

# Watts Working

Co-op Month

## Cooperatives See the Future



SAFE,  
RELIABLE,  
AFFORDABLE  
ENERGY.  
THEN. NOW.  
ALWAYS.  
We are proud to  
power your life.

OCTOBER IS NATIONAL CO-OP MONTH

Dramatic changes are transforming all aspects of the energy industry. Interest in renewable energy is at an all-time high, and ultimately consumers want greater control over their energy use and payment methods. The prevalence of smart-phone apps and “smart” technology for the home is increasing, and consumers and businesses are showing greater interest in electric vehicles. There’s no denying it: electric utilities will have to make changes to the way they provide energy to accommodate these trends. Luckily, Randolph EMC is uniquely positioned to meet these changing energy needs because we are a cooperative.

### Co-ops are community-led

October is National Co-op Month, which is the perfect time to highlight the many ways electric cooperatives are unique. Cooperatives are locally governed, looking out for the long-term needs of their consumer-members.

Jill Vanness, director of member and public relations for Randolph EMC, explains that “electric cooperatives belong to the communities they serve. This heightened community focus allows us to quickly adapt to evolving consumer expectations. Our closeness to the community ensures a better response to these needs because we are led by the people that we serve.”

### Co-ops are a catalyst for good.

Electric co-ops, like REMC, are a catalyst for good in their communities. Co-ops engage their members to do and enjoy things that might otherwise be impossible or difficult, like more than 75 years ago when electric co-ops brought power to areas where other utilities did not find it economically feasible. Today, it means providing multiple bill pay options, access to community solar and electric vehicle programs, and support for our communities through grant and loan programs, among others.

Cooperatives exist to meet a need that was previously unmet in the community, and they are ever striving to anticipate and plan for the future needs of their members. The co-op business model is unique. It is practical, mission-oriented and puts people first. Co-ops strive to be a trusted voice in their communities. Co-ops have earned that trust because, while not perfect, they always have their members’ best interest at heart and are determined to enrich the lives of those living and working in the communities they serve — now and in the future.

## INSIDE...

**B** Local Nonprofits Awarded Grants

**C** Co-ops Vote Photo Contest

**D** Seeking Youth Tour Applicants

**E** Autopay: Easy and Convenient

**F** Dale Lambert’s AWARE Column



# PHP Awards Sharing Success Community Grants to Local Nonprofits



Randolph EMC's People Helping People (PHP) program recently awarded \$10,000 in grant funds to local nonprofit agencies serving Randolph, Moore, Montgomery, and Chatham counties. Congratulations to the following eight organizations that received funding for projects that will help make a positive impact for Randolph EMC members!

- IMPACT Ramseur - \$1,000
- Moore Free and Charitable Clinic - \$1,000
- Mt. Gilead Food Pantry Inc. - \$2,000
- Randolph Community College Foundation - \$1,000
- Randolph County Health Department - \$1,500
- Sandhills Children's Center - \$1,000
- Sandhills/Moore Coalition for Human Care - \$1,000
- The Salvation Army of Chatham County - \$1,500

The Community Grants Program is a special project of PHP, made possible because of its partnership with cooperative lender CoBank. For the 2018 calendar year, CoBank awarded \$5,000 to PHP as part of its Sharing Success Matching Grant Program.

Under this program, CoBank allocates \$3 million annually to match cooperatives' charitable contributions to nonprofit organizations in their local



communities, up to \$5,000 per co-op. People Helping People was able to extend its charitable reach into the community with Randolph EMC's \$5,000 contribution combined with CoBank's \$5,000 match.

People Helping People (PHP) is a nonprofit program that gives Randolph EMC members a unique opportunity to help others by "rounding up" their monthly electric bills to the nearest dollar. The extra change that these

members contribute goes into the PHP account, which is used to fund requests for assistance from other members in need of financial help because of circumstances outside of their control. The money that members contribute from their bills is not used in the community grants program.

Members who are interested in contributing to PHP or those who wish to apply for PHP assistance should contact Kathleen Duckworth at (336) 625-5177.



## Want to win a \$100 Visa Gift Card?

Visit one of Randolph EMC's offices and pick up our Co-ops Vote materials!

