

Volume 73, Issue 2
February 2011



watts working

The Monthly Newsletter for Members of Randolph Electric Membership Corporation

Board Approves Fee Changes New Fees Effective February 1, 2011

Randolph EMC's management staff periodically reviews the fee structure for service charges to members. Fees are based on the costs necessary to provide those services, and as those costs rise, it is necessary to adjust the service fees accordingly. Fortunately for members, most fees are avoidable.

In the chart to the right, you'll find the changes approved by Randolph EMC's Board of Directors.

Previous Fee	New Fee (effective 2/1/11)
Late Fee	
1.5% of past due bill amount	1.5% of past due bill amount
\$3.50 minimum, \$50 maximum	\$4.00 minimum, \$100 maximum
Meter Tampering Fee	
<i>First Offense:</i>	
\$200 + estimated kilowatt hour use + \$400 deposit	\$250 + estimated kilowatt hour use + \$400 deposit
<i>Second Offense:</i>	
\$300 + estimated kilowatt hour use	\$400 + estimated kilowatt hour use
Meter Test Charge*	
\$25	\$35
<i>*No charge for meters that have not been tested within the last 15 years</i>	
Road Bore Charge	
\$600	\$800



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Right-of-Way

Crews will be working in the following areas during February:

- North Moore High School area
- Hwy 42 between Coleridge & Kemp Mill Roads
- Westmoore area: Union Grove Church & Upper Roads
- New Hope area
- Parks Cross Roads area

SWAPSHOP

For Sale

Snapper 1650 w/mower deck, three point hitch, tires less than 3 yrs old, tool bar, cultivator, shovels, chisels, plow, grader blade & furrow blade. Needs rubber engine mounts & some engine work. Runs fine, hydraulics OK, \$550. 336-953-0712.

640-lb. yard roller water heater shell filled w/ concrete also yard plugger & yard spiker all for \$75 or will sell separately. Ryobi Trimmer Plus w/attachments, two trimmer, line & blade booms w/various blades, cutter teeth, pole saw, extra chain, extension, hedge trimmer, blower vac, \$100. 336-381-2636.

Two trimmer mowers. One Craftsman w/trimmer drive repair kit plus made attachment w/DR trimmer blade plus replacement teeth. Other put together from old mower engine just for trimmer line mowing, \$50. 336-953-0712.

Allis Chalmers 333 no-till 4-row corn planter w/extra plates & coulter \$4,000. Ford TW10 tractor w/new battery & free plow \$9,000. Taylorway 25-disc offset harrow \$5,000. 336-622-4031 or 336-908-4094.

1961 red belly Ford 640 tractor \$3,500. 336-240-7923.

3,000 Red Sex Link pullets (young chickens). Brown egg layers, \$5.85/pullet & up, vaccinated & debeaked. 336-708-2998.

2004 model 17ft Carolina Skiff boat w/center console, 50HP Johnson motor. Fish finder, trolling motor \$6,595. 336-879-8294 or 336-460-1075.

Hay, 4 x 4 rolls, \$20 ea. 910-464-5508.

Papa Bear Fisher Heater, like new, \$200. Pull type farm trailer, \$50. Camper Cover for 150 Ford pick up long bed, like new \$100. 910-464-3075.

For Rent

Mobile home lot for rent 2 miles out from Asheboro on Highway 64 West. 336-629-9234.

Mobile home 3 bedroom 2 bath. Also mobile home lot for rent in Putnam area. 910-464-3459.

Members email Swap Shop items to General@RandolphEMC.com

Don't Miss Out on a Once-in-a-Lifetime Basketball Experience from Touchstone Energy



Who

Male and female students in grades 6, 7 or 8

What

Two scholarships to the Kellie Harper & Roy Williams Basketball Camps

When

Kellie Harper Camp: July 3-6
Roy Williams Camp: June 18-22

Where

Kellie Harper Camp:
On campus at N.C. State University
Roy Williams Camp:
On campus at UNC-Chapel Hill

How much FREE

How to apply
Download an application at www.RandolphEMC.com or stop by our Asheboro or Robbins offices.

Hurry—the Deadline for Applications is March 31!

