

Watts Working

James Andrews Retires from Board, Lee Isley Represents District 1



JAMES ANDREWS recently retired from the board of directors, after serving his fellow cooperative members for more than 17 years.

Mr. Andrews (on the right, above) joined the board in May 2000. He was appointed in 2004 by the National Rural Electric Cooperative Association to serve on a major committee known as the Capital Credits Advisory Task Force to develop guidelines for the administration of capital credits on a national basis. In 2012, he earned a Credentialed Cooperative Director and Board Leadership Certification from the National Rural Electric Cooperative Association.

Mr. Andrews was presented a resolution of appreciation from the board of directors at his final board meeting in recognition of his leadership and service to the membership.

INSIDE...

B Celebrate Co-op Month in October!

C Beware of Scare-Tactic Scams

E Extend Fall Days with Security Lighting

F Dale Lambert's AWARE Column

H Join REMC's Electric Vehicle Pilot Program

Pursuant to the bylaws, the remaining board members were obligated to name a successor within 60 days to complete Mr. Andrews' term. At the August board meeting, the directors appointed Lee Isley (below) to represent District 1, which includes northern areas of Randolph and Chatham County and southern Alamance County. His term ends in 2019.

Mr. Isley received a degree in advertising and marketing from Alamance Community College in 1993 and is also a licensed real estate agent. He lives in Snow Camp with his wife, Lisa, and daughter, Emma, and is currently employed



District 1 Director Lee Isley

with Fairway Outdoor Advertising. Mr. Isley is active in his community, serving as a Sunday School teacher at New Covenant Fellowship Church in Graham, and as a director on the board for Upward 180 Ministries. In addition, he currently serves as vice chair of the Recreation and Parks Commission in Alamance County and as a member of the Alamance County Planning Board.

We warmly welcome Mr. Isley to the cooperative family!



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 nearly 32,000 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 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.

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. You can have a snack and put your name in the hat to win one of many prizes we'll give away throughout October.





Beware of Scare-Tactic Scams

The phone rings. You answer. The voice on the other end says that your power will be disconnected if you don't immediately pay your bill over the phone. Take caution. That's one of several scams utility customers across the nation are reporting. Sometimes the scammers are asking the customer to make a payment through a third-party pay system or by obtaining a prepaid debit card. In other instances, scammers threaten to disconnect utility service or tell you that you have an unpaid credit card or traffic ticket, and then threaten legal action if you don't pay immediately.

If you get a call like this, hang up and then call back the company in question using the phone number from your bill (not the one the scammer may have provided). In almost every case like this, fraud experts say you should always be the one to initiate a call when you need to give out personal information.

- Remember it's your money, it's your identity—ask questions and stay alert.
- The co-op will not call or email you for your account number or password, so keep your account information to yourself.
- Never give your credit card number or other personal information over the phone without verifying the call.
- Contact the co-op directly to report the incident so that you can talk to a service representative who will confirm your bill and let you know of any problems with your account.
- Don't assume that you can trust Caller ID to let you know where a caller is located. Because scammers may use Internet calling technology, the area code you see may not reflect where they really are.

If you have any concerns about calls or visits from representatives of Randolph EMC, please call us at 1-800-672-8212.



Energy Efficiency Tip of the Month

Cooler temps will be here soon! No matter what kind of heating system you have in your home, you can save money and increase your comfort by properly maintaining and upgrading your equipment. Contact a licensed professional to inspect your system before the winter chill arrives.

Source: U.S. Dept. of Energy



Calling All High School Sophomores & Juniors...

Apply today for
the Rural Electric
Cooperative Youth
Tour program!

One lucky student
will win an all-
expenses-paid trip
to Washington,
D.C., in June 2018.

Learn more and
download an
application at
[RandolphEMC.com!](http://RandolphEMC.com)

SIGN UP TODAY FOR RANDOLPH EMC'S



**Set It & Forget It
for a Chance to Win a
\$100 Gift Card Each Month...
PLUS, a \$500 Grand Prize!**

Randolph Electric's convenient autopay options make it easy to pay your bill on time, avoid late fees and save on postage! These options also offer cost savings for the cooperative. As a thanks for participating, we're giving away one \$100 Gift Card each month for the rest of 2017! And all of those entries will be eligible for a \$500 Grand Prize drawing in early January.

Enroll your account(s) in Bank Draft or schedule Recurring Payments¹ using your credit or debit card or checking account and you'll receive one entry per account into our monthly drawing. Don't worry—if you're already participating in automatic payments, you'll be entered to win, too!

Log on to your account at RandolphEMC.com or give us a call at 1-800-672-8212 to speak with a Member Service Specialist for assistance.

¹One-time payments made over the phone, online or in-app are not eligible for drawing

**Autopay
Your Way:**

Bank Draft

Have your bill paid automatically from your checking or savings account on the due date

Recurring Payment

Automatically pay your bill on or before your due date each month using a credit or debit card or e-check.

