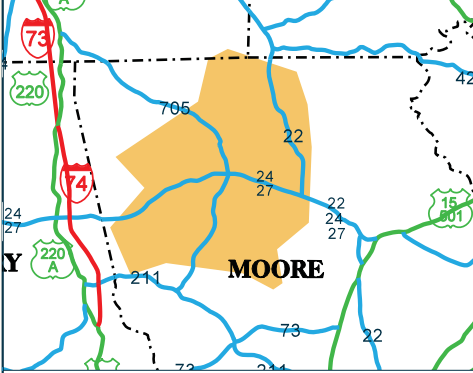
Dale F. LambertChief Executive Officer
Bob PhillipsSenior Vice President &
.....Chief Operating Officer
Jay AlbrightDistrict Vice President
Ron GunnellVice President of Engineering
Adam HargettVice President of Finance
Dennis MabeVice President of Operations
Fred SmithVice President of Member
.....& Public Relations

Jill VannessPublic Relations Coordinator, Editor

An Equal Opportunity Employer | M/F/V/H



SEPTEMBER SMART METER INSTALLATIONS



Crews will be installing smart meters in the highlighted area of Moore county during September.

Tune In to Energy Savings

So you've bought an ENERGY STAR-qualified TV to save energy. But there's even more you can do to boost your TV's efficiency. Here's a tip from Randolph EMC that can help you save energy—and money.

TVs are bigger than they used to be, and some of the largest ones can use as much electricity each year as a new, conventional refrigerator. But ENERGY STAR-qualified TVs use roughly 40 percent less energy than standard models.

In some cases, even if you hit the "off" button, "energy vampires" might go to work—meaning your TV could still consume power. Here are three things you can do to stop that drain:

- Turn off your high-definition TV's quick start option. By turning it off, you'll save energy and add only a few seconds to start-up times.
- To stop energy vampires, use a power strip as a central "turn off" point. When you're not watching TV and not planning to record a program later, simply flip the strip's "off" button.
- Turn off the TV if no one is watching it. Plain and simple—if the TV is on in an empty room, that's costing you money!

Learn about other energy-efficient appliances at TogetherWeSave.com.



The final deadline to submit a Bright Ideas Grant application is **September 23**

Protect Your PC When an Outage Strikes

Q What's the best way to protect my computer—and my work—when there is an unexpected power outage?

A We've all been there—just before clicking the 'save' button, the computer screen goes black and a wave of panic sets in. A power outage can occur even on the clearest of days. Weak tree branches can fall onto lines, people can forget to call before they dig, and curious animals can wander into substations, causing outages at the most inopportune times. Take precautions now to buy yourself some time when the inevitable happens.

A simple way to protect your electronic equipment from the damage—and downtime—that can result from power outages is to use an uninterruptible power supply, or UPS. A UPS is similar to a surge protector, but includes battery backup, isolating the computer from an outage. The batteries provide time to save your information and safely shut down your computer so that you don't lose or corrupt your data.

UPS devices can range in price from about \$40 to \$200, depending on the battery life, and can be found in most office supply stores.

a word about Randolph Electric

by Dale Lambert



You Are the Eyes & Ears of Our Communities

Dear Members,

Randolph EMC, along with most other utilities, is experiencing a very high number of instances of copper wire theft. This is due to the record price for metals on the scrap market.

I am asking you, as an owner of Randolph EMC, to assist us in deterring these activities from taking place. Many of our communities have a Community Watch program in place. Out in the country where I live, we do not have an official community watch program, but if something does not look right at the neighbor's home, we find out what's going on. That's just what neighbors do.

As I write this article the first of August, within the last month, nine of our substations and both of our offices have been broken into. Some of these sites have been hit multiple times.

Randolph EMC has taken additional security measures to guard against and to obtain additional evidence that will be used against any intruders into our facilities. We are working closely with the local law enforcement agencies to arrest the perpetrators and hold them accountable to the fullest extent of the law. We are replacing all the wire that was stolen with a copper wire alternative that has very little scrap value.

There has been some success in detaining one of the copper thieves. On Friday, July 29th, the Moore County Sheriff's Department, with assistance from the Robbins Police Department, Montgomery County Sheriff's Department and EMC staff, made an arrest for some of these break-ins. Where did they catch him? In the vicinity of one our substations. He had other accomplices and we hope that as the investigation moves forward, they will be held accountable for their actions also.

Entering into a substation or enclosed area, tampering with any electrical equipment, poles or infrastructure, is extremely dangerous. A ground

wire can be just as dangerous as an energized wire. We are very concerned that the individuals that are attempting to make a fast buck will be seriously injured or possibly killed. It's just not worth it.

I receive pictures from time to time showing a victim who attempted to steal electrical equipment or wire. The scene is not pretty. Electrical contact creates intense heat that travels through the body causing extensive damage and many times, death.

In addition to a safety concern, as member-owners of Randolph EMC, wire theft costs you and me money. When you take into account the replacement of stolen property, the labor required to replace the grounding system and repairs to fences and equipment, just one theft runs into thousands of dollars. Insurance covers some of this cost, but not all.

I am asking for your assistance by being our eyes and ears in the community. Many of you know where the substations are located in your respective communities. If you see a suspicious vehicle or suspicious activity near a substation, one of our offices, facilities, or poles, please contact the local law enforcement immediately. Do not try to intervene or approach the suspicious activity. We do not want you to be endangered in any way.

If you suspect a family member or acquaintance is involved in wire theft and you care about his or her safety, please contact your local law enforcement to report your concerns. It may save his or her life.

Let's all work together to deter these unwarranted actions of thievery. Thank you in advance for your assistance.

Cooperatively Yours,

Dale F. Lambert
Chief Executive Officer