

Watts Working

We've Got Your Number... Or Do We?

From landlines to cell phones, one thing hasn't changed — we still rely on phones to communicate with each other. Because it doesn't appear that we will stop using phone numbers to communicate with members anytime soon, REMC needs to make sure we have your most recent information on file.

Here's why:

1 When you call to report an outage, our system immediately recognizes your telephone number and logs your location on our map, which saves a tremendous amount of time in an outage situation.

2 REMC can contact you if we have a question about an outage that you've reported. In addition, we are able to let you know about planned outages in your area, so you can plan accordingly when they are scheduled.

As you can see, there are many important reasons why we need your updated information. Not only does it save time – it saves money too! For the best service, update your account with any number that you might use to report an outage, and while you're at it, make sure your email address is correct, too. Please take the time to update your info online at www.RandolphEMC.com or give us a quick call at 1-800-672-8212. This is just one added way we can improve communication with our members!



3 You'll receive notifications about issues regarding your bill. A few years ago, REMC switched from sending out paper past-due notices to notification via phone message. With that simple update, REMC was able to save \$60,000 in postage, paper and manpower.

4 If you pay-as-you-go for your electricity with FlexPay, you can receive communications about your balance and daily usage via phone message.

VOLUME 76

02

FEBRUARY 2014

THIS MONTH'S ISSUE:

B Clean Air Filters for Savings

D Dale Lambert's AWARE Column

C 2014 Youth Tour Applications Due 3/15
Sports Camp Applications Due 3/31

TOGETHER WE SAVE

Clearing the Air

Replace air filters regularly for efficient heating & cooling

Clogged air filters could add more than \$80 to your electric bill every year. Checking, changing, or cleaning your filter once a month saves money and extends the life of your home's heating, ventilation, and air conditioning (HVAC) system.

More than half of your monthly energy bill goes toward keeping your home comfortable. While air filters prevent pesky dust and annoying allergens from clogging your HVAC system, dirt, like aging arteries, builds up over time. If left unchecked, a dirty filter strains a home's heart and forces the HVAC system to work harder to push conditioned air through tight spaces. This results in higher energy bills and—potentially—system failure.

Filter Facts

The U.S. Department of Energy (DOE) advises checking an air filter once a month and replacing it at least every three months. Successful filters have a short lifespan—the better a filter catches dirt, the faster it gets clogged

and must be cleaned or replaced. Leaving a dirty air filter in place cuts a home's air quality and reduces HVAC system airflow.

While removing a clogged filter altogether relieves pressure on the system, the system can't perform well without one. Unfiltered dust and grime accumulate on critical parts like the evaporator coil, causing unnecessary wear and tear.

More Efficiency Boosters

Before summer hits, clean cooling system coils inside and outside the home. Leaves, dirt, and other debris gather around a home's air conditioner throughout fall and winter months. These intruders keep the coils from operating at top efficiency, both shortening the lifespan of the unit and ratcheting up summer cooling bills.

Just as clogged air filters force your system to work harder, blocked vents strain your system. Clean air registers, baseboard heaters, and radiators. Make sure air ducts are not blocked by furniture, rugs, or window treatments.

SWAP SHOP

3 mobile home doors: back, front & storm, frames included. \$100 ea or all for \$250. 336-381-3175.

2003 Montana 5th Wheel 30' fiberglass camper, like new. \$12,500. 910-439-5940.

York Piano & bench, \$150. 910-220-5718.

14 qts Castrol 20/50 conventional motor oil \$30. 336-879-5468.

Craftsman Generator 5000 W, \$250 firm. '91 Class C Tioga Montara RV \$2,500. New handmade quilts: F,Q & K, \$75 ea. 336-625-4548.

1990 Ford F-700 Dump Truck, 14ft dump bed, 429 gas engine. 910-464-3459.

Leonard camper top, fits long bed truck, white, good shape. \$400. 336-498-3423.

Fruit trees for sale. www.waddscreek.com or 910-947-3384.

1978 Chevy Dump truck, good hydraulics, no special driver's license needed. \$2,400. 910-603-3410.

Hardwood \$50/load. Will split wood @ your location too, Asheboro area. 336-302-1041.

1999 Ford Mustang GT V8, 195,000 miles, red w/ white stripes, chrome wheels, leather interior. Engine needs work. \$3,000. 336-625-1695.

Honey. 336-879-2686.

1974 Ford 6400 2-ton dump truck, 390 Engine, runs well, \$2700. 336-879-2826.

White oak & red oak dried logs, need to be cut for firewood, neg. 336-629-2560.

Wood \$75-\$100/load (will need a wood splitter). 336-824-8445.

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

Members, email SwapShop items to General@RandolphEMC.com

Electric Service

Asheboro(336) 625-5177
.....(800) 672-8212
Robbins Area:(910) 948-3401
.....(800) 868-7014
Power Failures:(877) REMC-OFF
.....(877-736-2633)
Bill Payments:(877) 534-2319
Office Hours:8:00 am - 5:00 pm
..... Monday-Friday

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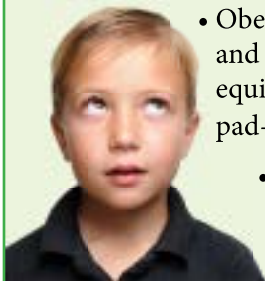
Jill Vanness Communications Director, Editor
Lauren Ingold.... Public Relations Coordinator, Associate Editor

Look Up & Stay Alert During Outdoor Work & Play

With spring on the way, kids and adults alike will soon head outside for winter clean-up and play. Remember to look up and be alert for power lines and other electrical hazards to stay safe from electrocution outdoors.

