



# watts working

The Monthly Newsletter for Members of Randolph Electric Membership Corporation

## FLEXPAY

A PREPAID ENERGY SOLUTION FROM RANDOLPH ELECTRIC

Food. Gasoline. Even cell phone minutes. We pay for those and a score of other goods and services *before* we actually use them. Now you can pay for your electricity that way, too!

FlexPay is a pay-as-you-go billing option that offers you the opportunity to pay when you want, in the amounts you want. Instead of receiving a traditional paper bill that is generated once each month, usage is calculated daily.

FlexPay might be a good solution for members who move around a lot, own rental properties, are in college or the military, or are managing a fixed income. For starters, it eliminates the need for deposits, late fees, and disconnect and reconnect fees.

FlexPay utilizes MyUsage.com as a portal for payment so that members can track their daily kilowatt-hour usage and account balance and set up high-usage and low account balance alerts. Because they're more aware of how much power they're consuming, members who prepay their bills generally use less energy than folks with a traditional billing arrangement.

***FlexPay can help consumers plan budgets and make smaller, incremental payments. For example, if you only have \$10 to put gas in your car, you pay \$10. The same goes for prepaid electricity.***

FlexPay can also help members plan more accurate monthly budgets by making affordable, incremental payments. For example, if you only have \$10 to put gas in your car, you pay \$10. The same goes for prepaid electricity.

"With FlexPay, members are empowered to manage electric use in a way that best suits their individual situation," says Fred Smith, Vice President of Member and Public Relations. "Even better, learning to use energy more efficiently lowers that monthly electric expense, allowing folks to save a few extra dollars for other needs."

FlexPay is a largely self-managed program. Members can choose how and when to receive information about their power consumption. So, whether members prefer text, email or phone calls, they will always know the status of their account.

To learn more about or sign up for FlexPay, call your local Randolph EMC office to speak with a member service representative.



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# SWAP SHOP

## For Sale

1974 Ford 6400 2-ton dump truck, 390 Engine, runs well, \$3,200 neg. 336-879-2826.

Craftsman Generator, 3500 watts, 240V outlet, 120V outlets, \$500 neg. GC. 336-879-4157 or 336-879-2826.

John Deere 445, 22 HP Kawasaki, 54" Deck, EC. \$3,850. 336-362-3342.

Aluminum truck bed 8 x 18 roll-up door, 2,000-lb lift tailgate fold-under & jacks, GC. \$1,200. 336-879-5818.

10 1/4 acres of land w/ 180 foot road frontage in Moore County on Jessie Rd near Needhams Grove Church. \$30,000. 336-879-5818, 336-873-7170, or 910-948-2387.

Couch \$150. Rocker recliner \$50. Black & white. 919-837-5174.

2 glass-top oak end tables & matching coffee table. GC \$150. Polaris 4-wheeler, 4x4, auto transmission. \$950. Pack-N-Play, GC \$25. 910-572-2667 or 910-572-7560.

Two 1998 Toyota Sienna Van Hubcaps 15" \$80. Contact aegplayer@embarqmail.com.

White tall pickup truck cap, fits Ford 6.5 ft bed. Sliding side windows & fold down front window, interior light, new condition. \$700. 336-879-2731 or 336-460-0704.

New UWS brand, diamond plate, full-size truck toolbox, \$165. 910-572-3718.

New Total Gym, all paper work included. \$300. 910-948-3234 or 910-948-3607.

3 standard interior solid wood doors. \$50 ea. 910-464-2758.

Uniroyal Tire P195/75R14 92S, like new \$35. White handrail for 3 steps \$25. 336-629-5240.

Gas grill, \$65. Western books \$1 ea. New handmade quilts, full, queen, & king, \$100-\$150 neg. 336-625-4548.

3,000 Red Sex Link pullets (16-18 week old chickens) laying age, brown eggs, vaccinated & debeaked, \$6.50 & up. Liberty area. 336-708-2998.

50-lb. bag feed wheat \$9/bag. 336-622-2480.

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

## Above and Beyond

*Electric co-op membership offers value far beyond affordable, reliable electricity*

Here at Randolph EMC, we work hard to deliver safe, affordable, and reliable electricity to more than 31,000 members every day. But we don't stop there. Because we're a cooperative, we strive to do much more, to find ways of providing real value to you and the communities we serve.

So what exactly does real value mean? Well, in some ways it's basic, like providing safety demonstrations to community groups or connecting with a real, local person when you call our office, rather than just a recording. It could be finding a copy of *Carolina Country* in your mailbox or inbox every month, which keeps you informed about co-op business and goings-on in

North Carolina. Or it's getting the lights back on more quickly after a major storm, thanks to mutual-aid agreements that bring line crews in from other co-ops to help us restore power.

Using your Co-op Connections Card to get discounts at local businesses and national retailers is a tangible benefit of being a Randolph Electric member.

October marks National Cooperative Month, when we take time to celebrate co-ops and talk about why our not-for-profit, consumer-owned business model is special. Offering our members real value—and working to improve the quality of life in the communities we serve—is just one way we set ourselves apart.

