

Watts Working

CELEBRITY MEMBER INTERVIEW:

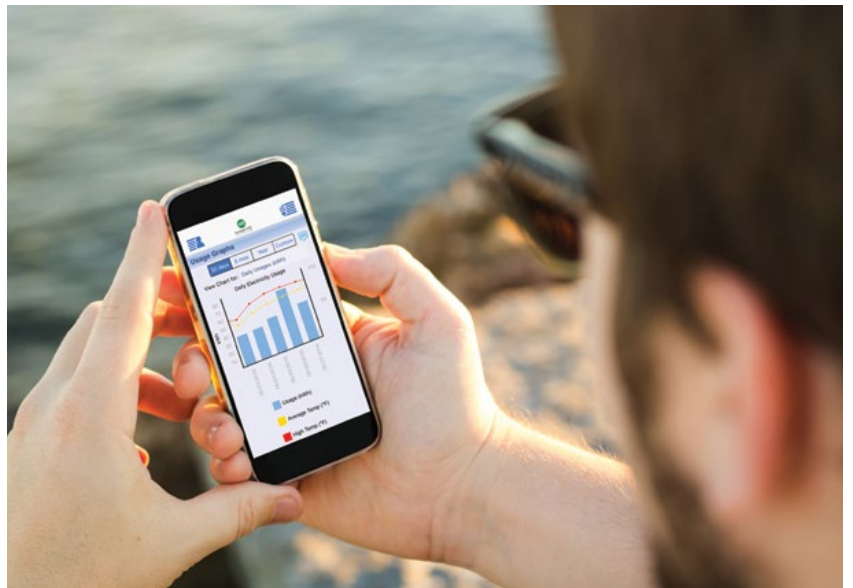
High Usage Alerts with Patrick Desota



Randolph EMC has launched a new podcast called Randolph Electric RE-Connect, a tool to reach our members in a new way. Through the podcast, we seek to connect you, our member-owners, with your cooperative by providing educational content and promoting energy savings. We hope that you enjoy the stories we will feature from our members and employees.

For our inaugural podcast, Randolph EMC Communications and Public Affairs Manager Nicole Arnold interviewed Patrick Desota, also known as local radio personality Chase Matthews from WPAW 93.1 FM, the Wolf.

Patrick is a new to our cooperative and had signed up for high usage alerts when he became a member. Little did he know that within his first month of becoming a cooperative member, this alert would save him significant dollars on his power bill.



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This question-and-answer session provides a short recap, but to hear the full interview, you can listen to the podcast episode here: <https://randolphemc.transistor.fm>

Q Patrick, are you from our area?

A. I grew up in the Randolph County area, went away for college and moved around for some other jobs, but I've been here most of my life. It's good to be back here.

Q How long have you been working as Chase Matthews at The Wolf radio station in Greensboro?

A. I've been there about six years, and I moved into the Randolph EMC service area at the end of July.

Q Had you ever been a member of an electric cooperative in the past?

A. No, I had not. I didn't know that there was a difference between a power company and an electric cooperative until now.

Q What makes you say that there is a difference? What cooperative difference have you experienced in your short time as a member-owner of Randolph EMC?

A. I had no idea that electric cooperatives were so high-tech and had tools that would save me a ton of money on my electric bill and provide such a high level of service for members.

Q Earlier this fall, some of our employees heard you on the morning show, and you spoke about receiving a high usage alert on your phone. Will you explain to us what happened?

A. I was doing a show on a Monday, and it was around 6:30 in the morning when I received a text on my phone from a number I did not recognize. The message said something like, "Your daily use has gone over the threshold of \$12 a day and increased to around \$16!" I had been in my new house about two weeks, so I was very concerned. I thought I knew how much our bill would be at the end of the month, and this was not how I thought things should go.

Q What did you do then?

A. After the show ended, I called the Randolph EMC number and spoke with Energy Advisor Brooke McNeill. This was my first conversation with Randolph Electric where I had a concern. I was worried that I may not even get a person on the phone and maybe a cooperative might be too small of a company to know how to help with my problem. I was thinking, "Are they even going to care?"