For kids

- Don't climb trees that are near power lines & poles, and never climb a power pole itself.
- Stay far away from power lines lying on the ground. You can't tell if electricity is still flowing through them.
- Obey signs that say "danger" and "keep out" around electrical equipment, like substations or pad-mount transformers.
- Never fly a kite on a rainy day or anywhere but an open space.

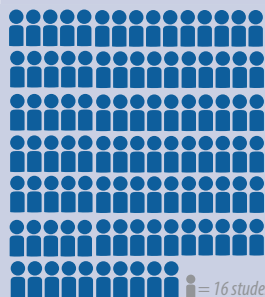


For adults

- If primary power lines run through your trees, call REMC—professionals can trim branches safely if needed.
- Make sure outdoor receptacles are upgraded to ground fault circuit interrupters (GFCIs).
- Use only weather-resistant, heavy-duty extension cords marked for outdoor use.



Rural Electric Youth Tour



1,600
high school students in the nation's capital

ONE WEEK



LEADERSHIP TRAINING **ONE-ON-ONE**
TOUR WASHINGTON DC **CONVERSATIONS WITH**
NATIONAL PEER NETWORK **ELECTED OFFICIALS**

more than
50,000
dreams realized since 1964



Sound Good?

Rising Juniors & Seniors, visit RandolphEMC.com to download an application & mail it to us by March 15th!

Middle School Students...

Apply Now for a Once-in-a-Lifetime Basketball Experience

REMC will send one boy & one girl to the Roy Williams & Wolfpack Women's Basketball Camps this summer. More information and applications are available at RandolphEMC.com.



Hurry! Applications are due March 31st!

Employment Policy

All applicants for employment shall be considered and hired on the basis of merit, without regard to race, color, religion, sex, national origin, age or disability. The employment practices shall insure equal treatment of all employees without discrimination in rates of pay or other opportunities for advancement because of the employee's race, color, religion, sex, national origin, age or disability.

Statement of Nondiscrimination

This institution is an equal opportunity provider and employer.

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail to U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax to (202) 690-7442 or by email to program.intake@usda.gov.

AWARE

a word about
Randolph Electric

Dear Members,

by Dale Lambert, CEO

As a cooperative, our commitment to you is to always seek out new innovations and technology to improve the quality of service you receive while continuing to operate efficiently and effectively. That's why in 2013, we worked hard to provide a number of new programs and services, all are which designed to help you and your family maximize your energy usage and keep your electricity affordable and reliable.

Adding Value— The Cooperative Difference

Capital credits are at the heart of the Cooperative Difference, and for the second year in a row, nearly every active member—97 percent—of REMC received a portion of the \$2.75 million in capital credits that the Board of Directors retired to the members last June. Putting money back into members' pockets is just one unique difference that sets us apart from investor-owned utilities.

Another way we help keep money in your pocket is by offering the Co-op Connections Card free of charge to each member. This card adds tremendous value to your membership by providing local savings at retail locations and restaurants, as well as savings on several health-related services. In fact, REMC members have saved well over \$56,000 in prescription costs since we launched the card. And, as an added bonus, we're promoting our local businesses so that members can keep their hard-earned money in the communities where they reside. Visit www.RandolphEMC.com for more information about the card and access to all the

local and national discounts available to REMC members.



Last fall, Randolph Electric launched FlexPay, a payment option that allows residential members to pay for electricity as they use it. The beauty of FlexPay is that participants can "fill up" their electric account just like filling up a gas tank in a car—one gallon at a time or with a full tank. With FlexPay, instead of a traditional monthly billing statement, energy use and balance are calculated daily. No security deposit is required for new members, and existing members' deposits are applied as a credit when switching to a FlexPay account. We currently have around 200 members signed-up for FlexPay with new accounts being created everyday.



Nearly 300 residential members have signed up for MyUsage.com, a free online service from Randolph Electric that charts daily power consumption. With MyUsage.com, members can:

- See the amount of energy used on a daily basis
- View daily use for the last 30 days, along with the average temperature
- Set up e-mail alerts for daily use and use that exceeds a certain threshold that members determine for themselves

For more information about MyUsage.com and how to set-up an account, please visit www.RandolphEMC.com and click on MyUsage.com quick link on the home page.



Staying In Touch

Staying in touch with our members with timely information is essential, and we're making every effort to communicate with members in the way that they want. For our in-office visitors, we've installed screens in the lobbies of both offices that show up-to-date messages, safety tips, energy saving tidbits and other key information related to REMC.

For sharing information outside of the office, Randolph EMC recently launched Facebook and Twitter pages. When members connect with us via social media, along with outage and preparedness information, they'll also learn about everything from important safety information to energy-efficiency news to upcoming Cooperative programs and events.

As you can see from the programs above, Randolph EMC continuously embraces change that increases the value of your cooperative. This is achieved through implementing new technologies, continually seeking efficiencies in our operations and targeting ways we can improve the service we deliver to you.

Cooperatively Yours,

Dale F. Lambert,
Chief Executive Officer