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

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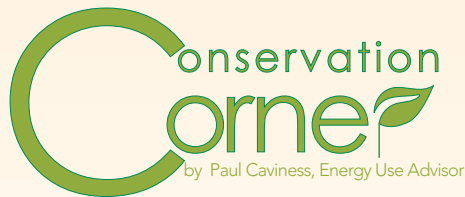
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Put the Squeeze on Lost Energy



Insulate Your Crawlspace

Uninsulated crawlspace wastes energy, increasing your utility bill. Insulating your home's crawlspace can save you \$155 a year.

How you insulate your crawlspace depends on whether it is ventilated or unventilated.

In an *unventilated* crawlspace, experts recommend sealing and insulating the foundation walls rather than the subfloor. There are several benefits to this approach. You will use less insulation, you won't need to insulate piping and ductwork that are within the conditioned part of the house and air sealing between the house and the crawlspace is less critical. However, there is a risk of damage to the insulation by rodents, pests or water. In addition, the crawlspace must be airtight, with access located inside the home through the subfloor unless an insulated access door is built and maintained.

In a ventilated crawlspace, any and all holes in the floor above must be carefully sealed to prevent air blowing into the house. In addition, the insulation should be covered with a house-wrap or faced with a vapor barrier. Experts also advise installing a polyethylene vapor retarder over the dirt floor.

For other tips on how to save energy—and money—visit RandolphEMC.com and click on the **Together We Save** link.



IT'S SURPRISING HOW MUCH MONEY CAN SQUEEZE THROUGH A CRAWLSPACE.

I'm saving \$155 a year by insulating my crawlspace. What can you do? Find out how the little changes add up at

TOGETHER WESAVE.COM

What's Going On When the Power Blinks?

Q What has happened with my home's electricity that causes my digital clocks to reset to 12:00 while I'm away?

A Usually, this state of "eternal midnight" was caused by a "blink" in the electrical system. "Blinks"—or momentary power interruptions—are created when a breaker opens along any portion of the power system, creating a fault condition. A fault is a large, quick rise of electrical current that can occur when a tree branch touches a line, lightning strikes, or a wire breaks.

After opening, the breaker quickly closes, which allows the fault to clear. If the fault clears, every home or business that receives electricity off that power line has just experienced a blink. This could include thousands of accounts if the breaker protects a transmission line or a substation.

While blinks can be annoying, they show that an electrical system is working exactly as designed. And while Randolph EMC has taken steps to reduce the number of blinks across its power system, there are measures you can take as well:

- Make sure REMC knows of any trees or limbs located close to a power line.
- Purchase an alarm clock equipped with a battery backup to keep power during a blink or an outage
- Use an uninterruptible power supply (UPS) on your computer to help prevent information loss.

Get More from Your Membership

Deposit Required? Get It Back in One Easy Step!

Think that deposit you put down when you signed up for service will never be returned? Think again! When you pay your bill on time, with no late fees, for 12 consecutive months, you'll receive your full deposit amount back in the form of a check.

To make sure you pay on time *every time*, sign up for bank draft or set up recurring payments with a credit or debit card through our online bill-pay site. Just think... no bill payment dates to remember, no checks to write, no postage to pay and no late payments!

Visit www.RandolphEMC.com or call 1.800.672.8212 for more information

Electricity Theft: Not Worth the Risk

Every year, electric cooperatives across the country cope with thieves—folks who deliberately tamper with their electric meter to steal power. Not only is this practice extremely dangerous, it's a serious crime that results in hefty fines and jail time.

"We've seen people do some dangerous things—using knives, forks, magnets, jumper cables, and any number of other objects to get around paying for the power they use," explains Jeff McDuffie, Safety and Environmental Coordinator for Randolph EMC. "However, not only are these persons stealing from their fellow co-op members they're also risking their lives and those of our workers."

According to the Cooperative Research Network, a division of the National Rural Electric Cooperative Association, power surging through a compromised meter can cause an electrical catastrophe. A short circuit could produce an arc flash bright enough to cause blindness and powerful enough to launch fragments of shrapnel-like, red-hot debris. Serious injury or death from electrocution, explosion, or fire often results from meter tampering. Only trained cooperative personnel wearing protective clothing should work on meters.

