

Watts Working

A Winter to Remember

Dear Members,

This winter, I have written more about the weather than any previous year I can recall. And there is good reason for it. I recently heard someone say, this could be designated a “Winter to Remember.”

We have experienced record cold weather, which resulted in record demand and energy usage by our members. Up until March 7th, even with a few close calls, we were spared widespread outages and significant storm damage.

Days before this early March ice storm arrived, we were monitoring a variety of weather forecasting models that were predicting rain and freezing rain across our service territory from Thursday afternoon into the day on Friday. Some of the later models showed an increased possibility of more icing than originally predicted.

However, there was still a lot of uncertainty with this event and a 1-2 degree temperature shift in either direction could alter the forecast considerably.

Randolph EMC maintains a detailed storm response plan that is activated when a major weather event impacts our electrical system. This plan was activated and your employee team immediately



began working through the numerous details required for an efficient and effective storm response.

Between late Thursday night and early Friday morning, areas north of U.S. Highway 64 experienced the heaviest ice accumulations. The combination of ice, gusty winds and saturated ground brought trees down onto lines creating a devastating impact on many of the communities we serve.

There was what I have referred to as the “magic line,” where the transition to below-freezing temperatures occurred. As I headed into the office early on March 7th, I found the freeze line to be near Fairview Farm Road on N.C. Highway 42, just south of Asheboro. In the span of a few hundred feet, the world looked completely different. It was like entering into a winter wonderland of ice-laden trees and power lines.

This is not a pretty sight for anyone who works for an electric utility.

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employees, field personnel and office staff, worked around the clock—

from the first outage and beyond—until power was completely restored.

The first outage occurred on Randolph EMC's system at 1:30 AM on Friday, March 7th, and from that point on, a cascade of outage calls rolled in. At the height of the storm, 13,225 members were out of power. This represented over 42% of the membership. In Randolph County, 63% of our members were out of power and in Alamance County, 100% of our members experienced an outage during this storm event. The most heavily affected communities were in the Grays Chapel and Staley areas of Randolph County and the Snow Camp area in Alamance County. Other outages were scattered across the rest of REMC's service territory. Many members were without power for days, and Randolph EMC

This was the worst ice storm to hit the Randolph EMC system since the ice storm of 2002.

Working steadily throughout the weekend and into Monday, all our storm response team kept going until all members who were able to receive electric service were online by Monday evening. Because of the downed lines and trees, travel was impeded in many locations, making progress slow-going for crews. Our crews had to cut their way through the many fallen trees just to get to a point where they could begin restoration work.

In addition to our normal team of cooperative and contract crews, we called in additional line and tree crews from Pee Dee EMC, Tri-County EMC, Rutherford EMC, Central EMC, South River EMC, Union Power Cooperative, Lee Electric, Pike Electric, Lewis Tree Service and Branching Out Tree Service.

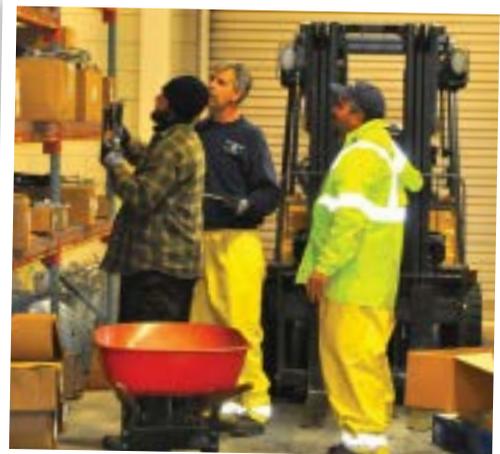
So many times, it has been Randolph EMC sending crews to help other co-ops in need. If I've said it once, I've said it a thousand times: It could

just as easily be REMC that needs help getting the lights back on.

That time came, and we are beyond grateful for these teams of linemen who came to help and who have a commitment to our members that's as strong as our own crews. Coincidentally, your cooperative line personnel assisted Pee Dee EMC in restoring power to their members on February 13th due to an ice storm. And within three weeks, they were returning the favor.

