

Watts Working

Is **FLEXPAY** Right for You?

A PREPAID ENERGY SOLUTION FROM Randolph EMC

Have you ever thought that it would be easier for you to make weekly or biweekly electric bill payments rather than one larger payment each month? Have you ever wished you could have a different due date for your bill? If so, FlexPay might be for you.

FlexPay is a pay-as-you-go program for residential members that lets you take full control of your energy budget by paying for electricity when you want, in the amounts you want.

Try It...You Might Just Like It

REMC's Communications Director, Jill Vanness, is a strong advocate for the program. Read below why she chose to remain a FlexPay customer after participating in a test of the system as an employee.

"As we were rolling out the FlexPay program, I volunteered to temporarily switch to this billing option so that I could learn how it worked and test the various features of the system.

"I used the system to the fullest extent—I paid a past-due balance through debt-recovery, let my account balance get low, and even had my power disconnected—all in the name of research.

"I never intended to stay a FlexPay customer; after all, I'd been perfectly happy having my budget billing amount drafted from my checking account each month on my due date. But during that test, I learned that having the freedom to pay smaller amounts for electricity made a huge impact on managing my budget! With the electric bill, car payment and mortgage all due around the same time, things could be really tight in that first half of the month. Suddenly, I didn't have to pay \$200 for my

Now that I've been a FlexPay customer, I don't think I'll ever go back to the traditional way of paying my bill. It's a great way to take control of your electric bill to fit your schedule and give you freedom and flexibility when you need it most.

—Jill Vanness, REMC member & employee

electric bill on the 5th. I could pay \$50 a week if I wanted. Or I could put in \$100 and see how long I could make it last.

"Now that I've been a FlexPay customer, I don't think I'll ever go back to the traditional way of paying my bill. I would encourage every member to at least try FlexPay—whether you pay your bill without issue or have an outstanding balance that is weighing on your shoulders. It's just a great way to take control of your electric bill to fit your schedule and give you freedom and flexibility when you need it most."



VOLUME 77

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JANUARY 2015

THIS MONTH'S ISSUE:

C Sports Camp Scholarships Available

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F Dale Lambert's AWARE Column

H 2015 Billing Schedule

Did you know...

Space heaters are responsible for 32 percent of house fires, according to the National Fire Protection Association.



- Place your space heater on a level, non-flammable surface.
- Make sure your space heater has an auto shutoff function.
- Never pair your space heater with an extension cord.
- Never leave a space heater unattended when in use.
- Purchase space heaters that are cool to the touch.

2015 Holiday Schedule

New Year's Day

Thursday, January 1

Good Friday

Friday, April 3

Memorial Day

Monday, May 25

Independence Day

Friday, July 3

Labor Day

Monday, September 7

Veteran's Day

Wednesday, November 11

Thanksgiving

Thursday & Friday,
November 26-27

Christmas

Thursday, Friday & Monday
December 24, 25 & 28

**REMC Offices will
be closed January 1.**

Happy New Year!

2015

Electric Service

Asheboro(336) 625-5177
.....(800) 672-8212
Robbins:(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, M-F

Board of Directors

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Lauren Ingold..... Public Relations Coordinator, Associate Editor

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www.RandolphEMC.com  

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REMC & Touchstone Energy Will Send Two Local Students to NC State & UNC Basketball Camps This Summer

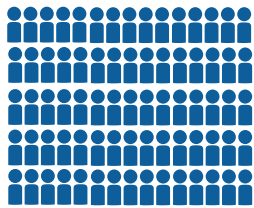
Randolph Electric will award two middle-school students all-expenses-paid scholarships to basketball camps at the University of North Carolina and NC State University this summer. Young men can apply to attend the Roy Williams Carolina Basketball Camp in Chapel Hill, and young women can vie for a spot at the Wolfpack Women's Basketball Camp in Raleigh.

Students can download an application at www.RandolphEMC.com beginning January 2, 2015. Randolph EMC will select one student for each camp in a competitive process based on academics, extra-curricular activities and a short essay. Rising sixth through eighth graders are eligible to apply, and the final application deadline is March 31.

Noah Watkins of Asheboro (left) was REMC's 2014 Roy Williams camper.



Rural Electric Youth Tour



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



1 icon = 16 students

ONE WEEK



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

Sound Good?

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

thank you

Thanks for making your voice heard in the recent Action.coop campaign opposing the Environmental Protection Agency's proposed regulations on existing power plants. With your help, electric co-ops from across the nation submitted more than 1,000,000 comments to urge the EPA to balance affordability and environmental stewardship when writing greenhouse gas regulations.

REMC will continue to fight for affordable electric bills and we vow to keep you informed along the way. Thanks, again, for your support!

