



# Watts Working

## A Word About Randolph Electric

From CEO Dale Lambert



### RESPONDING TO HURRICANE FLORENCE

Dear Members,

In last month's AWARE column, I noted the higher than average number of thunderstorms our area experienced this past summer that brought lightning, gusty winds and heavy rain resulting in higher than normal power outages. Well, the now relocated and trusty rain gauge was filled to the brim and running over during the monsoon, multi-day rain associated with the remnants of Hurricane Florence.

The Randolph EMC service area and our members were spared from the more extensive damage our friends to the east and south experienced but there were impacts here that are still being felt today.

Our storm planning began the previous week as Florence gained strength but with as uncertain a track for a hurricane that I can remember. Even four days from impact, the National Hurricane Center forecasted Florence to

hit the North Carolina/South Carolina coast as a Category 4 with the center tracking to the northwest through the southern and central portions of our service area. One prediction placed the centerline midway between Asheboro and Ramseur, which would have placed the majority of the REMC service area within the vicinity of hurricane force winds. Fortunately, our area was spared from a direct hit and the devastation that would have resulted.



#### Upcoming Holiday Closings

Randolph EMC offices will be closed Nov. 12 for Veteran's Day and Nov. 22-23 for Thanksgiving.

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Randolph EMC maintains a detailed storm response plan that is activated when a major weather event is predicted to impact our system. This plan was activated several days before Florence made landfall and your employee team immediately began working through the numerous details required for an efficient and effective storm response.

Even though the experts were having difficulty predicting Florence's track, we believed that our area would experience impacts from the storm and planned accordingly. Most additional line and tree crews arrived on our system prior to the storm's arrival and any additional material inventory we needed was ordered in advance.

Florence was a big storm with a width measuring approximately 400 miles. Around daybreak on Thursday, September 13th, the first cloud bands were visible on the horizon. That evening brought our first storm-related outage but with the increased wind and rain on Friday, September 14th, the number of members out of power continued to grow. I have compared Florence to a distant relative coming to visit—there's excitement when they get there, but it doesn't take long for them to overstay their welcome. Florence was the storm that didn't want to leave!

In my 34-year career, I have never experienced rain to the duration or intensity of Florence. The result was flooding to the level not seen in my lifetime. Measurements of up to 15-plus inches of rain came in from parts

of our service area. Deep River almost crested the bridge at High Falls in Moore County. Many roads were washed out and standing water meant crews detouring in order to get to the outages.

The first outage came in on Thursday night, September 13th, at 7:30 p.m. and the last member's power was restored on Monday night, September 18th, at 7:49 p.m. System-wide, 14,742 members, representing 46 percent of our members, experienced an outage. The southern areas of the system were hit harder. In Moore County, 60 percent of our members were out of the power with Montgomery County being our hardest hit county with 78 percent of members out of power.

Randolph EMC employees, field personnel and office staff worked hard prior to Florence's arrival and around the clock until power was completely restored. In addition to our normal team of cooperative and contract crews, we called in extra line and tree crews from Pike Electric and Townsend Tree Service. They traveled from Florida, Missouri, Oklahoma and Virginia to assist us.

So many times, it has been Randolph EMC sending crews to help restore power to others in need. We are grateful for those that left their homes and families and traveled here to assist us.

I would also like to extend a special thanks to your team of employees and on-system contract crews who worked so faithfully. Whatever needed to be done, they did it and many times, it was not easy. We are fortunate to have a competent and dedicated group and I am



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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RandolphEMC.com



proud to be associated with them. It takes an enormous effort from every individual to make the storm response puzzle fit together correctly. These crews had to be fed and a place to sleep secured. Supplies have to be on hand to replace the damaged materials. The dispatchers in the storm center had to keep track of every team member in the field and direct them to the appropriate location. The communications team works hard to keep you updated through press releases to the media, our website, Facebook and Twitter. The management team plays a critical leadership role in directing the overall storm response.

A very important component of our storm plan that many times goes unnoticed are the office personnel who answer the phones. Many of you have sent in thanks to the Randolph EMC team for the great job restoring power. I have also had many comments thanking us because the member was able to speak to a "live person." Our phone bank was manned every hour during the storm, 24 hours a day. Sometimes the lines were overloaded and the caller was flipped over to the computerized outage system, but that was because every other available line was being used to talk to another member.

I also want to thank our members for their patience and understanding and for the many acts of generosity shown during very difficult conditions. Many of our members offered food, coffee, drinks and assistance to the crews working in the field. Whoever delivered those barbeque

sandwiches and the gentleman who brought the coffee to the crew working in the Antioch community of Chatham County, I can speak from experience, it was really good. The storm response team in the field shared many stories of acts of kindness shown to them.