I would also like to extend a special thanks to your team of employees who worked so faithfully. Whatever needed to be done, they did it and many times, it was not easy. It was difficult and dangerous. We are so fortunate to have sure a dedicated group and I am 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 had to have a place to sleep. Line materials have to be on hand to replace damaged equipment. The dispatchers in the storm center had to keep track of every team member in the field and direct them to the most appropriate location. The management team



(L-R) Todd Phillips, John Stout and Kenneth Martindale kept crews supplied with materials as needed.



(L-R) Aubin Reynolds, Linda Poole and Ron Gunnell managed REMC's storm center, dispatching crews and keeping outage information current.

plays a critical role in directing the overall storm response. The communications team works hard to keep you updated through press releases to the media, our website, Facebook and Twitter.

And a very important component of our storm plan that many times goes unnoticed are the office personnel that answer the phones. Many of you sent in thanks to the Randolph EMC team for the great job restoring power, but I have also had many comments thanking us because the member was able to

speak to a "live person" when they called the office. Several said they were surprised to hear a live voice when they called to check on restoration progress. 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 think it's safe to say that most people are not happy when the power is out—especially during a multiple-day event—and some folks seem to expect us to come immediately to their house and restore their power. That's understandable but not very efficient.

Randolph EMC's response plan has proven to be successful in restoring the most members in the shortest time, which leads to everyone getting their power on quicker.

I 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. The storm response team in the field shared many stories of acts of kindness shown to them from our members and were so appreciative as well.

We have received so many wonderful comments and notes of appreciation from our members and friends across

the community. Many of these messages came to us by email and Facebook. 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.



Michael Trent and Paul Caviness were part of the team that made sure crews were fed as they worked around the clock.

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



(Counterclockwise, from top) Carla Greene, Joe Warling, Carol Brown and Brooke McNeill were just a few of the many employees who worked 12-hour shifts to answer members' calls to the local offices.

REMC Takes Next Step in Advanced Metering

In 2011, Randolph Electric embarked on a system-wide installation of Advanced Metering Infrastructure (AMI) to improve the efficiency and reliability of our electric system. By installing AMI digital meters, Randolph Electric is able to deliver better service, control rising operating expenses, and improve system reliability through improved outage management and preventive maintenance—all without the need to enter a member's property. Another key component of AMI systems allows real-time remote disconnection and reconnection of meters, providing significant cost savings and faster response for REMC and its members.

To enhance service for our members, Randolph Electric is taking the next step in our AMI deployment by installing remote connection collars that will allow the cooperative to terminate and restore power directly from our office. One of the many benefits of these collars is that reconnections and disconnections for rental properties and relocations will be much easier to manage.

The cooperative does not plan to install these collars on every meter on the system. Instead, collars will be installed as employees make visits to disconnect accounts. Members participating in our FlexPay program are required to have a connection collar installed on their meter as well.

“With this technology, it is no longer necessary to create a work order and dispatch an employee to remove a meter,” said Fred Smith,

Vice President of Member and Public Relations. “This technology is not free, but over the long term, Randolph Electric can perform these tasks remotely, saving time, fuel and labor costs,” he added.

As always, when times are tough, Randolph Electric is willing to work with members to keep the power on; however, REMC representatives will no longer accept payment in the field. Because the connection collars allow the power to be reconnected remotely and immediately, payment confirmation and reconnection can be done from the office, eliminating the need for the field representative to make the transaction.

“Collecting money in the field is only one of the safety concerns that remote connection collars help to alleviate,” noted Dennis Mabe, Vice President of Engineering and Operations. “Employees have been threatened with physical harm and have had to deal with aggressive animals on some visits to disconnect power, not to mention the inherent safety risks anytime an energized meter is pulled. These situations can be avoided altogether with these connection collars,” he said.

