



Watts Working

Celebrating Membership

October is National Co-op Month

Fall is a busy time, and October is a particularly eventful month with school, community and sports activities in full swing. It's also when all cooperatives celebrate National Co-op Month.

When Randolph EMC celebrates Co-op Month, we are really celebrating you! After all, our co-op wouldn't exist without you, our members.

Focused on You

During October, Randolph Electric local offices will have coffee, sweet treats and prizes for our members. Come see us in Asheboro or Robbins to enjoy this time of celebrating our members. While you're here, register to win prizes and let us know of any energy-related services you need.

Concern for Community

Our core business purpose is to serve as your electricity provider, but the larger mission of the co-op is to help make our corner of the world a better place. "Concern for community" is one of seven guiding principles that all co-ops share.

Just as our wires run through our service territory, our concern for community flows through all our decisions—because being a co-op means being a responsible partner and good neighbor.



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Randolph Electric works to help our community thrive through initiatives led by our employees and local board that's comprised of neighbors who live right here in our community. Because we're local, we understand our community's unique needs and strive to help meet them.

The word "cooperative" is close to "cooperation," meaning people working together towards a common goal—mutually benefiting one another and the larger community. That's the essence of the cooperative spirit. Our employees and member-elected board members are invested in the community in which they live and serve.

Saving you time and money

Above all, we put our members' priorities first. As your trusted energy partner, we know that saving energy and money is important to you. That's why we have numerous programs in place to help you conveniently

monitor and manage your energy use. We are here to help, so give us a call if you have questions about your energy bills.

There are numerous ways you can get more value out your membership and participate in the life of your cooperative, including the following:

- ▶ Follow us on Facebook and Twitter.
- ▶ Make a payment on the mobile app or member portal.
- ▶ Set up a high usage alert.
- ▶ Set up autopayment or bank draft for your account.
- ▶ Sign up for eBill and receive your bill electronically.
- ▶ Update your contact information on file, including a new cell phone number or email address.
- ▶ Attend an Annual Meeting.
- ▶ Participate in FlexPay prepaid billing to avoid late fees.

- ▶ Round up your bill to donate to People Helping People.
- ▶ Participate in SunPath, our community solar program.
- ▶ Enjoy the Plug N2 Savings rate if you are an electric vehicle owner in our REVUP program.
- ▶ Participate in our residential Time-Of-Use (TOU) rate.
- ▶ Receive SPOTT alerts by text when outages occur.

If you do not currently participate in any of the above programs, give us a call or tell us in person during Member Appreciation days and we will be happy to help you get started.

Randolph EMC is continuously examining ways to operate more efficiently while providing the highest level of friendly, reliable service you expect and deserve. After all, we're your local co-op. We were built by the members we serve.



REMC linemen in Pole Top Rescue safety training

Focused on YOU.

Electric cooperatives were created to serve their members. As a co-op, we're able to adapt to the community's unique needs. That's the power of co-op membership.

NATIONAL CO-OP MONTH

KENAN FELLOW, LOCAL TEACHER

Mindy Thornlow

REMC Partners with Kenan Fellows Program to Energize Education

Randolph EMC partnered with NC State and the Kenan Fellows Program for Teacher Leadership to host Mindy Thornlow at REMC's Asheboro and Robbins headquarters this past summer.

Trinity High School Science teacher Thornlow was selected by the Kenan Fellows Program for the prestigious honor of a year-long career development program that included summer training on-the-job with a local electric cooperative in North Carolina.

Her favorite experience during her three-week internship was her time spent restoring power for an 88-year-old member.

Thornlow looks forward to teaching her high school students about careers in energy.



Listen to the podcast:

You can hear more about Mindy's experiences in episode 4 of our Re-Connect Podcast.



The Power of Learning

For 19 years, English Language Arts teacher Keri Hill has instructed school children. But this year, she will incorporate some new lessons from her time with REMC into her sixth-grade curriculum.

Each summer, Randolph Electric hosts a local educator for a one-week internship. The Asheboro Randolph Chamber of Commerce coordinates this first-hand learning opportunity and pairs teachers with local businesses. This year, REMC had the privilege of hosting middle school English teacher Keri Hill.

Randolph Electric employees greatly enjoyed showing Hill how the cooperative keeps the lights on for members. During her time spent with employees, Hill learned all about the cooperative, including significant economic developments in the service territory and the skills needed for success in the field.