5 Ways to Fight the Winter Chills

Another colder-than-normal winter is predicted for much of the country this year. Frigid temperatures can cause heating systems to work over time, and since heating and cooling can make up nearly half of your electric bill, you may experience sticker shock when you open that bill.

Instead of waiting until after a potentially high bill is in your mailbox, be proactive with these five tips:

- 1** Make sure to change your air filter once a month.
- 2** Keep the fireplace damper closed when it is not in use. Keeping it open can bring cold air into the room.
- 3** Caulk around the fireplace hearth, and caulk or weather strip around doors and windows.
- 4** Log on to your MyUsage account to keep up with your use. If we've had a few days of frigid temperatures, see how you can try to save on days that are milder.
- 5** Dress for the weather, even if you are inside. Wearing proper clothing like long sleeves and pants, or wrapping up in a cozy blanket will help combat the temptation of bumping up the thermostat.

Using the tips above can certainly help you manage your energy use, but your bill may still be higher than normal in winter months, even if you have a more efficient HVAC system. Why?

The weather has a big impact on electric bills, accounting for nearly half of your bill. When extreme cold temperatures hit, our heaters work overtime. For example, even if you set your thermostat to our recommended 68 degrees in the winter, when it is 19 degrees outside, your system has to work hard to make up that 49-degree difference, cycling on and off more often, and making your use — and bill — higher.



Did You Know?

When you report an outage from a phone number listed on your account, the outage is **LOCATED INSTANTLY.**

That means REMC dispatchers can

SEND CREWS FASTER!

Update your phone numbers by sending in the form here or at any time at www.RandolphEMC.com or by calling your local REMC office.



Please Update My Phone Numbers!

Name (as it appears on your bill)

CIN #

Additional Phone Number

Additional Phone Number

Additional Phone Number

Additional Phone Number

Email Address



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

Randolph Electric Membership Corp. 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 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 at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.



They're out of sight, but don't forget about your air ducts. Taking care of them can save money and energy.

- Check ducts for air leaks.
- Take care of minor sealing jobs with heat-approved tape, especially in attics and in vented crawl spaces.
- Call the pros for major ductwork repairs.

Source: U.S. Department of Energy

SWAP SHOP

For Sale

2002 Hyundai car, GC. 1986 Chevrolet C10 Long bed pickup truck, w/ new motor. 336-824-4308.

Massey Ferguson 431 Tractor w/ only 146 hrs. \$1395 neg. Delta 36" Wood Lathe w/ Duplicator \$695. 336-879-8294.

Concrete float. 1' x 24' walk board. Emglo Compressor. 3' foldable dog crate w/ pan. Werner extension ladders. 336-629-5866.

Wood splitter, 8 hp gas engine, hydraulic ram off of fork lift, maybe 25-30 ton ram \$375. Also 45 hp Long tractor for sale, new clutch, rebuilt engine, front-end loader \$4,000. Carthage area. 910-315-1780.

2,000 square bales of wheat straw, 36" long, \$4 ea. 336-241-2405.

2012 Dutchmen Coleman Camper CT250 GS, EC, used twice. Includes wheel covers, gas covers & sewer hook up equipment. Queen size bed, plenty of storage, gas stove, refrigerator, microwave, bathroom w/ sink, shower & commode. Gas grill, water hose, one slide out, awning, self-contained, sleeps 6. \$17,000. 336-684-0976.

Large wood burning stove w/ forced air. Handcrafted by local manufacturer. Constructed from 1/4" steel plate, 32" wide x 28" deep x 36" high. Accommodates logs up to 30" long. Star area. \$500 OBO. 910-428-4704.

Set of Flowmaster Mufflers for Mustang GT 5.0 2010-2012, like new, \$275. 336-498-7020.

Mobile home lot w/ well & septic, 20' x 24' workshop, fenced in corner lot, almost 1 acre, Pisgah area. \$29,995. 336-824-4669.

Nigerian dwarf goats \$50 - \$100. 336-672-3122 or 336-953-3776.

Vintage electric stove, white \$50. Vintage farmhouse sink, white, GC, \$300. Electric hot water heater in cabinet, \$75. 336-409-5450.

Electric hospital bed \$350. Bed lift \$200. Rollaway bed \$60. Wheelchair \$200. 910-464-5313.

Recording King Banjo & Guitar, Kentucky Mandolin "F" Style, Fender Dobro, Morgan Monroe Banjo & other instruments. Snap on Tonneau Cover for full size pick up, short bed, GC. 1986 Pontoon Boat 16' x 8' 40hp Evinrude motor, runs good, \$2500. 336-633-8706.

New handmade quilts, F, Q & K, \$100 - \$150 neg. 336-625-4548.