With our digital meters installed, Randolph EMC is able to offer members more value-added services and conveniences while realizing considerable cost savings. Please give one of our member service representatives a call if you have any questions regarding this next step in advanced metering.

SWAP SHOP

FOR SALE

Yuasa dial indicator 300-005 w/ base. Palmgren arbor press, 5-ft long solid oak porch swing, unfin., \$25. 336-879-5298.
5th Wheel Hitch 16,000 lb. VGC, \$190. 910-464-3914.

Barn, 75 yrs old, you take down. \$2,000 OBO. 336-629-4710.
Miscellaneous 57 Chevy parts. 740-403-7148.

1996 Chevrolet Astro Van w/new battery, new tires, & 25,000 miles on a new motor, w/captains chairs. \$2,000. 3 Continental 17" tires, like new, size P225/60R-17, all 3 for \$125. Also one 17" 6 lugs rim, new, \$80 neg. 336-629-5694.

Organic square bales horse quality hay, orchard & fescue, rye & fescue, late season coastal bermuda & fescue, 40 lb. bales, out of field pick up \$2.85 & up, off trailer \$3.75 & up, in barn \$4.25 & up, Liberty area. 336-317-4105.

3,000 Red Sex Sal Link pullets, chickens at laying age 16 weeks plus, vaccinated & debeaked, \$6.75 & up, Liberty area. 336-708-2998.

Yuasa dial indicator 300-005 w/base. Palmgren arbor press, 3 ton. Never used. All for \$250. 336-879-5298.

1962 Ford Falcon, 2 door, less than 5,000 miles on rebuilt motor, 4 new tires, asking \$5,000. 910-464-2365.

Lightly used 8-piece dining room set by Brohill. Table includes hidden leaf, six chairs, & matching cabinet. All items VGC. Light in top of cabinet works. \$900. Located in Eastwood area of Moore County. 910-947-5826.

Camper shell, fiberglass, fits Ford w/6.5 ft bed, EC, \$500. 336-460-0704.

Christmas items, wreaths, trees, etc. Decorative rugs, camping gear, clothes & shoes for men, women, & children. 910-464-3894

Whiskey barrels \$150 each. Real oak 53 gallon barrels in A-1 condition.

Great collector items. Possible local delivery. 336-302-4840.

3 mobile home doors: back, front & full view storm door, frames incl. \$100ea. or all 3 for \$250. 336-381-3175.

2003 Montana 5th Wheel 30' fiberglass camper, like new. \$12,500. 910-439-5940.

York Piano & bench, \$150. 910-220-5718.

New handmade quilts: F, Q, K, \$75 ea., firm. 336-625-4548.

1974 Ford 6400 2 Ton dump truck, 390 Engine, runs good, \$2700. 336-879-2826.

FOR RENT

Mobile home space near High Falls, private lot. 910-464-3459.

Singlewide mobile home, 3 bedrooms on private lot near High Falls, \$450 deposit, \$450 per month. 910-464-3459.

FREE: Truck Bed Liner. Fits '68-'72 long bed Chevrolet or GMC truck. Call 336-625-3607.

**Members, email SwapShop items to
General@RandolphEMC.com**

Electric Service

Asheboro(336) 625-5177
.....(800) 672-8212
Robbins:(910) 948-3401
.....(800) 868-7014
Power Failures:(877) REMC-OFF
.....(877-736-2633)
Bill Payments:(877) 534-2319
Office Hours:8:00 am - 5:00 pm
..... Monday-Friday

Board of Directors

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Jerry Bowman Vice President
Sue Spencer Sec.-Treasurer
Tammie Phillips Asst. Sec.-Treasurer
James Andrews Delbert Cranford
Steve Harris Billy Maness
Larry Routh

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Jill Vanness Communications Director, Editor
Lauren Ingold Public Relations Coordinator, Associate Editor

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REMC Celebrates 20 Years of Bright Ideas in 2014

Randolph Electric is celebrating a big milestone in 2014: our Bright Ideas education grant program, which provides funding to North Carolina teachers for

innovative learning projects, is turning 20 years old.