Contest rules are simple:

Take a picture with one or more Co-ops Vote items with the logo prominently displayed and post it to social media using the [#coopsvote](#) and [#nccoopsvote](#) hashtags and mention Randolph EMC. Be sure your social media post is public and posted by last day of the month!

*\*Duplicate postings will not be counted. Odds of receiving \$100 Visa Gift Card depend upon number of entries received.*

*Co-ops Vote is non-partisan and was designed to inform you on the key issues facing electric cooperatives and encourage you to vote to support co-ops when you go to the polls.*



## And the Early Bird Award goes to...

Congratulations to Terry Maness, Bright Ideas grant applicant and Early Bird winner of a \$100 Visa gift card! Mr. Maness was randomly chosen from all Bright Ideas grant applications across the state received by the Early Bird deadline of August 15. He is a Kindergarten teacher at Green Ridge Elementary School in Biscoe.

The Bright Ideas Grants program is a way to help teachers fund creative classroom projects that otherwise would go unfunded. The final grant deadline was September 19 and all grant recipients will be announced in November.



## 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 give away! Stop by any day in October for snacks and your chance to win!

## We want your feedback!

Thank you in advance for taking a few minutes to participate in 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 EMC the best possible!

If you receive a call or email about the survey, we would appreciate your participation to help us improve.

# High school students:

*Apply for a unique leadership experience in Washington, D.C.*

Join the state's future leaders for a week of exploration, education and leadership training. Randolph EMC is seeking applications from high school students for the leadership opportunity of a lifetime: The Electric Cooperative Youth Tour to Washington, D.C.

The Youth Tour allows students to experience Washington, D.C., and learn more about how they can make a difference as young adults. Tourists will learn about the cooperative business model and values, visit historic monuments and memorials, pay their respects at The Arlington National Cemetery, meet elected officials and tour a variety of Smithsonian museums, all while building a peer network with young leaders from across the country.

Randolph EMC will sponsor one local student to join the June 15-21, 2019 NC Youth Tour. The all-expenses-paid, weeklong tour is hosted by electric cooperatives nationwide and is a tradition more than 50 years strong. About 1,800 students from more than 40 states are expected to participate in 2019, and North Carolina's electric cooperatives will send a delegation of more than 45 students.

"If you're a high school student who wants to grow as a leader, NC Youth Tour is the perfect opportunity to build your skills, gain new experiences and form valuable relationships with others," said Kathleen Duckworth, communications and outreach specialist for Randolph EMC. "Youth Tour has something to offer

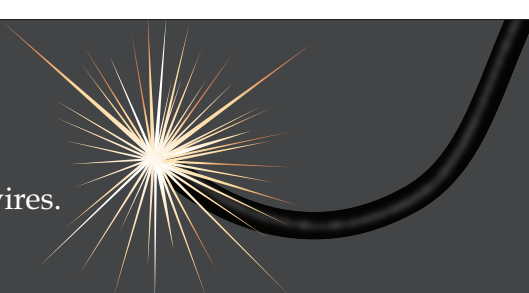


to everyone and can help prepare you for future success on any path you pursue after high school."

Current sophomores and juniors are eligible to attend and are encouraged to apply through Randolph EMC. Delegates will be selected based on their community involvement, academic success, and personal interview. Applications for Youth Tour are available online at [RandolphEMC.com/YouthTour](http://RandolphEMC.com/YouthTour) and are due January 15, 2019.

## Stay Back!

Know the difference between types of lines and wires. If you see a downed electric line, be aware that it could be live and dangerous!



### Electric Wire

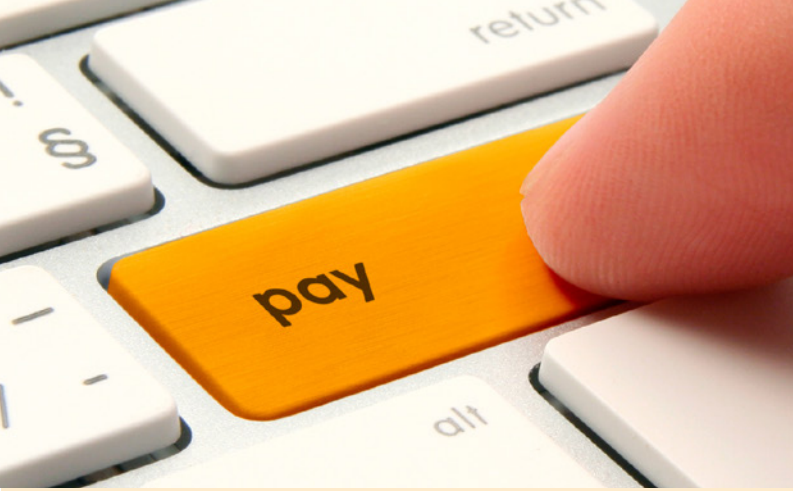
Electric wires are larger and can be easily identified by the three separate twisted wires, one being uniquely silver or uninsulated.