"Anytime you get into a meter base, you run a risk," comments McDuffie. "With an arc flash, somebody could get killed or seriously maimed."

Electricity theft is not a victimless crime. Your not-for-profit co-op loses revenue and expends resources to investigate tampering. These costs

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are then passed on to the entire membership. National estimates vary, but *The Washington Post* cited revenue protection officials who claim between \$1 billion and \$10 billion worth of electricity is stolen from utilities annually.

Since everyone pays for lost power, please let us know if you suspect meter tampering. Call Randolph EMC at 1.800.672.8212 to report possible theft of service. All information can be given anonymously.

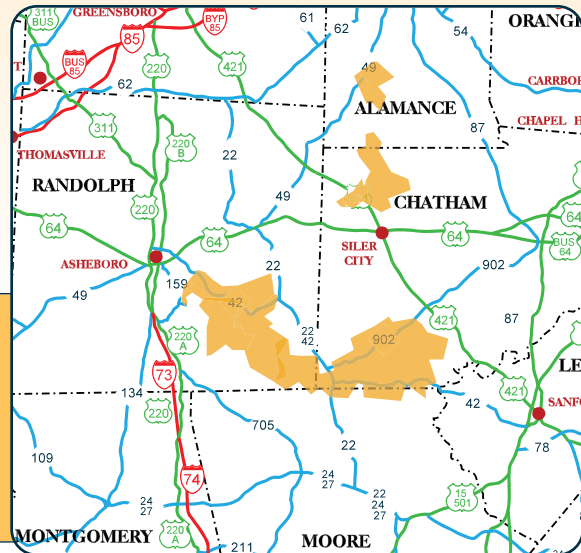
Source: The Washington Post, Cooperative Research Network

FEBRUARY SMART METER INSTALLATIONS

Randolph EMC crews will be installing smart meters in the highlighted areas of Randolph, Moore, Chatham and Alamance Counties in February.

Did You Know?

Smart meters help your cooperative save on fuel and vehicle maintenance costs, lower emissions released into the environment and improve reading accuracy by allowing meters to be read remotely.



The Value of Electricity \$1 Will Buy You:

36 
(intense) hours of gaming

48 
hours of watching TV

72 
freshly ironed shirts

72 
hours of laptop Internet access

100 
hot pots of coffee

375 
pieces of toast (nicely browned)

Sources: U.S. Department of Energy;
National Rural Electric Cooperative Association

Randolph County Selected to Begin Piedmont Quilt Trail

Piedmont Conservation Council, Inc was awarded a small grant from the USDA Natural Resource Conservation Service to start a Piedmont Quilt Trail in Randolph County that will later expand to surrounding counties.

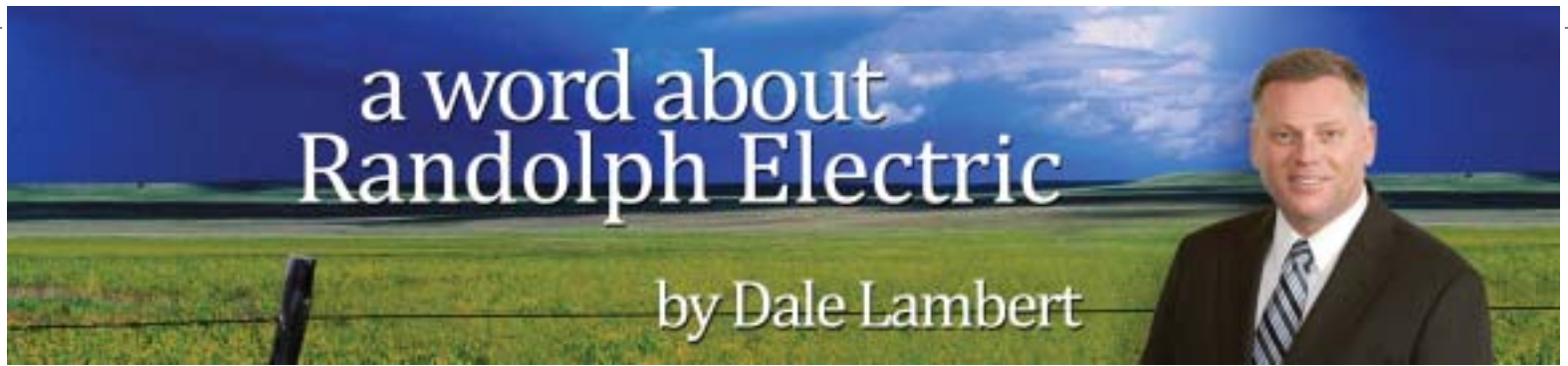
A "Quilt Trail" highlights family heritage quilts and family farms by painting and placing a "Quilt Block" on a barn that is easily visible from