Since 1994, educators statewide have received more than \$9.1 million in Bright Ideas grant funding, and well over 1.6 million N.C. students have participated in 8,800 Bright Ideas projects. Last year alone, Randolph Electric awarded \$10,000 for nine projects supporting local teachers and students.

Randolph Electric is now accepting applications for Bright Ideas education grants for the 2014-15 school year. Teachers in K-12 classrooms with creative ideas for hands-on learning projects are encouraged to apply for a grant up to \$2,000.

Grant applications will be accepted April 1 through Sept. 19, 2014. It could pay to apply early: all teachers who submit their applications by the early bird deadline of Aug. 15 will be entered to win one of five \$100 gift cards.

Teachers can apply individually or as a team, and grants are available for all subjects. To apply, or for more information about the Bright Ideas grant program, visit www.NCBrightIdeas.com.

Randolph EMC and West Pine Elementary School Help Stomp Out Bullying

In November 2013, Randolph Electric awarded West Pine Elementary in West End the Bright Ideas grant to begin the Stomp Out Bullying program. Along with the \$1,606.35 awarded by Randolph Electric, Mrs. Jessica Orr, school counselor, quickly secured additional funds from the counseling budget and general fund to purchase the Second Step and Steps to Respect curriculum kits for every grade level at West Pines Elementary.

To kick-off the school-wide initiative, Mrs. Orr, along with the school's media coordinator, held a kick-off event during the month of December in all counseling and media classes. Since then, students have started lessons from the new curriculum, learning initially the importance of friendship and respect to battle bullying at school. Younger students have learned the importance of self-talk and assertiveness while older students are beginning to learn to define



bullying. Fifth grade students are currently preparing friendship posters they will share with younger students later in the school year. Themes for this project include different points of view, understanding a friend's intentions, and apologizing when wrong. Parents and staff members have received newsletters explaining the programs and providing tips on additional support activities. Staff training on