Bose Sound System \$100. TV table w/ stereo shelf, \$50. Flower vases, \$1 ea. Color TVs, \$20 - \$30 ea. Steamer, \$20. New Sentry safe, \$20. Maytag Refrigerator, \$95. Kitchen table, \$30. Microwaves, \$25. 55-gal. plastic drums, \$10 ea. Wall mount Natural gas heater or use free standing w/ remote, \$200. Cappuccino-coffee machine, \$65. Christmas tree & stand in box, new, \$5. Walker w/ extra arm attachment, \$30. AB Circle w/ calorie counter, \$80. 336-879-3320.

For Rent

3 Bedroom 2 Bath SW mobile home on a private lot on the Ramseur-Julian road. \$400/month, \$400 deposit. 336-824-4308.

3 Bedroom 2 Bath SW mobile home, \$475/month. 336-464-3459.

Members, email SwapShop items to General@RandolphEMC.com

AWARE

a word about
Randolph Electric

by Dale Lambert, CEO

Dear Members,

With the launch of the New Year, the month of January is considered a time of new beginnings. It is a time for reflecting on the past year and planning for the future by using past experiences as a guide. It is a time for resolutions, setting goals and implementing the strategies that will help accomplish those goals.

In 2014, many residential Randolph EMC members embraced two programs that allow them to take control of their energy use and payment schedule, resulting in more efficient use of their energy dollars. I want to encourage you to sign up for one of these programs today if you haven't taken the opportunity to do so already.

The first program is called FlexPay. As you may have read on the cover of this month's newsletter, FlexPay is a payment option that allows residential members to pay for electricity as it is used. The beauty of FlexPay is that you can "fill up" your electric account just like filling up the gas tank in a car—one gallon at a time or with a full tank.

With FlexPay, instead of a traditional monthly billing statement, your energy use and account balance are calculated daily. No security deposit is required for new members, and

if you've already paid a deposit, we'll apply it as a credit when switching to a FlexPay account. Perhaps one of the best features of the program is that there is no due date, so you'll never have a late payment charge. We currently have 650 members signed up for FlexPay, with new accounts being created every day.

Even if FlexPay is not the payment option for you, every residential member can benefit from MyUsage.com. MyUsage.com is a free online service that allows residential members to monitor their energy consumption 24 hours a day, seven days a week.

With MyUsage.com, you can view the amount of energy used on a daily basis and the daily energy use for the last 30 days, along with the high and low temperatures for each day. MyUsage even has an app you can download for your smart phone so you can stay up to date on your energy use anytime, anywhere.

Another great feature is the ability to receive email alerts when daily use exceeds a threshold that you establish. Getting this alert provides advance notice of high use—prior to getting the monthly bill. This has worked great for members who have experienced issues with their water heaters, heat pumps or air conditioners.



They were able to find the problem with the appliance early, which helped them avoid wasting dollars for energy that did not provide them any benefit.

I have used MyUsage.com since it was launched and highly recommend you take advantage of this program. It is amazing how my energy consumption fluctuates daily based on the outside temperature and the extra activities that take place in my home—like the recent holidays.

I would also like to mention our traditional programs that have provided members with energy and payment control for many years: Budget Billing, Bank Draft, and Online and Telephone Payments.

The Budget Billing Program offers a way to equalize your monthly electricity payments. Most members experience wide variations in the amount of their monthly electric bills due to higher use related to the weather conditions. The bills are highest in the winter and summer months and less in the spring and fall months. In some cases, a monthly bill for a summer or winter month can be twice as

high as a fall or spring month. Taking advantage of the Budget Billing program allows you to pay the same amount each month. This usually reduces the monthly payment amount in the highest usage months and increases the monthly payment amounts in the lowest usage months.

To determine the monthly Budget Billing amount, we review the previous twelve months of electric usage to determine the yearly average. We request that a member have at least twelve months history so we can determine, as closely as possible, the monthly payment. Using the average as a guide, we receive input from the member to determine any recent changes around the home that may affect the average usage.

After eleven months on the program, if the member has paid more than the charges due, we will send a check for the amount overpaid. If the member has paid less than the charges due, that amount is paid by the member to bring the account to a zero balance.

Our Bank Draft program gives you the peace of mind that your bill is always paid on time. No more remembering to write a check, wondering whether or not you have a stamp, or worrying about late fees. To take advantage of this program, the member signs an agreement that allows Randolph EMC to draft his or her checking or savings account each month for the amount of the electric bill. On the back of your monthly bill is a form to complete for Bank Draft. To sign

up, please return the completed form along with a voided check.

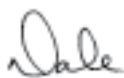
Much like the Bank Draft program, paying through our website or automated telephone system is great for helping to ensure your bill is paid on time to avoid any late payment charges. There are several methods of payment accepted on these systems and you're also able to access your account information at any time. I encourage you to visit www.RandolphEMC.com to create an online account if you haven't already, and our automated system is available by calling 1-877-534-2319 whenever you need it.