Communications and Public Affairs Manager Nicole Arnold interviewed Hill on the last day of her internship.

Q. Where do you teach?

A. South Asheboro Middle School.

Q. Did you know anything about electric cooperatives before your internship?

A. Yes, I grew up in Huddleston, Virginia, in the Southside Electric Cooperative area.

Q. What is one thing you learned about REMC?

A. I have been a member of REMC since I moved here, but I did not know about all the benefits of membership. For instance, now I know that I can round my bill up to help other members in need through People Helping People.



Q. Why did you want to do the internship?

A. Other teachers had recommended the Chamber's internship to me, and I had never experienced this. I wanted to find out what they were talking about.

Q. What did you think when you were paired with REMC?

A. I thought, "What am I going to do?" I don't like the outdoors.

Q. What is your impression of REMC employees?

A. Two words—faith and family—are very important to every employee here. I think REMC can put the member first because they view the member as they would their family.

Q. What will you take back to your students?

A. The career possibilities at REMC and in the energy field really impressed me. I will tell them they can do all the jobs that I witnessed.

Q. How will you weave your experience into your curriculum?

A. I will incorporate my experiences on the job into my lessons on how to write a personal narrative. In our first semester, we discuss stories about change, and the students enjoy hearing about the teacher's past experiences. I will walk them through the processes that an underground power crew goes through when they bury line, so the students understand how to structure an event in sequence.

Q. What souvenir from your internship do you think the students will enjoy most?

A. I know my students will like to see the pictures of me in the field with the crew. But my hardhat will be the favorite in the classroom. I will use the hardhat to emphasize the importance of using descriptive details in their personal narrative writing assignment.



Ways to Boost Your Cyber Hygiene

October is Cybersecurity Awareness Month

By Abby Berry

In today's digital world, cyberattacks are unfortunately nothing new. Cyber criminals can attack

on a multitude of levels, from large-scale attacks targeting corporations to smaller phishing attacks aimed to gain an individual's personal information.

October is Cybersecurity Awareness Month, but good cyber hygiene should be practiced year-round. This year's theme is "See Yourself in Cyber"—because we all have a part to play in cybersecurity. When we hear about massive data breaches, it can feel overwhelming and lead us to think we're powerless as individuals to stop cyber criminals.

The truth is, there are several practical steps we can take to safeguard our devices and data. Here are four easy ways to boost your cyber hygiene:

1 Enable multi-factor authentication. Also known as two-step verification, multi-factor authentication adds a second step when logging into an account (to prove you're really you), which greatly increases the security of the account. This second step could include an extra PIN, answering an extra security question, a code received via email or a secure token. Regardless of the type of authentication, this additional step makes it twice as hard for cyber criminals to access your account. Not every account offers multi-factor authentication, but it's becoming increasingly popular and should be utilized when available.

2 Use strong passwords and a password manager. Remember, passwords are the "keys" to your personal home online. Your passwords should always be long, unique and complex. Create passwords using at least 12 characters, never reuse passwords for multiple accounts and use a combination of upper- and lower-case letters, numbers and special characters. If you have a lot of accounts, consider using a password manager to store them easily and securely in one place.

3 Update software. It may seem obvious, but regularly updating software is one of the easiest ways to keep your personal information secure. Most companies provide automatic updates and will send reminders so you can easily install the update. If you're not receiving automatic software updates, set a reminder to do so quarterly. Be aware that some

cyber criminals will send fake updates; these typically appear as a pop-up window when visiting a website. Use good judgment and always think before you click.

4 Recognize and report phishing attacks. Don't take the bait when cyber criminals go phishing. The signs of a phishing attack can be subtle, so take the extra time to thoroughly inspect emails. Most phishing emails include offers that are too good to be true, an urgent or alarming tone, misspellings and poorly-crafted language, ambiguous greetings, strange requests or an email address that doesn't match the company it's coming from. Most platforms like Outlook, Gmail and Mac Mail allow users to report phishing emails. If you suspect a phishing attempt, take an extra minute to report it.

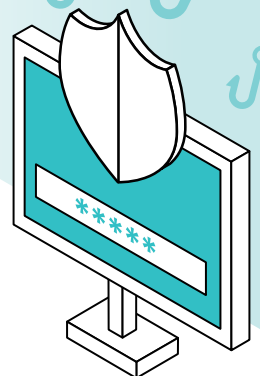
Cyber criminals are here to stay, but when we all take a risk-based approach to our cyber behavior, we're creating a safer internet for all. Visit www.staysafeonline.org for additional cybersecurity tips.