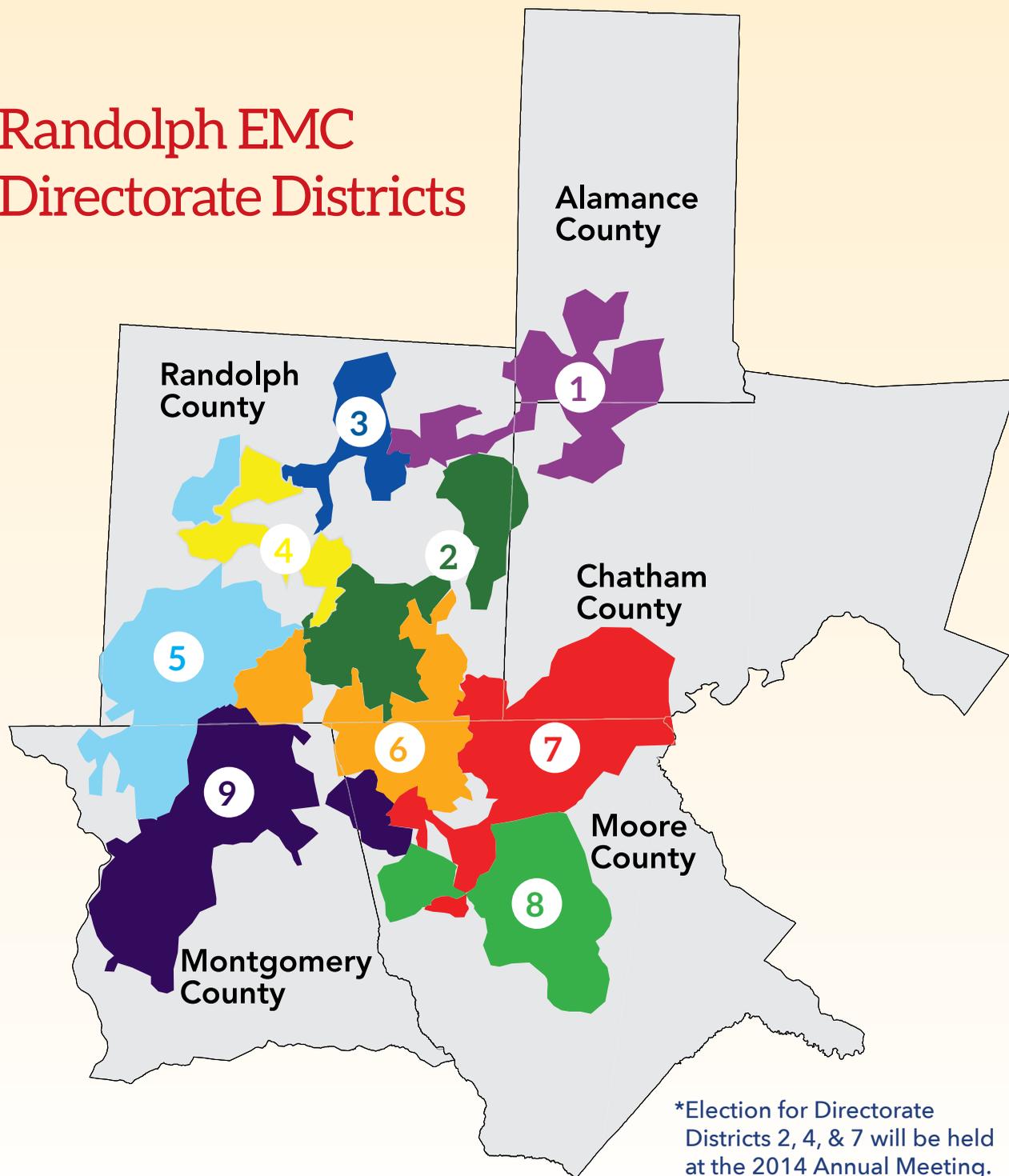
accepting bullying reports and coaching children in a bullying situation has been planned. Meanwhile, a parent workshop has been created and staff is working together to determine a time this will be convenient for most families. Students, parents and teachers at West Pine Elementary are excited to help Stomp Out Bullying!

“Our goal is to provide all students with another way to talk and treat each other.

With the Stop Out Bullying lessons, students get involved and it opens up discussion in the classrooms and makes our students more aware of how they treat each other.”

—Mrs. Jessica Orr, Counselor at West Pine Elementary

Randolph EMC Directorate Districts



District Nominating Committees, Elections & Credentials Committees Appointed

Pursuant to Section 3.03. of the Bylaws of the Cooperative, the Nominating Committees for Districts 2, 4, and 7, from which Directors will be elected at the Annual Meeting, have been appointed. The members that have been appointed to serve on those respective Nominating Committees will meet at the Asheboro headquarters office of Randolph EMC, located in Asheboro, N.C., at 6:00 p.m. on Monday, May 5, 2014, to nominate a candidate who will run for the Board of Directors from each district. All three District Nominating Committee meetings will be held on the same evening. The Elections

and Credentials Committee, pursuant to Section 2.08. of the Bylaws of the Cooperative, will also meet on Monday, May 5, 2014, at 7:00 p.m. at the office of Randolph EMC in Asheboro, N.C. It is the duty of the Elections & Credentials Committee to establish and approve the manner of conducting member registration and voting, to pass upon all questions that may arise with respect to the registration of members, count all ballots cast in any election, rule on the validity of any ballots cast, and to rule upon any other questions, protests or objections affecting the results of the election. The members listed on the following page make up the 2014 committees.