the road. This type of project originated in the Appalachian Mountains and has proved to be a boon for tourism and agritourism. It's just plain fun to set out on an adventure to discover these barns on scenic drives through rural roads of Randolph County!

Look for more information about the Quilt Trail as the Randolph County Quilters Guild completes the painted blocks for family farms that have been selected to form the trail.

For more information, contact the Randolph County Soil & Water Conservation District at 336.318.6490.



Recent Snow Sparks Questions

Dear Members,

Over the Christmas and New Year's holidays, I had the chance to see several of our members and talk to them about the cooperative and the many activities that are going on. It was heartening to hear that some of our members actually do read this monthly column from time to time.

There was this one distant family member that mentioned he read the AWARE column each month. However, he said he had not read a good one since the one I wrote about turkey hunting a few years ago. I'll try to do better this year.

I know this past Christmas was an exciting one for many kids of all ages. I'm not referring to the gifts they received, but to the rare occurrence for this area of a white Christmas.

All kids, and even some adults, love snow and the unique recreational opportunities that it brings. As long as it's light, fluffy and does not cause any power outages, I like it, too. I especially have a particular affection for snow cream, and even took advantage of the opportunity to whip up an extra batch for the freezer to eat at a later date.

The December 25 and 26, 2010, snow storm did cause several outages for our members on the Randolph EMC system. Even though this Christmas snow was not as light and fluffy as I would have liked, it sure could have been a lot worse.

On Thursday, December 23rd, our Storm Plan was activated and your employees made all the necessary preparations for the approaching storm. Based on the projections, we knew there would be some outages, and we wanted to take this extra precaution just in case the meteorologists underestimated the forecast. Most of us can still remember the "dusting" they were calling for in January, 2000, that ended up over two feet deep in several areas of our service territory.

A total of 1,831 members—less than 6 percent of the total accounts we serve—were out of power related to the Christmas snow storm. Our line personnel, dispatchers and staff worked from the early morning

hours of December 26th, when the first outage occurred, until all power was restored late in the day. They did an outstanding job and I appreciate the efforts they put forth to restore power in a very efficient and safe manner.

I did get a question posed to me from a member that I would like to touch on this month. It was, "Why don't you put all the overhead lines underground so storms will not knock the power out?"

On the surface, this seems like a logical idea. From an engineering, operational and construction standpoint, it physically can be done. There are certainly situations where installing power lines underground makes sense. But there's more to consider with this idea when you look a little deeper and get a clearer understanding about some of the drawbacks of 100 percent underground installations.

Randolph EMC does have underground lines. Our 4,195 miles of line are broken up into three categories. As of November 30, 2010, we had a total of 46.48 miles of overhead transmission lines, 3,516.32 miles of overhead distribution and service lines and 632.38 miles of underground distribution and service lines.

There are pros and cons to both overhead and underground lines. Underground lines would certainly result in fewer power outages during wind, snow or ice storms and there is less right of way maintenance required. However, the two main reasons we do not put all of our overhead power lines underground is because of the cost of doing so and because of outage and operations issues. Back in December, 2002, an intense ice storm hit central North Carolina, resulting in widespread outages for all the electric utilities. At the height of the storm, 80 percent of Randolph EMC's members were out of power. After that storm, the N.C. Utilities Commission Public Staff investigated the feasibility of converting all overhead distribution lines to underground.