Q What did you find out?

A. Right away in the first 30 seconds on the phone, I realized

there was more care and appreciation for the member than I have had previously had with any power company. While we were on the phone, Brooke was able to pinpoint exactly when my usage started going up significantly. Brooke said my usage had shot up around 10 p.m. the previous Saturday night.

Q What did you think could have caused this strange uptick in energy usage?

A. I started replaying Saturday night in my mind, and I remembered that my wife had asked me to increase the temperature of the water heater. So I rummaged around under the house in the crawl space and cranked the water heater up a bit. That was the only thing I could think of that had changed. But I hadn't turned it up a lot, so I did not think the water heater was the problem.

Q What did Brooke tell you to do about this?

A. Brooke asked me to keep everything the same at home, do the normal things we would do, and that at the end of day tomorrow, she would call to tell



me what she thought could be the culprit. I was happy because I didn't have to worry about being in a long phone line while waiting for an answer. I really couldn't believe Brooke was going to stay on top of this and call me back.

Q What did Brooke say when she called you back?

A. She thought it was the water heater. So we decided that I should crawl back under the house and turn the temperature back to where it had been before to see if this would help. When I got down there, I noticed the thermal paper on the ground was damp. That was not good. The closer I got, the more I could feel a steamy heat coming toward my forehead. Then I realized that under the base of the water heater there was nothing but hot water—steamy, hot water flooding all over this corner of the house!

Q What did you do then?

A. My Dad came over, and we realized the pressure valve had popped open and the water was spewing out the back of the water heater. So for a day and a half, there was a constant flow of water, making the area under the house like a sauna.

Q How did you solve the problem?

A. We popped the valve back, turned the water heater back down to a reasonable temperature, and I came back and checked it the next day. It wasn't leaking anymore. Then Brooke called me on the third day to say that she could see everything was back to normal.

Q If you had not received a high usage alert, what would have happened?

A. I would not only have had a high power bill, I could have sustained damage to my house! The high usage alert saved us.

Q How did you know to sign up for high usage alerts in the first place?

A. Before moving into the area, I just picked up the phone and called the Randolph EMC number and asked how to become a member. The process was really simple and only took about five minutes. I remember that Member Service Specialist Marcela Rodriguez brought up high usage alerts and signed me up for them. I'm so glad she did!



PHP Board Honors Servant Leaders

On Thursday, October 21, 2021, the People Helping People Board of Directors held their fourth quarter board meeting in the Operations Support Facility at Randolph Electric. At this meeting three board members were honored for their service to

the PHP organization and their service to the community.

The PHP Board of Directors consists of seven members from the Randolph EMC service territory. Each member serves a three-year term with the opportunity to renew a term once

more based on the director's desire to continue and the approval of fellow board members. On October 21, the Board honored 2021 Chair Debra Vernon, 2021 Vice Chair Uretha Smith, and Director Phillip McNeill two terms—a total of six years—of PHP leadership.

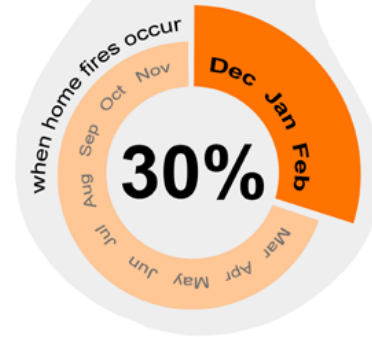


Merry Christmas and Happy New Year!

From our family to yours, we wish you a happy holiday season and a joyous New Year.

Randolph EMC will be closed Dec. 24, 27 and 31 in observance of the holidays.

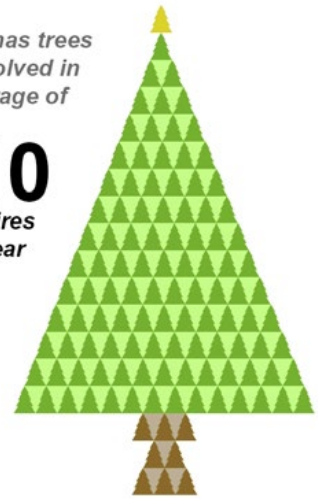
Keep home fires in the fireplace!



