



watts working

The Monthly Newsletter for Members of Randolph Electric Membership Corporation

Protect Yourself from Scams

The world, it seems, never lacks for folks who want to separate you from your hard-earned money. And as means of information have gotten more sophisticated, so have thieves. Randolph EMC members reported being contacted about false utility bill-paying government programs back in July, and in September reported receiving calls from scammers attempting to collect on delinquent bills.

Randolph Electric does utilize phone calls through our member notification system to make members aware of a past-due balance or impending disconnection. This system simply notifies you of your account status—the cooperative will never contact you with specific details on how your bill must be paid. Members are encouraged to pay at either of our offices, to pay by phone by calling 1-877-534-2319, or to use our secure online bill-pay site accessible at www.RandolphEMC.com.

Whether a scam is small-scale or large, don't become a victim. When in doubt, call Randolph EMC. You will always have access to a live person who can verify that a phone call or e-mail is truly from the cooperative.

Some steps you can take to protect yourself include:

- Don't open e-mails from senders you don't know—just delete them.
- Check your credit report annually and again if you suspect identity theft. Go to www.annualcreditreport.com or call 877.322.8228.
- Use anti-virus and anti-spyware software on your computer, and update them regularly.
- Visit www.onguardonline.com or www.ftc.gov/idtheft for more tips on protecting your identity and what to do if it's stolen.

Randolph EMC offices will be closed

November 12
in observance of
Veteran's Day
and

**November
22 & 23**
for Thanksgiving.

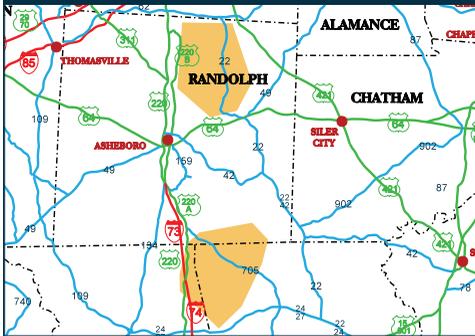
*Enjoy
your
holidays!*



in this issue

Make a Difference with PHP	B
Conservation Corner	C
Dale Lambert's AWARE Column	D

NOVEMBER METER INSTALLATIONS



Crews will be installing digital meters in the highlighted areas during November.

How A Little Change Can Make A Big Difference

Imagine the opportunity to help the less fortunate in our community with what amounts to little more than spare change. That's exactly what each member of REMC can do when they choose to participate in the *People Helping People* (PHP) program.



WHAT IS PEOPLE HELPING PEOPLE?

People Helping People is a community-focused program to help provide financial assistance that benefits individuals, families and organizations within the Randolph EMC service territory. Funds will be used to assist with food, shelter, clothing, healthcare and other services for those who need it the most.

HOW DO I PARTICIPATE?

Sign up at www.RandolphEMC.com under Community > People Helping People > Contribute, or just contact one of our offices. When you choose to participate, your electric bill will be automatically rounded up to the next highest dollar amount. For example, an electric bill of \$82.71 will be rounded up to \$83.00 with 29 cents going directly to the PHP fund. By participating, your average contribution amounts to an average of only \$6 per year and 50¢ per month—and it's all tax-deductible.

HOW IS THE MONEY DISTRIBUTED?

Requests for PHP assistance are evaluated and awarded by a separate board of directors made up of seven volunteer leaders from our communities.

If all REMC members participated in PHP, we could raise more than **\$185,000 a year**, proving how a little change can make a big difference. Please sign up today!

SWAPSHOP

For Sale

Yamaha 2008 Zuma Sport Scooter, EC, like new \$1,750. 336-879-1677.

Electric Organ \$50. Piano \$150. 336-629-6351.

Oak wood for next winter. \$50 & up a load. 336-824-8445.

Jet 3 Hoveround chair, \$600 OBO. 336-736-8105.

3,000 Red Sex Link pullets (16 - 18 week old chickens) laying age, brown eggs, vaccinated & debeaked, \$6.50 & up, Liberty area. 336-708-2998.

Organic fescue, coastal bermuda blends of horse quality square bales of hay, \$2.80 & up for pick up out of field during harvest time, Liberty area, 336-317-4105.

Little Wonder Blower, three wheel, 9 HP Honda. Like new. \$695. 336-362-3342.

50 lb bag feed wheat \$9 per bag. 336-622-2480.

Pictures, black & white, & color, 8" x 10" \$10 or 10"x13" \$25. All bridges & mills of the Uwharrie River including the Pisgah Covered Bridge. 336-629-2533.

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

Congratulations to the following members whose names were drawn to win a \$100 Visa gift card in our PHP participation drive!

**Cara Burnette Benjamin Hancock
Mac Sherrill Jerry Mashburn**



CONTACT US

Electric Service:

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

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

Power Failures:(877) REMC-OFF
.....(1-877-736-2633)

Bill Payments:(877) 534-2319

Office Hours:

8:00 am – 5:00 pm | Monday–Friday

Board of Directors:

Bob WrightPresident
Jerry BowmanVice President

Sue SpencerSec.-Treasurer
Tammie PhillipsAssist. Sec.-Treasurer

James Andrews Billy Maness
Delbert Cranford Larry Routh
Steve Harris

Senior Staff:

Dale F. LambertChief Executive Officer
Bob PhillipsSenior Vice President &
Chief Operating Officer

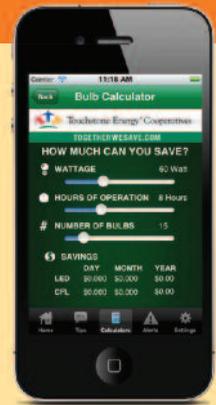
Jay AlbrightDistrict Vice President
Ron GunnellVice President of Engineering

Adam HargettVice President of Finance
Dennis MabeVice President of Operations

Fred SmithVice President of Member
& Public Relations

Jill VannessDirector of Communications, Editor

An Equal Opportunity Employer | M/F/V/H



Make Your ENERGY STAR Appliances Even More Efficient

Your ENERGY STAR-qualified clothes washer or dishwasher is energy efficient. That's why you bought it. But thanks to a choice of settings, you can reduce energy use even further.