The Public Staff determined that the balance sheets of the utilities would increase nearly six times the current net book value of their assets and that the conversion would take twenty-five years to complete. If you just





take into consideration the capital cost component for the conversion from overhead to underground lines, it was projected to result in a rate increase of more than 125 percent for the average residential consumer. Comparing new installations of single-phase primary lines, it cost approximately 80 percent more for underground lines to be installed versus overhead lines. As you can see, cost is an extremely important issue in this case.

We serve a number of developments and facilities that have underground installations and outages do occur on underground lines. When an outage occurs, it is much more difficult to determine the cause and specific location of a fault on an underground line. On average, this results in a much longer outage time when compared to the restoration time for an outage on overhead lines. There are times our line personnel can back feed the power or make some temporary arrangements to restore power, but there are also times the power cannot be restored until the line is dug up and repaired. This takes time.







Underground wire and hardware has some extremely close tolerances between high voltage and ground. When these two get together, it's not a good thing. Many times this clearance is one-third of an inch or less. We have had numerous issues throughout the Randolph EMC service area where the underground cable and/or hardware deteriorates over time and results in continuous outages.

I hope I have shed some light on the question that was posed to me concerning replacing overhead lines with underground lines. I also hope that our next snow is light and fluffy, we have no outages and that it makes good snow cream.

Cooperatively Yours,

Dale F. Lambert
Executive Vice President and General Manager

Be Prepared Before the Storm

-  **Water:** Three day supply, one gallon per person per day
-  **Food:** Three day supply, non-perishable, high-energy
-  **Clothing, bedding, and sanitation supplies**
-  **Tools:** Can opener, plates, utensils, flashlight, batteries, cash, bleach, hand sanitizer
-  **First aid supplies, medicine**
-  **Important documents**

Visit
redcross.org/domore
to learn more about
disaster kits.



Source: American Red Cross,
Federal Emergency Management Agency



REMC Line Superintendent Mike Hodges Accompanies Veterans on "Flight of Honor"

On October 30, 2010, Randolph EMC's Line Superintendent, Mike Hodges, joined veterans Willard Pendleton, Clarence Humble and Norman Akervik on their long-awaited Flight of Honor to see the World War II Memorial in Washington, D.C. In Washington, the group boarded a caravan of busses, and toured the Air Force Memorial, the Iwo Jima Memorial, the Korean Memorial, the World War II Memorial and the Vietnam Memorial.

Asheboro native and Randolph EMC member Willard Pendleton, 90, is a Navy vet who fought at Iwo Jima and Okinawa, and also served in the Korean War. Clarence Humble, 85, also of Asheboro, served in the Army and received a Purple Heart. He fought in the Battle of the Bulge with Norman Akervik, 88, of Winston-Salem, an Army vet.

As an Army veteran himself and a history buff, Mike signed up to be a guardian in May, and was excited to get the call for the year's final flight in October. "It was an honor to be in the midst of such history," Mike said of his trip with the veterans. "I grew up hearing stories



Line Superintendent Mike Hodges escorted three WWII veterans to the WWII Memorial in Washington, D.C., on October 30, 2010. Pictured L-R: Mike Hodges, Norman Akervik, Willard Pendleton and Clarence Humble.

about the war, and to be among men who actually served in it was truly a privilege. You hear it all the time, but it seems like this really is the last 'great generation.' I really enjoyed myself, and I could tell these men did, too."

Randolph EMC is Sending *Two* World War II Veterans to See Their Memorial on the Triad Flight of Honor!

World War II veterans deserve respect and honor for their role in shaping history. As a tribute to our local WWII heroes, Randolph EMC will sponsor the flight cost for two member-veterans on an upcoming Triad Flight of Honor.

WWII veterans who are Randolph EMC members, and who have not yet had the chance to visit the World War II Memorial in Washington, D.C., should fill out the Triad Flight of Honor application and return it to a local REMC office by **May 20, 2011**.

From the applications, we will randomly select two veterans to fly on an upcoming Flight of Honor. We will also select two veterans to serve as alternates, in the event that another veteran is not able to make the trip.

Pick up an application at your local REMC office or download one on our Web site at www.RandolphEMC.com.