We have received so many wonderful comments and notes of appreciation from our members and friends across the community. Many of these messages came through social media. If you haven't had a chance to check us out on Facebook, I encourage you to "like" our page. Having access to information and updates in a timely manner with instant feedback made it easy to communicate with our members during this major weather event.

On behalf of your Board of Directors and management team, we are so thankful for your support. I count you as an important member of our storm response team and am thankful for all you do to assist us. Together, we weathered the storm. I am humbled to work for member-owners like you.

Cooperatively Yours,



Dale F. Lambert
Chief Executive Officer



Adobe Stock

## After Florence, stay safe from scams

Many of Randolph EMC's members and people across North Carolina are starting down the road toward recovery from Hurricane Florence, but unfortunately, post-disaster scammers are already at work. Follow these tips to avoid scams after the storm.

#113539621

- 1** Do your homework on contractors. Verify contractors with state and local consumer protection officials. Ask to see a license and certificate of insurance. If a contractor tells you work is covered by your insurance, call your insurance company to confirm. Be skeptical if someone promises immediate clean-up.
- 2** Never pay someone up front or in cash to assess or repair storm damage. Instead, pay with a credit card or check as work is done.
- 3** Research charities before you donate. Protect your personal information if you decide to give.
- 4** Remember that Randolph EMC will never demand payment or over the phone. Contact us immediately to report any questionable activity.

If you've been the victim of a disaster-related scam, call 1-877-5-NO-SCAM.

CO-OPS



VOTE

A PROGRAM OF AMERICA'S  
ELECTRIC COOPERATIVES  
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## Send a Powerful Message

Take the pledge to vote this election year.

Visit [vote.coop](http://vote.coop) to take the pledge.

Co-ops across the nation are dedicated to making our voices heard at the polls. Collectively we can make a difference.

CO-OPS  VOTE  
A PROGRAM OF AMERICA'S ELECTRIC COOPERATIVES

# 2018 Election State & Local Candidate List

## U.S. HOUSE

### District 6

B. Mark Walker (R)	walker4nc.com
Ryan Watts (D)	wattsforcongress.com

### District 8

Richard Hudson (R)	richardhudson.org
Frank McNeill (D)	mcneill4congress.com

## N.C. SENATE

### District 23 Chatham

Valerie Foushee (D)	valeriefoushee.com
Tom Glendinning (R)	tgforncsenate23.com

### District 24 Alamance/Randolph

Richard W. Gunn, Jr. (R)	voterickgunn.com
J. D. Wooten (D)	jdwooten.com

### District 29 Randolph/Moore

William (Bill) McCaskill (D)	facebook.com/McCaskillNCSenate26
Jerry Tillman (R)	facebook.com/jerrywtillman

### District 33 Montgomery

Carl Ford (R)	votecarlford.com
Arin Wilhelm (D)	n/a

## N.C. HOUSE

### District 52 Moore

Jamie Boles (R)	facebook.com/repjamieboles
Lowell Simon (D)	simonforncouse.com

### District 54 Chatham

Robert T. Reives, II (D)	reivesforhouse.com
Jay Stobbs (R)	jayforhousedistrict54.com

### District 64 Alamance

Dennis Riddell (R)	riddell4nchouse64.com
Elliott Lynch (D)	facebook.com/ElliottLynch4NCHouse64

### District 66 Montgomery

Ken Goodman (D)	facebook.com/repkengoodman
Justin Miller (G)	facebook.com/JustinForWorkerPower

Joey Davis (R)	davisnchouse.com
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### District 67 Montgomery

Wayne Sasser (R)	sasserforncouse.com
Michael Finn (L)	facebook.com/MichaelFinnNCHouse67

Karen Webster (D)	facebook.com/karenwebsternc67
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### District 70 Randolph

Pat Hurley (R)	n/a
Mary Rulli (D)	maryrullifornc.com

### District 78 Moore/Randolph

Allen Ray McNeill (R)	bit.ly/AllenMcNeill
Jim Meredith (D)	JimMeredithForNC.com



## Attention, Sophomores & Juniors...

You could win a FREE trip to Washington, D.C.!

### Who:

Current High School Sophomores & Juniors

### What:

The highlight of your summer! On your all-expense-paid trip, you'll join more than 1,800 other students from across the U.S. in our nation's capital to visit museums & monuments, chat with legislators, enjoy a harbor cruise, & learn more about the cooperative business model.

### When:

June 15-21, 2019

Download your application at [RandolphEMC.com](http://RandolphEMC.com) and submit it to us by January 15, 2019!

# How 'Life Support' Status Works



If you rely on an oxygen machine, sleep with a CPAP machine or have other medically essential equipment in your home that depends on electricity to operate, we know how important reliable electric service is to you and your family. If you or someone at your location uses life-sustaining equipment powered by electricity, you may qualify for placement on our "Life Support" list.

Although we can't promise having a Life Support Status will get your power restored first—especially in storm situations—we can assure you that we will keep you informed of restoration progress so you can determine if alternative care solutions may be necessary.

