

# watts working

The Monthly Newsletter for Members of Randolph Electric Membership Corporation

## Have you visited RandolphEMC.com lately?

If you have, you've no doubt noticed that we've got a new look! In November, the cooperative gave the site a fresh new look with updated information that provides support and convenience to our residential and commercial members.

"Our goal was to create a website that is simple to use, easy to navigate, and loaded with information," said Jill Vanness, public relations coordinator for Randolph EMC. "As a cooperative, our goal is to serve our member-owners, and upgrading the website is one more way to better serve them."

Visitors to the site will discover that they are able to quickly access the information they need, such as bill payment options, energy-saving tips and outage information.

Some of the other features of the new website include:

- Improved navigation
- Convenient online payment options
- Energy efficiency tools
- Safety education
- Special kids' section
- Storm preparedness information
- Community programs
- Up-to-date news about the cooperative
- Helpful links to other energy-related sites

### Quickly Access Your Account, Find Tools to Help You Manage Your Energy Use & Learn More About Your Cooperative

We hope you enjoy the new RandolphEMC.com and we encourage you to share your suggestions for improvements with us. Members can e-mail their feedback and suggestions to [Jill.Vanness@RandolphEMC.com](mailto:Jill.Vanness@RandolphEMC.com).

Randolph EMC offices will be closed

**December 26 & 27**

for Christmas and

**January 2**  
for New Year's.

*Merry  
Christmas  
& Happy  
New Year*



**Randolph Electric  
Membership Corporation**

Your Touchstone Energy® Cooperative

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# Coming to Your Mailbox in February!

**Randolph EMC is bringing you another value-added service!**

The **Co-op Connections Card** entitles you to a number of discounts at participating national and local businesses—including prescription drug savings! All members will be receiving a Co-op Connections Card in the February issue of *Carolina Country*.

For more information about this program, call Jill Vanness at 1.800.672.8212 or visit our website at [www.RandolphEMC.com](http://www.RandolphEMC.com).



## Did You Know?

Nearly half of all Randolph Electric meters have been replaced with the new Smart Meters! Remember—we will still need to physically read the meter once a year, so please be sure our representatives have clear and unrestricted access to the meter.

### DECEMBER SMART METER INSTALLATIONS

Crews will be installing smart meters in this highlighted area during December.

## Say Goodbye to Incandescent Bulbs!

### And Say Hello to Energy Savings

New energy-efficient lighting standards approved by Congress in 2007 take effect in 2012, which means that you might have a hard time finding a traditional incandescent light bulb on the shelves on your next trip to the hardware store.

These new standards require light bulbs to use 25-30 percent less energy than the incandescent bulbs we've used for so many years. While the traditional bulbs have not been banned, finding replacements in stores will become difficult as they are phased out: 100-Watt in 2012, 75-Watt in 2013, and 40-60-Watt bulbs in 2014.

Fortunately, the newer, energy-efficient options will allow us to light our homes to the same level we do now for less money. The options for more efficient lighting include compact fluorescent lamps (CFLs), light emitting diodes (LEDs) and halogen incandescent bulbs.

## 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

**Board of Directors:**  
 Bob Wright .....President  
 Jerry Bowman .....Vice President  
 Sue Spencer .....Sec.-Treasurer  
 Tammie Phillips .....Assist. Sec.-Treasurer  
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 Delbert Cranford Larry Routh  
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**Senior Staff:**  
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 Bob Phillips .....Senior Vice President &  
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 Jay Albright .....District Vice President  
 Ron Gunnell .....Vice President of Engineering  
 Adam Hargett .....Vice President of Finance  
 Dennis Mabe .....Vice President of Operations  
 Fred Smith .....Vice President of Member  
 & Public Relations

**Office Hours:**  
 8:00 am – 5:00 pm | Monday–Friday

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Jill Vanness .....Public Relations Coordinator, Editor



**For Sale**

Lowes riding lawnmower, runs great, needs pulley, \$250. Two space heaters, 4-ft long, \$35 each. 336-381-0311.

Handmade quilts, different sizes. 336-625-4548.

2005 Honda 4 wheeler 90 series, like new, \$1500 neg. Admiral Dryer, white, heavy duty super capacity, 5 cycle includes shoe dryer, used 3 months, \$275. GE Refrigerator with icemaker & freezer on top, white, \$50. 336-857-3420.

24 Rabbits, all for \$120. 336-879-3320.

1999 Ford Taurus Wagon, automatic, all power/ac, 180,000 miles, new tires, seats 7-8, well maintained. EC \$2,400 firm. 919-663-4596.

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

Little Wonder Blower, 3-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.

Pictures, black & white, & color, 8x10 \$10 or 10x13 \$25. All bridges & mills of the Uwharrie River including the Pisgah Covered Bridge. 336-629-2533.

**FOR RENT:** Mobile home, 3 BR, 2 BA, no inside pets, \$400/month, \$400 deposit. 910-464-3459.

## Hook Up to an Energy-Efficient Manufactured Home

Not all manufactured homes are created equal. To find the most energy-efficient home, look for one that is ENERGY STAR-qualified.

An ENERGY STAR-qualified manufactured home may not look any different from other homes, but it will save you energy—and money. Here's why.