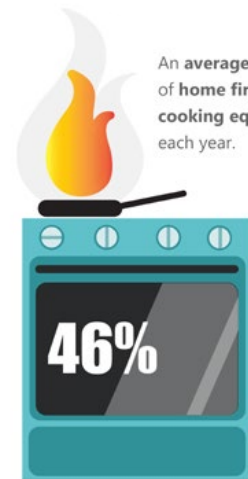
research collected from the National Fire Protection Association

Christmas trees are involved in an average of

210
home fires
each year



Information collected from National Fire Protection Association



An average of **46%** of home fires result from cooking equipment each year.

research collected from the National Fire Protection Association

Safe Electricity.org

Holiday Décor Tips for an Energy-Wise Home

By Abby Berry, Senior Communications Resource Manager, NRECA

Whether you have already decked your halls or you're just getting started, there's still time to incorporate energy savings into your holiday décor planning.

If you haven't already strung your twinkle lights, be sure to use LED light strands. LEDs consume far less energy than incandescent lights and they can last 40 holiday seasons. LED lights are also safer because they are made with epoxy lenses, not glass, making them more resistant to breaking—and they're cool to the touch, so no burnt fingers!

If you missed Santa's memo about energy-saving LEDs and your holiday lights are already up, you can still save on lighting costs. All you need is a programmable light timer. Most models cost between \$10 to \$25 and can be purchased through online retailers like Amazon or at big box stores like Lowe's or Wal-Mart. With a light timer, you can easily program when you want your holiday lights turned on and off, which will save you time, money and energy. If you're using a timer for exterior lighting, make sure it's weatherproof and intended for outdoor use.

If Clark Griswold's décor style is a bit much for your taste, consider a more natural approach. Many Christmas tree farms, and even retailers like Lowe's and Home Depot, give away greenery clippings from recently trimmed trees. With a little twine, extra ornaments and sparkly ribbon, you can create beautiful garlands and wreaths to hang over your front door or windows. To add extra twinkle at night, you can



If you prefer a more natural approach to your holiday décor, consider making a simple wreath or garland for the exterior of your home. You can also use solar-powered spotlights to illuminate the greenery at night. *Photo Source: Jackie Ramirez*

install solar-powered spotlights to illuminate your new (essentially free!) greenery. Solar spotlights can vary in price, but you should be able to purchase a quality set of four for about \$30—and because they run on natural energy from the sun, there's no additional cost to your energy bill.

Regardless of how you decorate your home for the holidays, there are plenty of ways to save energy throughout the season. Visit Randolph EMC's website for additional energy-saving tips.

Abby Berry writes on consumer and cooperative affairs for the National Rural Electric Cooperative Association, the national trade association representing more than 900 local electric cooperatives. From growing suburbs to remote farming communities, electric co-ops serve as engines of economic development for 42 million Americans across 56% of the nation's landscape.



If you haven't made the switch to LED holiday lights, it's time. LEDs can last 40 holiday seasons, and they're safer than incandescent holiday lights. *Photo Source: Hans Braxmeier*

A Word About Randolph Electric

From CEO Dale Lambert

PEOPLE HELPING PEOPLE PROGRAM EXEMPLIFIES THE REASON FOR THE SEASON

Dear Members,

The month of December is traditionally considered a month of giving. We show our love and appreciation to our family and friends by presenting them with gifts in remembrance of the greatest gift ever given when Jesus Christ left heaven's glory, wrapped Himself in human flesh, and was born into the world.

As I have gotten older, I have realized that Jesus' words as recorded by the Apostle Paul in Acts 20:35 ring true, "It is more blessed to give than to receive."

This month I want to encourage you to participate in a very worthwhile program established by your cooperative to help fellow members in need. It is called People Helping People (PHP). This not-for-profit organization oversees the funds that are collected from Randolph EMC members who choose to have their electric bills rounded up to the nearest dollar each month. PHP is a tax-deductible, approved 501(c)(3) organization that is governed by a volunteer board of directors who represent communities throughout Randolph EMC's service area.