### Cable Wire

Cable lines are round and look similar to the coaxial cable that connects to the TV in your home.

### Phone Wire

Telephone wires are typically smaller, flat wires.



# 5

## Reasons to Autopay

Sign up for one of Randolph EMC's automatic payment options to have your electric bill automatically paid on time every month!

Have your payment drafted directly from your checking or savings account on the due date with Bank Draft or set up a Recurring Payment to automatically pay your bill on or before your due date using a credit or debit card or e-check.

### Set It & Forget It

- 1 It's easy, convenient, fast and secure
- 2 Saves you time — your monthly payment is processed automatically
- 3 No waiting in line
- 4 No postage or check — save the hassle of writing a check, paying postage and getting it mailed on time
- 5 Avoid late payments and past due bills — whether you're home or away, this service keeps your payments on time because they're already scheduled for you

Add an autopayment to your account today on the Online Member Service Portal at [RandolphEMC.com](http://RandolphEMC.com) or give us a call at 1-800-672-8212 to speak with a Member Service Specialist for assistance.

**SAFE, RELIABLE,  
AFFORDABLE  
ENERGY.**

**THEN. NOW.  
ALWAYS.**

**The energy landscape  
may be changing, but  
we'll never lose sight of  
who we're working for.**



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WE'RE PROUD TO SERVE OUR MEMBERS**

# A Word About Randolph Electric

From CEO Dale Lambert

## RELIABILITY: KEEPING YOUR LIGHTS ON

Dear Members,

I recently discovered I own a dishonest rain gauge. Well, maybe the gauge was not to blame, but it was reporting inaccurate information. Even though it was located several feet from my house, the rain gauge was apparently close enough to catch water splashing off the roof during heavy downpours.

This problem came to light when comparing rain totals with friends and neighbors. In most cases our house had more rain than everyone else, sometimes a lot more than even my next door neighbor. After a while, I became suspicious and did a little investigating. Hence, the discovery of extra water in the rain gauge from the roof. I was starting to think someone was sneaking over and pouring water into it.

We've all emptied our rain gauges a lot during this wet and stormy summer. Even though we were very thankful for the rain, the numerous thunderstorms that were associated with it kept your cooperative personnel extremely busy restoring power.

Historically, summer months are challenging for Randolph EMC's reliability and keeping your lights on. Summer thunderstorms are so

common to our area and usually spring up suddenly. In a matter of minutes, damage can occur that takes many hours to repair. The summer of 2017 was a relatively mild year for storm activity, so when comparing year over year numbers, we see an increase in nearly all reliability statistics. But the data does demonstrate that storms have dramatically impacted our system so far in 2018.

For the summer months of 2017, a total of 402 power outages occurred on the Randolph EMC system. This past summer, the number of outages increased to 574, which was 42 percent higher than the previous year.

Also for the summer of 2017, 14,874 members, or 46 percent of the total accounts Randolph EMC serves, experienced an outage. In the summer of 2018, a total of 21,284 members, representing 66 percent of the membership, experienced an outage. This was an increase of more than 43 percent from 2017.

Due to the intensity and extensive damage caused by these storms—including many broken poles—the time it took to restore power increased substantially. The total outage time for the



summer of 2017 was 1,437,696 minutes. For the summer of 2018, the total outage time was 3,311,565 minutes, or 130 percent higher than the previous year.

The primary cause of these outages were related to falling trees. Randolph EMC has an aggressive right-of-way maintenance program that is the critical factor to minimize tree-related outages as much as possible. With millions of

trees along our 3,600-plus miles of overhead power lines, there is a lot of exposure to tree-related damage.

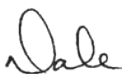
Whenever I report about storms, I can't pass up the opportunity to stress the importance of safety.