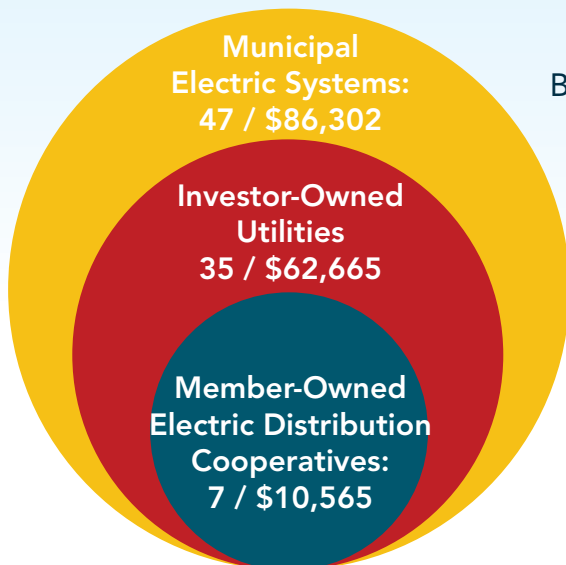
Every ENERGY STAR manufactured home comes with several important features: effective insulation in the floors and walls to help maintain comfortable indoor temperatures and keep the interior quieter; tight construction and sealed ducts, which reduce leaks, drafts, and outdoor noise; high-performance windows to keep heat out during summer and in during winter; and efficient and properly sized heating and cooling equipment.

Because it costs less to heat and cool an ENERGY STAR manufactured home, you'll experience lower utility bills than the owner of a standard model. And thanks to its energy-efficient features, you'll be better protected against heat, cold, drafts, and outside noise.

Want to know more about how to save money in a manufactured home? Click on the **Together We Save** link at [www.RandolphEMC.com](http://www.RandolphEMC.com) and watch your dollars add up!

Members, email Swap Shop items to [General@RandolphEMC.com](mailto:General@RandolphEMC.com)

## Revenue in Review



Because of higher population densities (more consumers served per mile of line), municipal electric systems and investor-owned utilities receive more revenue per mile of line than electric cooperatives.

**See the difference in consumers served/ revenue per mile of line for the different types of utilities:**

Source: National Rural Electric Cooperative Association

# a word about Randolph Electric

by Dale Lambert



## The End of a Productive Year

Dear Members,

For me, this year has really flown by. I've heard it said through the years, "the older you get, the quicker time flies by." Looking back on 2011, and knowing I was another year older, I completely agree with this sentiment.

For Randolph EMC, this has been a very productive year. The co-op has moved forward in meeting the challenges we face in our industry and is in the position to take advantage of opportunities that are before us. As we reflect back on 2011, I would like to review a couple of the most significant activities that transpired this past year.

Several system improvement projects were completed throughout the Randolph EMC service area that will improve reliability, reduce outage time and allow us to meet future load growth. As part of this effort, the New Hope tap station and substation in southwestern Randolph County were completed. On April 20, 2011, the New Hope Transmission line was energized. This is a project your employees have been working on since 2006 and we are very pleased it is completed.

Our attention is focused now on the distribution lines that serve the homes and businesses in the New Hope and surrounding areas. We are in the process of upgrading distribution lines and transitioning our members to the new substation, which is expected to continue over the next couple of years.

I want to thank our members for their assistance in helping us move forward with all our system improvement projects. You have worked with us to move distribution

lines that were off the road and through the woods, next to roads where they are less likely to sustain tree damage. This also allows for quicker patrol time if there is an outage.

I especially want to thank our members where the New Hope transmission line went across their property. You were of great assistance to us and we sincerely appreciate your willingness to improve the electric service for you and your neighbors. It's great to see the cooperative spirit of neighbors caring about neighbors is still in existence today.

I also want to thank the employees that put many hours of hard work in this project. The tap station and substation were constructed with our own personnel. Normally this is bid out to a contractor but we were able to save some significant dollars by doing the work ourselves.

We are also very pleased with the progress made with the installation of Advanced Metering Infrastructure (AMI). The basic components of AMI are "smart meters," which allow two-way communication between the meter and the electric utility. This system has the ability to be expanded to provide additional value to the members in the future.

I have reviewed the details of this project in previous columns but would like to remind you of some of the benefits this new technology will provide the cooperative.

- Remote meter readings, which eliminate having to visit your property to read the meter each month. We will physically read each meter on an annual basis.

- Access to kilowatt-hour and demand usage on an hourly basis to assist with energy use questions. Our energy conservation team informs me this ability has allowed them to greatly assist members that have questions about their energy use. It has exceeded our expectations and they have been able to find issues at the member's home where electricity was being wasted.
- Prepaid metering opportunities that will potentially eliminate late fees and deposit requirements for those accounts that choose to participate. You will hear more about this opportunity in 2012.
- More detailed information during power outages.

To date, more than 50 percent of our electric meters have been changed to the new smart meters. We expect to complete the meter changes on schedule in the fall of 2012.

As we enter this Christmas season, let me extend the warmest greetings from your co-op employees and Board of Directors to all of our members. Our hope is that this holiday season will be filled with joyous and memorable times spent with family and friends. All of us seem to be pressed for time more than usual through the holidays. Take time to remember the true reason for the season—the celebration of the birth of our Savior, Jesus Christ. Merry Christmas to all!

Cooperatively yours,

Dale F. Lambert  
Chief Executive Officer