We encourage all members to plan ahead and be prepared in the event of an outage.

Having a Life Support Status on your account ensures you will be informed of scheduled outages in your area that may affect your life support equipment. You will receive a notification of the date, time and estimated duration of the outage so that you may make necessary arrangements.

Life Support Status does not indicate or guarantee that power will be restored any faster. In the event of an extended outage, members on life sustaining equipment should be prepared to seek other means of electricity until power is restored. Other

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We encourage all members to plan ahead and be prepared in the event of an outage.

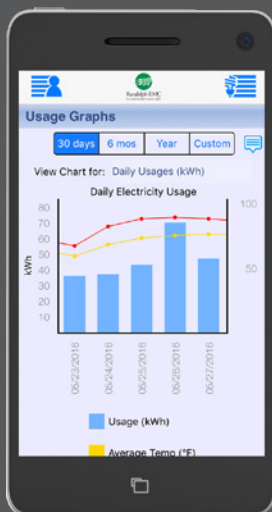
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means of electricity may include, but are not limited to, a backup generator, an emergency shelter, or staying with friends or relatives with power. In emergency situations involving life support systems, you should call 911 for help.

This designation also does not make a member exempt from his or her monthly obligations with Randolph EMC. Should you have any questions or problems concerning your account, please contact our office so we may assist you.

## Pay Bills & More with Randolph EMC's Mobile App

Access your Randolph EMC account no matter where you are with Randolph EMC Mobile! Simply search for Randolph EMC in the App Store or Google Play and download the free app to your phone or tablet. Then use the same username and password used to login to your account online at [RandolphEMC.com](http://RandolphEMC.com).



Once you've logged in, you can make secure payments quickly and conveniently, and view your payment history and monthly bills. You'll also be able to view recent electricity usage for your home and set billing and high usage alerts.

Download Randolph EMC Mobile today for quick access to your account when you need it!

## Extend Daylight Saving Time with an Outdoor Security Light!

Daylight Saving Time ends on November 4, 2018, but that doesn't mean you have to give up your evening outdoor activities. Randolph EMC's outdoor security lights provide a safe environment around your home in a variety of options for an affordable fee added to your electric bill.

Call your local office or visit [RandolphEMC.com](http://RandolphEMC.com) for styles and pricing.



# TIPS FOR PURCHASING NEW APPLIANCES

When shopping for new appliances, there are two price tags you should consider:

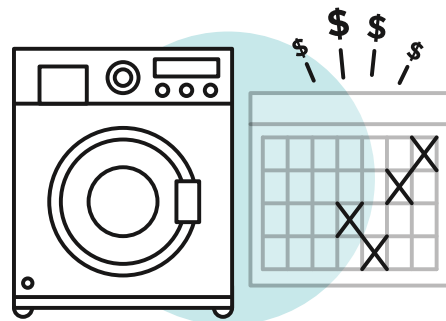
1.

Purchase price of the appliance (think of this as a down payment)



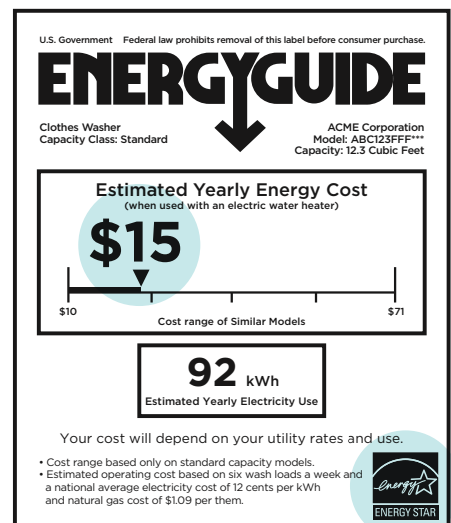
2.

Cost to operate the appliance over its lifetime (how much energy the appliance uses)



That second price is important because you'll be paying for the appliance's energy use for the next 10 to 20 years.

- Look for the ENERGY STAR® label. ENERGY STAR-qualified products exceed the federal minimum standards for efficiency and quality.
- Carefully review the EnergyGuide label on the appliance. The label provides information about how much energy an appliance uses compared to similar models.
- Once you choose your make and model, compare prices. Keep in mind, many retailers will match a lower price offered by competitors.
- Recycle or sell your old appliance. Ask the retailer if they'll pick up your old appliance, or you can sell it yourself. Either option is better than the landfill!



Source: Department of Energy

**SIGN UP TODAY FOR RANDOLPH EMC'S**



## **Set It & Forget It for a Chance to Win a \$100 Gift Card Each Month!**

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 2018!

Enroll your account(s) in Bank Draft or schedule Recurring Payments' 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](http://RandolphEMC.com) or give us a call at 1-800-672-8212 to speak with a Member Service Specialist for assistance.**

\*One-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.