The average American family washes almost 400 loads of laundry every year. An ENERGY STAR-qualified clothes washer uses one-third less electricity—and one-half less water—than a conventional washer. And an ENERGY STAR clothes washer offers a choice of efficient settings that will save you even more.

You can select a lower water temperature—a cold wash/cold rinse setting, for example—which reduces energy use. And you can choose a lower water level for smaller loads, cutting your water use.

Much of the energy used by your dishwasher—as much as 80 percent—is used to heat the water. An ENERGY STAR-qualified dishwasher with a booster heater will let you set the temperature on your home's water heater at 120 degrees, saving energy.

Many ENERGY STAR dishwashers have efficient settings, such as “energy-saving” and “short-wash” cycles that will reduce both energy and water use. And most dishwashers have an air-drying option, which also will save on energy use.

Want to Save Energy & Money? We Have an App for That!

With the new **Save Energy, Save Money** smart phone app from TogetherWe Save.com, you can receive a “tip of the day” reminder of ways to save energy and money around your home, discover how much energy your appliances use, and receive energy-related alerts from your Touchstone Energy co-op.

Just visit www.RandolphEMC.com for a link or search for **TogetherWe Save.com** in iTunes or Google Play to download for free.

Keep Congress Informed on Energy-Related Issues

Q Why does Randolph Electric encourage me to contact my elected officials about energy-related issues?

A Energy issues will continue to be a hot topic for our nation's lawmakers in 2013 and beyond. As a not-for-profit, consumer-owned electric cooperative, REMC is concerned about the decisions our country is making to keep electric power affordable and reliable.

Cooperatives have more than 42 million members across the United States—a pretty impressive number that makes up a grassroots network with a powerful voice.

A few years ago, cooperatives created the “Our Energy, Our Future” campaign to provide

information about energy-related issues, as well as a platform for members to be able to easily contact their legislators. This nationwide effort has sent millions of letters, postcards and emails to elected officials in Washington, D.C. thus far.

Legislators respond when their constituents demand solutions, so we encourage all REMC members to participate in the “Our Energy, Our Future” campaign. Signing up is easy—just fill out a card at one of our offices or click the “Our Energy, Our Future” link on our home page at www.RandolphEMC.com.



Our Energy, Our Future

a word about Randolph Electric

by Dale Lambert



Finding the Value of Electricity

Dear Members,

I recently took some time away from work for a missions trip with my church, and even though I was many miles away, I was able to stay connected to the employees in our offices and with my family back home. Nowadays, cell phones and personal digital devices are a part of our culture. Everyone, it seems, is connected on the go—whether they're just making phone calls, text messaging, or checking e-mail. During my time away, I realized how much I have come to rely on my smart phone. The environment I was in on my missions trip also helped me realize that the communication freedom that this device provides is a luxury, and not necessarily a necessity. I mean, just a few years ago, we were only able to make calls on our phones, and now we can do all sorts of things!

Why is it, then, that many of us will pay willingly, and generally without grumbling, for this type of luxury, but when it comes to electricity—a necessity in our modern world—many of us complain when the electric bill comes every month? We expect electricity to be there at the flip of the switch, and when it's not, we get angry or frustrated.

Hey, I'm no different—I expect the lights to come on every time, too. And as the CEO of Randolph Electric, I have a special responsibility to make sure your electric service is safe, reliable, and affordable. But I also believe that when compared to other commodities, electricity is one of the greatest values we have.

For example, over the past 10 years, gasoline has shot up 12.66 percent on average annually, according to the U.S. Bureau of Labor Statistics. A loaf of white bread rose 3.73 percent annually, and a dozen eggs jumped 7.39 percent per year.

In comparison, electricity has increased just 3.7 percent a year nationally for the past decade. When you consider how reliable electricity is, the value goes up even more. The average REMC member experiences just around 140 minutes without power in a year—something we're proud of, considering electricity is a 24-hour-a-day commodity. Of course, we're working hard to reduce even those brief interruptions, increase our service reliability, and control costs through innovative technology.

Those cell phones I mentioned earlier? Nearly a third of all U.S. households have four electronic devices, such as cell phones, plugged in and charging, according to the Residential Energy Consumption Survey by the U.S. Energy Information Administration. In the past 30 years, the amount of residential electricity used by appliances and electronics has increased from 17 percent to 31 percent. More homes than ever use major appliances and central air conditioning. Digital video recorders (DVRs), computers, and multiple televisions are commonplace as well.

Clearly, our appetite for electricity shows no signs of slowing down. So the next time you flip a switch, charge your cell phone, or run your washing machine, remember the value electricity holds. And know that we at Randolph Electric are looking out for you by working together to keep electric bills affordable, controlling costs through innovation, and putting you, our members, first.

Cooperatively Yours,

Dale F. Lambert
Chief Executive Officer