Swap Shop

For Sale

Ematic Digital Tuner Converter Box with Recorder—compatible with all TV Antenna brands, \$30. RCA amplified indoor flat HDTV antenna, multi directional, \$30. 336-495-5557.

4-String Tenor Banjo, \$200. 336-629-2533.

1955 Chevy pick-up body parts: 4 front fenders, 3 grills, 2 hoods, & 1 rear bumper, \$600 OBO. 910-464-3470.

Massey Ferguson 135 Tractor, gas operated, good running condition. \$3,300 firm. 910-948-3259.

Kingsford BBQ Charcoal Grill, like new, \$75. 336-301-2365 before 8pm.

New Holland 492 Haybine \$5000. New Holland 56 Hay Rake \$2900. Oliver Superior Drill \$200. All in good condition & stored in shelter. 336-629-2752.

10-piece white wicker vinyl porch patio group. Table with 6 chairs, glider, & 2 rockers, new cushions, EC, \$650. 336-318-2245.

Hand hewn log barn with loft. Logs & flooring made of oak (trees cut from family property) 100+ years old. Fair condition. Buyer responsible for dismantling, hauling away, & cleaning up site. Located in Alamance County. Best Offer. 336-402-3106.

Turning plow, plus other plows, & box blade. 336-629-5866.

Farmall 130 Tractor with all equipment. Fair condition. 910-464-3459 after 6pm.

Jazzy Electric Wheelchair, new, never used, holds 300 pounds plus, blue, \$2500. 336-460-5250.

Five antique wash tubs. Western books by Louis L'Amour. Power adjustor for RV hookup. New handmade Full, Queen, & King quilts. 336-625-4548.

1986 GT Convertible Mustang, red with white top, 1 owner. \$17,000 neg. Heirloom Quilts made in early 1940's. \$125 each OBO. 336-629-2560.

3,000 Red Sex Sal Link pullets, chickens at laying age 16 weeks plus, vaccinated & debeaked, \$6.90 & up. Liberty area. 336-708-2998 or 336-317-4105.

Cleaned deer corn, 50 lb. bags, \$6 each.
Cleaned Feed Wheat, 50 lb. bags, \$8 each.
Cleaned cracked corn, 50 lb. bags, \$6.50 each. 336-622-2480 or 336-736-0390.

4+ acres with well & septic, good location, High Falls school district. 910-638-5765.

FOR RENT: Singlewide MH, 2 bedrooms 2 baths on private lot near Putnam, \$500 per month plus \$500 deposit. Also Lot near High Falls. \$150 per month. 910-464-3459 after 6pm.

Members, email
Swap Shop items to
General@RandolphEMC.com



Extend Fall Days with Security Lighting

As winter draws closer, the days get shorter, and we have less time to spend outside.

Maybe you want to play an extra game of basketball or need a little extra lighting for guests coming for a visit. Outdoor lighting can add security to your home and extend the time you have to spend outside.

Randolph Electric offers several lighting options to meet your needs, including LED decorative fixtures.

For more information, or to find out how you can add security lighting on your property, visit RandolphEMC.com or call 1-800-672-8212.



We want your feedback!

Thank you in advance for taking a few minutes to answer the call for our satisfaction survey! Through our ongoing survey process, we routinely contact a sampling of members to ensure we're earning your highest satisfaction in all areas of service.

As a member-owned cooperative, it's our goal to make every member experience with Randolph Electric the best possible!

In the most recent American Consumer Satisfaction Index (ACSI) survey, Randolph EMC ranked among the top performing electric utilities with a score of 90. Thank you for allowing us to serve you.

A Word About Randolph Electric

From CEO Dale Lambert



WORKING TO MITIGATE COSTS

Dear Members,

I want to review a couple of topics that have been in the news lately and address questions members have been asking relating to these topics. They are coal ash storage remediation and electric rates.

Safe, reliable and affordable electricity is our focus every day. There is no other reason for Randolph EMC to be in existence. When it comes to your electric bill, our rates are set simply to cover the cost of doing business, not to generate a profit.

That is one of the key advantages of an electric cooperative: We are not-for-profit, and that allows us to keep our focus in the right place – on the people and the communities we serve.

Many have attributed electrification and the North American electrical grid as the world's greatest technical accomplishment of the 20th century. When you think of the intricacies of generating and delivering electricity, all in an instant of time, the very split second you need it, at a remarkable rate of reliability, I believe their assessment is correct.

The vast majority of costs we incur as a business are directly tied to

the product we deliver to your homes and businesses – electricity. But it can get more complicated when you think about the *other factors* that influence costs.

State and federal regulations are some of these other factors we are required to comply with. Regulations and legislation, at both the federal and state levels, enacted in the last few years to address the issue of coal ash storage and management, are being implemented now and will impact our cost of wholesale power.