If you are interested in any of these programs please contact the Asheboro or Robbins offices or visit RandolphEMC.com for details.

Please remember that we are in the middle of the winter season when heating bills are the highest. Becoming a more informed, proactive and dollar-conscious member by taking advantage of programs your cooperative has in place allows you to take control of your energy dollars in this New Year.

From your Board of Directors and employee team, we wish you a happy, safe and prosperous New Year!

Cooperatively Yours,



Dale F. Lambert,
Chief Executive Officer

Programs & Payment Options to Help You Take Control of Your Energy Dollars This New Year



Monitor your usage on a daily basis and receive alerts when you've used more than a certain amount. Visit RandolphEMC.com for instructions on how to create your account.



Pay for electricity as you use it—no more due dates, minimum payment amounts or late fees.



Budget Billing

Pay the same amount each month.



Bank Draft

Have your bill paid automatically from your checking or savings account on the same date each month.



Online & Telephone Payments

Access account information and make payments in a variety of ways, closer to your due date.

Keep Track of the Energy You Use

Monitor your monthly usage & cost of electric service. Be sure to read your meter on the same day each month.

Month	Date Read	Reading	kWh Used	Amount Bill	Date Paid
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					
Totals					

2015 Cycle Billing Schedule

READING COMPLETE BY	1	DEC 31	JAN 30	FEB 27	MAR 27	APR 24	MAY 29	JUNE 26	JULY 31	AUG 28	SEPT 25	OCT 30	NOV 25
	2	JAN 9	FEB 6	MAR 6	APR 2	MAY 1	JUNE 5	JULY 2	AUG 7	SEPT 4	OCT 2	NOV 6	DEC 4
	3	JAN 16	FEB 13	MAR 13	APR 10	MAY 8	JUNE 12	JULY 10	AUG 14	SEPT 11	OCT 9	NOV 13	DEC 11
	4	JAN 23	FEB 20	MAR 20	APR 17	MAY 15	JUNE 19	JULY 17	AUG 21	SEPT 18	OCT 16	NOV 20	DEC 18
BILL IN MAIL BY	1	JAN 9	FEB 6	MAR 6	APR 2	MAY 1	JUNE 5	JULY 2	AUG 7	SEPT 4	OCT 2	NOV 6	DEC 4
	2	JAN 16	FEB 13	MAR 13	APR 10	MAY 8	JUNE 12	JULY 10	AUG 14	SEPT 11	OCT 9	NOV 13	DEC 11
	3	JAN 23	FEB 20	MAR 20	APR 17	MAY 15	JUNE 19	JULY 17	AUG 21	SEPT 18	OCT 16	NOV 20	DEC 18
	4	JAN 30	FEB 27	MAR 27	APR 24	MAY 22	JUNE 26	JULY 24	AUG 28	SEPT 25	OCT 23	NOV 25	DEC 23
PAST DUE DATE	1	JAN 28	FEB 28	MAR 28	APR 28	MAY 28	JUNE 28	JULY 28	AUG 28	SEPT 28	OCT 28	NOV 28	DEC 28
	2	FEB 5	MAR 5	APRIL 5	MAY 5	JUNE 5	JULY 5	AUG 5	SEPT 5	OCT 5	NOV 5	DEC 5	JAN 5
	3	FEB 12	MAR 12	APRIL 12	MAY 12	JUNE 12	JULY 12	AUG 12	SEPT 12	OCT 12	NOV 12	DEC 12	JAN 12
	4	FEB 19	MAR 19	APRIL 19	MAY 19	JUNE 19	JULY 19	AUG 19	SEPT 19	OCT 19	NOV 19	DEC 19	JAN 19
SUBJECT TO DISCONNECTION	1	FEB 9	MAR 9	APR 6	MAY 11	JUNE 8	JULY 6	AUG 10	SEPT 8	OCT 12	NOV 9	DEC 7	JAN 11
	2	FEB 16	MAR 16	APR 13	MAY 18	JUNE 15	JULY 13	AUG 17	SEPT 14	OCT 19	NOV 16	DEC 14	JAN 18
	3	FEB 23	MAR 23	APR 20	MAY 26	JUNE 22	JULY 20	AUG 24	SEPT 21	OCT 26	NOV 23	DEC 21	JAN 25
	4	MAR 2	MAR 30	APR 27	JUNE 1	JUNE 29	JULY 27	AUG 31	SEPT 28	NOV 2	NOV 30	DEC 28	FEB 1

Automatic Draft Dates

CYCLE 1
18th of month

CYCLE 2
25th of month

CYCLE 3
2nd of month

CYCLE 4
9th of month