**Never, never, never** assume that a downed power line is de-energized. If you encounter a downed line or a tree on a power line, stay back and keep others away. Do not touch anything that is in contact with, or in the vicinity of a downed power line.

This applies to service lines, as well. Even if they are insulated, they should be considered dangerous and treated the same as a high voltage line. A power line is never dead until it's grounded. Stay Safe!

I want to thank our members for their patience and assistance during this very busy storm season. I also want to thank all our employee team for their commitment to safety and efficiency while restoring power following these storms. You have an extremely dedicated and capable team of employees. They prove this time after time and I sincerely appreciate their efforts. We appreciate the opportunity to serve you, in stormy and sunny weather.

Cooperatively Yours,



Dale F. Lambert  
Chief Executive Officer



Randolph Electric Membership Corporation provides safe and reliable power with exceptional value to more than 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 am – 5 pm, M-F

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 Adam Hargett .... Vice President of Finance  
 Dennis Mabe ..... Vice President of Engineering & Operations  
 Fred Smith ..... Vice President of Economic Development & Compliance

Jill Vanness ..... Editor  
 Kathleen Duckworth ..... Associate Editor

Visit Randolph EMC Online

[RandolphEMC.com](http://RandolphEMC.com)



## Don't Wait...ACTIVATE!

As we move from hurricane season into winter storm season, opt in now to our **SPOTT Alerts** outage texting program to stay connected whenever power outages occur! The activation process is simple:

1. Make sure your cell phone number is listed on your REMC account\*
2. Text the code **TEXTREMC** to **1-877-736-2633**
3. Verify your location address
4. Receive a confirmation message that you are enrolled, along with a list of keywords to text to interact with the system
5. After you've received confirmation, you'll be able to report power outages, request status updates and receive notifications about outages through text messaging!



*\*Please allow one business day for changes to your account to update. Your enrollment is not complete until you receive a confirmation message.*

# A Full House of Energy Savings



## ATTIC

In many homes, attic insulation is one of the easiest, least expensive and most effective ways to reduce your energy use. Contact us to find out how much insulation is right for your home. In colder regions, a properly insulated attic also reduces the chance of ice dams.

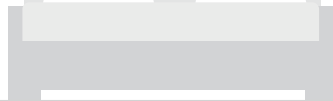
## DEN/OFFICE

Plug all electronic gadgets such as phone and laptop chargers, printers, gaming consoles and BluRay players into a power strip with an on/off switch. When not in use, turn the power strip off to eliminate all those energy vampires.



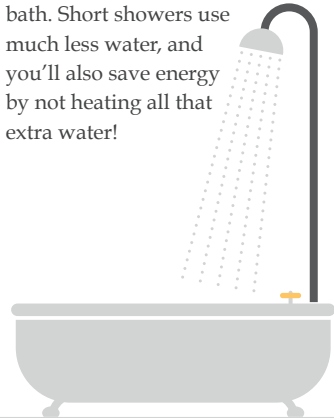
## BEDROOM

Ceiling fans can help save energy all year long! In the summer, fans should rotate counter clockwise to push air down creating a cooling flow. In the winter, fans should rotate clockwise to help draw cool air up toward the ceiling and push the warm air that naturally rises down to you and your family.



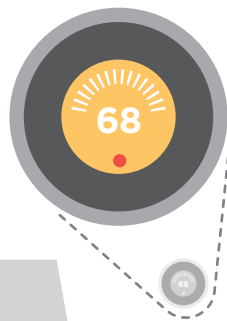
## BATHROOM

Take a short shower instead of a bath. Short showers use much less water, and you'll also save energy by not heating all that extra water!



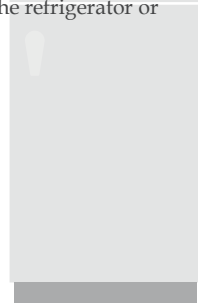
## LIVING ROOM

Smart thermostats learn how you and your family live, and automatically adjust the temperature settings based on your lifestyle to keep you comfortable while saving you money.



## KITCHEN

Make sure your burner isn't bigger than the pan, and use flat-bottomed pans to maximize surface contact with the burner. Don't preheat the oven until you're ready to use it. Minimize the number of times you open and close the refrigerator or oven door.



**Want to learn about additional ways to save energy?  
Contact us for more energy efficiency tips!**