See Yourself in Cyber.

October is Cybersecurity Awareness Month

Improve your cyber hygiene by doing these four things:

1. Enable multi-factor authentication
2. Use strong passwords and a password manager
3. Update software regularly
4. Recognize and report phishing attacks



A Word About Randolph Electric

From CEO Dale Lambert

A HIGH BAR: EXCEEDING YOUR EXPECTATIONS

Dear Members,

The annual ritual of “back to school” is now in everyone’s rear-view mirrors, and kids are settled in for another year of learning. Our hope is this school year will be a return to normal for the kids, parents, teachers and administrators, as our future generations prepare to meet the challenges and opportunities before them.

Even though my kids have been out of school for several years, I remember the anxiety or jubilation, depending on how the grading period went, for those periodic report cards.



When they were in the younger grades, my kids would comb through their report cards for EEs, which signified they had attained the coveted “exceeds expectations” rating. As they grew older, EEs turned into (we hoped) As and Bs. But the goal was always to attempt to exceed expectations.

At Randolph EMC, we also strive for EEs. You, our member-owners, are the ones that grade how we are performing. Our desire is not only to do what you expect us to do — provide safe, reliable and affordable electric service, but also to go farther. We want to raise the performance bar in all areas of our operations, from providing exceptional service to reducing and restoring power outages and offering programs that help save you time and money. For this to happen successfully, it takes a team effort with everyone contributing.

Our line personnel routinely work in tough weather conditions and put in long hours. The multi-weekly thunderstorms this summer have kept them and our storm center very busy. But they gladly do what it takes because they care about doing an exceptional job for you.



Our member-owners placed Randolph EMC in the top position of other high performing electric cooperatives nationally with an ACSI score of 92. This is the highest satisfaction rating we have ever received from our members and has been attained by only a few electric cooperatives historically.

Behind the scenes, we have many people who strive to make your co-op the best it can be. Our engineering and operations teams continually explore new technologies to improve service reliability. Installations of self-healing grids, fault detection, identifying issues related to unnecessary blinking lights and adjusting right-of-way maintenance cycles all contribute to improved service reliability, reduced outages and efficiency.

Our member services, energy services and communications teams work hard to improve the member’s experience. Their desire is to provide a positive and



satisfying experience when you call or come into our offices.

In addition to the convenient programs we already offered, this team recently updated our website and member portal, and soon a new mobile app will be rolled out to make your interaction with us easier. We have also increased our communications with members during outages and storm events through notifications when crews are working in your area.

Since 2004, Randolph EMC has surveyed members using the American Customer Satisfaction Index (ACSI) to gauge how we are performing when serving you. The ACSI is a nationally recognized measurement tool that takes feedback from customers or members of a company and uses that data to develop a performance score. The score is then compared to other similar companies to benchmark performance. Randolph EMC has used your feedback through the years to improve our processes and to serve as a reminder that each interaction we have with you paints a portrait of the organization.

I am very pleased to share the most recent survey results. Our member-owners placed Randolph EMC in

the top position of other high performing electric cooperatives nationally with an ACSI score of 92. This is the highest satisfaction rating we have ever received from our members and has been attained by only a few electric cooperatives historically.

For comparison, the next highest performing electric co-op in the survey scored an 89. The average satisfaction score of most electric cooperatives across the nation was 73, and the average for investor-owned utilities nationally was 70.

I am so proud and thankful for our employee team's dedication and commitment to the membership. I am also thankful for the board of directors and the strategic guidance they provide as we focus on continuous improvement.

The highest bar we can ever attain is for our member-owners to view their electric cooperative as meeting and exceeding your expectations. That's the reason we come to work every day.

Cooperatively Yours,

Dale F. Lambert
Chief Executive Officer



Randolph Electric Membership Corporation provides safe and reliable power with exceptional value to more than 33,000 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

ARE HOME ELECTRONICS AND APPLIANCES DRAINING YOUR ENERGY?

If you collect your spare change in a jar, all those coins add up over time, usually to a larger amount than you expect.

Small amounts of consumed energy throughout your home add up as well, so plug “energy vampires” into a smart power strip that detects dormant devices or unplug items when not in use, especially those with illuminated controls.

TOP NINE ENERGY VAMPIRES