**Let us thank you for your continued business and support! We invite you to come by one of our local offices for Member Appreciation Days, where you can have a snack and put your name in the hat to win one of the many prizes we'll have to give away throughout the whole month of October.**



## 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:

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Jerry Bowman .....Vice President

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Jay Albright .....District Vice President

Adam Hargett .....Vice President of Finance

Dennis Mabe .....Vice President of  
Engineering & 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 ..... Director of Communications, Editor





# Monitor Your Energy Use with MyUsage to Save

The first step to saving energy is by knowing how you use electricity in your home. REMC's residential\* members now have access to MyUsage.com, which is an online portal for viewing the home's daily kilowatt-hour usage.

By monitoring your use through MyUsage, you will start to notice trends in your family's personal habits and how they cause increases or decreases in your energy use. Statistics indicate electricity monitoring programs help lower electric consumption because members are more aware of their usage patterns.

For example, you may notice that every Saturday in the fall your electric use increases when everyone gathers at your home to watch football on your large plasma television, or when it's laundry day and your clothes dryer is running from morning til night. You may also notice decreases when you make adjustments to your thermostat so your heating/cooling system runs for a shorter period of time.

Since the data on MyUsage.com is specific to your home and family, you can identify potential problems with appliances earlier and see which adjustments to your routine have an impact on your bill. Having an idea of how much energy you've used throughout the month also helps you prepare for how much you will owe when your bill comes due.

A one-time account creation process will put your electric use information right at your fingertips! If you have multiple accounts, we will need to assist you with the registration process. Just give us a call at 1-800-672-8212 and one of our member service representatives will be glad to assist you.

\*Time-of-use accounts are not eligible for MyUsage.com



## Create Your MyUsage Account Number

MyUsage.com requires a 12-digit numeric Account Number to access your metering information. With your bill in hand, fill in the blanks to create your MyUsage energy monitoring Account Number:

\_\_\_ \_\_\_ \_\_\_ 6 \_\_\_ \_\_\_ \_\_\_  
 (Account No.)\* (CIN No.)

### Example:

0 0 1 2 3 6 0 4 5 6 7 8  
 (Account No.) (CIN No.)

*\*For billing account numbers less than five digits, please enter zeroes (0) before the account number.*

**For more information about signing up for MyUsage, visit [www.RandolphEMC.com](http://www.RandolphEMC.com)**

## Show Your Card to Welcome These New Area Businesses to the Co-op Connections Program



### Diversified Energy

400 Kivett Dairy Road, McLeansville, NC  
 (336) 697-3141

[www.diversifiedenergy.com](http://www.diversifiedenergy.com)

Free Propane Tank change out and 40¢ per gallon off your first fill of propane. 10% off regularly priced fireplaces, wood stoves or gas logs.

### Eden's Garden Café

121 E. Salisbury Street, Robbins  
 (910) 948-9976

[www.facebook.com/pages/Edens-Garden-Cafe](http://www.facebook.com/pages/Edens-Garden-Cafe)

10% off meal, excluding wine

# AWARE

*a word about  
Randolph Electric*

by Dale F. Lambert, CEO

Dear Members,

*“Exceeds expectations.”*

My kids always combed their grade-school report cards for EEs, which signified they had attained the coveted “exceeds expectations” rating in aspects of school life that couldn’t be assigned a letter grade.

As they grew, EEs turned into (we hoped) As and Bs. Yet I don’t think any of them lost that desire to exceed expectations.

At Randolph EMC, we also strive for EEs, every single day. We don’t want to do what you only expect us to do—provide you with affordable, safe, and reliable electric service. We want to go farther and do better, by providing superior member service and offering programs that help you save time and money.

Randolph Electric line-workers routinely work in rough weather and put in long hours. But they do it gladly, because they care about doing an exceptional job for you.

However, we have many people behind the scenes who also make our co-op the best it can be. Our engineers continually explore new technologies to improve service reliability. The digital meters that were recently installed, for instance, makes it possible for us to operate more efficiently and offer you new services and conveniences.

Our finance department works to make bill pay easier and more convenient with programs like Bank Draft, Budget Billing, Online Payments and our brand new prepaid energy solution, FlexPay.

Our member services representatives want to make sure you have a positive and satisfying experience when you call or visit our office for help. We also offer convenient payment options, free energy audits and resources to help you manage your energy use such as TogetherWeSave.com and MyUsage.com.

Whether it’s a power outage, energy audit, or billing question, we’re working hard to achieve those EEs from you every day. That’s why we participate in member satisfaction surveys twice a year. As a matter of fact, our fourth quarter surveys are set to begin this month.

These telephone surveys take just a few minutes of your time and help us learn how to serve you better. Does the cooperative maintain reliable electric service? What is most important to you as a Randolph EMC member? What services can the co-op provide to increase the value of your membership for the price you pay for electricity?

We need your feedback, and we’re so grateful for those members who have participated in these questionnaires over the years. All of the new technology we’ve implemented and the new services we’re offering come as a direct result of the data collected in these surveys. For example, many members told us that they want an easy way to track their energy use or would like alternative payment options. MyUsage.com and FlexPay are two new programs that meet those needs. As you can see, we are listening to what our members say!

If you get a call asking to participate in a member satisfaction survey, please do so. Remember—we will never ask for bank account information or ask you to pay your bill in any specific way. We’ll just ask you to tell us if we’re meeting your expectations, exceeding them, or need to improve in any way.

Cooperatively Yours,



Dale F. Lambert,  
Chief Executive Officer