Coal ash, which is considered by the EPA as a non-hazardous residue, is left over from generating electricity from coal. All states are currently addressing coal ash management because of federal requirements to do so, not just North Carolina.

Our cooperatively owned wholesale power supplier, North Carolina Electric Membership Corporation, does not own any coal plants. We do, however, purchase some of our power through contracts with Duke Energy. Through this contractual arrangement, cost related to federal and state mandates requires us to be responsible for a portion of these compliance costs.

We will not be responsible for any costs directly related to the Dan River coal ash spill that took place in 2014. The cost of cleanup from that spill will be fully borne by the shareholders of Duke Energy.

State lawmakers, in their wisdom, amended the original coal ash legislation, the Coal Ash Management Act (CAMA), in 2016 to adopt a science-based approach that preserves environmental goals while cutting millions of dollars from initial cost. The amended legislation is referred to as CAMA II.

Your Board of Directors continues to work through the details of this future cost impact to our members and are developing a sound approach to address this issue. Overall, we are in good shape and do not expect a significant impact to our members.

Currently, a credit is flowing back to the members each month on your electric bills through the Wholesale Power Cost Adjustment (WPCA). The WPCA only collects or credits the cost of wholesale power and no other operating expenses flow through this adjustment.

In preparation for the additional cost of meeting the coal ash compliance requirement, we will be reducing the WPCA credit though the remainder of 2017. In October, the credit will be reduced from \$5.00/1,000 kilowatt-hours to \$3.00/1,000 kilowatt-hours.

If future projections of wholesale power cost—including coal ash remediation—meet expectations, the WPCA will be reduced to zero in the beginning of 2018. Additional adjustments will be implemented based on the actual cost of wholesale power, but I will keep you updated on these adjustments.

The total amount of coal ash remediation cost assessed to Randolph EMC is currently \$8 million. This expense will be spread over the next six years with a significant portion being paid in 2018 and 2019. But keep in mind, that's in relation to our total power costs for the next five years, which is projected to be over \$222 million.

I've isolated coal ash, but there's a lot more to take into consideration when discussing wholesale power costs. Let me address retail rates from a broader perspective, which includes the coal ash cost.

I know you're hearing in the news about rate increases from other electric utilities. Based on our projections today, with the caveats of assuming maintenance on our generation fleet stays on budget, fuel used to generate electricity stays at stable levels, and no new regulations are implemented to increase cost, Randolph EMC does not project a general rate increase will be needed until into the late teens to early 2020 timeframe. So, in the near future, we are not projecting a general rate increase at this time.

Your Board of Directors and employee team will continue working hard to mitigate cost increases by operating efficiently and effectively because we know any increase has an impact on your family budget. Should industry factors outside our control affect rates, we will let you know well ahead of time.

It is my job to keep you fully informed about the operations of your electric utility. As I have stated before, the news may not always be good, but you deserve to know. I have always tried to tell you like it is—the good and the bad.

Our commitment is to continue pursuing new ways to fulfill our mission of providing you with safe, reliable, environmentally responsible and affordable electricity. Your desire should be nothing less.

Cooperatively Yours,

Dale F. Lambert
Chief Executive Officer



Randolph Electric Membership Corporation provides safe and reliable power with exceptional value to nearly 32,000 member accounts in Randolph, Moore, Montgomery, Chatham and Alamance counties.

This institution is an equal opportunity provider and employer.

Electric Service

Asheboro (336) 625-5177
..... (800) 672-8212

Robbins: (910) 948-3401
..... (800) 868-7014

Report Outage (877) REMC-OFF
..... (877) 736-2633

Account Info

& Bill Payments: (877) 534-2319

Business Hours: 8:00 am – 5:00 pm, M-F

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RandolphEMC.com



PLUG-IN ELECTRIC VEHICLE OWNERS, GET READY TO *REVUP* YOUR SAVINGS!

REVUP™

Randolph EMC Electric Vehicle Utility Program

Plug-in electric vehicles (PEV) are a transportation choice that's as kind to the pocketbook as it is to the environment.

Member-owners of Randolph EMC who own a PEV now have the opportunity to participate in the cooperative's new REVUP™ pilot program. With an increase in electric vehicles (EV) expected across our system in the coming years, it's important that Randolph EMC is prepared for that growth. And as your trusted energy advisor, we're committed to learning all that we can about charging devices and rate effectiveness.

This two-fold program offers up to 25 members a \$500 rebate incentive toward the purchase of a Wi-Fi enabled Level 2 charging station, as well as the three-tiered time-of-use Plug N2 Savings rate to encourage charging during off-peak times.

Call us at 1-800-672-8212 to
join the REVUP pilot program



\$500 Rebate for
Level 2 PEV Charger



Plug N2 Savings

3-Tiered
Time-of-Use Rate