This is a very dedicated and capable group. I would like to

specifically thank Phillip McNeill, Uretha Smith and Debra Vernon, who recently rotated off the PHP board, for all their hard work and for the care and concern for fellow members they have shown. We also welcome Jared Byrd, Dr. Amy Williams and James Upton, III. They will join Doris Brady, Pauline Brower, Christina Haynes and Gary Loy to administer the funds for this worthy program. We really appreciate their leadership and commend them for their willingness to serve the membership.

Through People Helping People, your contributions directly aid individuals and families—who are members of Randolph EMC—who are going through a very difficult time. Donations have been made to families battling cancer, victims of house fires, young parents who have lost both of their jobs in a failing economy, and many other folks facing crises in their lives.

It's important for you to know that the PHP board scrutinizes every application and makes donations to those members who are most worthy of receiving them. It's also important to note that donations are not intended to pay electric bills. The vision for this organization was not to be



self-serving for Randolph EMC. The donation recipient has the discretion to use the money for their top priority, whether it's for medication, groceries or rent.

Since its inception in 2000, the People Helping People program has administered a little over \$165,000 to assist fellow members. That's something to be proud of—your assistance is changing lives in our local communities. But there is so much more that we could do.

The easiest thing to do is not get involved. A total of 1,700 members are currently signed up to give to PHP. This means that only about five percent of all Randolph EMC accounts currently participate. Just think of what we could do collectively if all 32,800 accounts were rounded up each month! I encourage you to join us in making a difference in the life of a neighbor and fellow member in need.

We have made it very easy for you to sign up. Simply complete the form on the next page and return it to the Asheboro or Robbins offices or visit our website, RandolphEMC.com, to sign up. I have two accounts and both participate in PHP, so if you have multiple accounts, I encourage you to sign them up as well. Also, don't forget to sign up your businesses; this is not



Round up your electric bill to the nearest dollar to help fellow members in need with People Helping People. It's one of the easiest good deeds you'll ever do!

Dale, you can count on me.

Yes! I want to round up my bill to the next dollar each month to help members in need.

Name _____

Service Address _____

Home Number _____

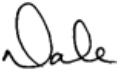
Mobile Number _____

Email _____

Thank you for your generosity!



just for residential accounts. Your average contribution is just 50 cents per month, or \$6 per year, and we've made it very easy to track your contributions for tax purposes. Each year, on your January power bill, the amount donated each month for the previous year is totaled for you to use in preparing your tax returns. Please take just a few moments today to complete the form and return it to us. Through your caring, sharing and giving, the lives of fellow Randolph EMC members will be brightened. I'd like to close by expressing how much your employee team and Board of Directors have appreciated your support

over this year. We consider it a pleasure to serve you each day. As we enter this Christmas season, our hope is that your holidays will be filled with joyous and memorable times spent with family and friends. We all seem to be pressed for time more than usual during the holidays. Please take time to remember the true reason for the season—the celebration of the birth of our Lord and Savior, Jesus Christ. Merry Christmas to all! 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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Visit Randolph EMC Online
RandolphEMC.com



BE SAFE DURING THE
HO·HO·HOLIDAYS

10 TIPS TO HELP YOU STAY JOLLY



Before you plan out your new holiday lighting scheme or repeat last year's festive design, keep these 10 safety tips in mind when decorating outdoors:

1

Do not toss light strands up into the air. They could get too close to or come into contact with a power line.

2

Before using a ladder, always look up and assess all power line locations.

3

Carry a ladder horizontally when transporting it.

4

Keep at least 10 feet between yourself (and any item you are holding) and a power line.

5

Do not use staples or nails or tacks to secure light strands, cords, wires or extension cords.

6

String together no more than the number of strands recommended by the manufacturer.

7

Plug all lights and extension cords into GFCI-protected outlets.

8

Use lights and extension cords rated for outdoor use.

9

Do not use frayed, cracked or otherwise damaged cords, plugs or lights.

10

Use only lights and products certified by a reputable testing lab.