District 1
James Andrews



District 2*
Bob Wright
President



District 3
Larry Routh



District 4*
Jerry Bowman
Vice President



District 5
Delbert Cranford



District 6
Sue Spencer
Secretary-Treasurer



District 7*
Tammie Phillips
Asst. Secretary-Treasurer



District 8
Steve Harris



District 9
Billy Maness

District 2: Wright	District 4: Bowman	District 7: Phillips	2014 Elections & Credentials Committee		
Bobby Joe Allen	Michael W. Hunter	Sue S. Copelan	E. Bernard Beck	Mary Priscilla Clay	C. Lowell Russell
Bill Brower	Tommy Johnson	Bernard Purvis	Clara Bryson Bernicken	Sam L. Coble	Russell Seawell
James T. Ellis III	Charles L. Kemp	Jimmy Lee Russell	Edwin Bridges	Yates Hussey	Jeffery Clay Sugg
Amy Ruth Gilmore	Wayne Lahmeyer	Vergil L. Shamberger	Harold Cagle	Gary C. Loy	Tommy Upchurch
Gladys Hayes Johnson	Dean Sexton	Mark Purvis	Robert Callicutt	Sally M. Morris	William Dale Gaddy
Scott Kidd (Alt)					

BYLAWS Relevant to the Qualifications, Nominations and Elections of Members to the Board of Directors

SECTION 3.02. QUALIFICATIONS.

The persons named as directors in the Articles of Incorporation of the Cooperative shall compose the board of Directors until the first Annual Meeting or until their successors shall have been elected and shall have qualified. No person shall be eligible to become or remain a director of, or to hold any position of trust, in the Cooperative, who:

(a) does not have the legal capacity to enter into a binding contract under the laws of the State of North Carolina; or (b) does not have the mental and physical capacity to exercise the corporate standard for business judgment in discharging his/her duties in a manner to be in the best interests of the Cooperative under the laws of the State of North Carolina; or (c) has not been a member of the Cooperative in the Directorate District for which such person seeks election and has received electric service there as his/her primary residential abode in such person's own name for at least one hundred eighty (180) consecutive days next preceding the date of the election; or (d) has, during the ten (10) years preceding the date of nomination, been a regular employee of the Cooperative or of a competing enterprise; or (e) is in any way employed by or financially interested in a competing enterprise; or (f) is engaged in the business of selling electric energy.

A director or director's company may be allowed to sell materials, supplies, equipment, or vehicles to the Cooperative only if at least three bids are submitted to the Cooperative for any such sale, and only if the director or his/her business has submitted the lowest bid. Upon establishment of the fact that a nominee for director lacks eligibility under this Section or as may be provided elsewhere in these bylaws, it shall be the duty of the chairman presiding at the meeting at which such nominee would otherwise be voted upon to disqualify such nominee. Upon the establishment of the fact that any person being considered for, or already holding a directorship or other position of trust in the Cooperative, lacks eligibility under this Section, it shall be the duty of the Board of Directors to withhold such position from such person, or to cause such person to be removed therefrom, as the case may be.

Nothing contained in this Section shall, or shall be construed to, affect in any manner whatsoever the validity of any action taken at any meeting of the Board of Directors, unless such action is taken with respect to a matter which is affected by the provisions of this Section and in which one or more of the directors have an interest adverse to that of the Cooperative.

When a membership is held jointly by a husband and wife, either one, but not both may be elected a director; provided, however, that neither one shall be eligible to become or remain a director or to hold a position of trust in the Cooperative unless both shall meet the qualifications hereinabove set forth.

SECTION 3.03. NOMINATIONS.

It shall be the duty of the Board of Directors to appoint, not less than sixty (60) days nor more than ninety (90) days before the date of the meeting of the members at which directors are to be elected, a District Nominating Committee for each Directorate District in which directors are to be elected. Such District Nominating Committees shall consist of not less than three (3) nor more than five (5) members who shall be selected from the Directorate District from which a director is to be nominated. No officer or member of the Board of Directors or close relative thereof shall be appointed a member of such Committee/Committees. The Committees shall prepare and post at the principal office of the Cooperative at least twenty (20) days before the meeting a list of nominations for directors, but any fifteen (15) or more members may make other nominations in writing over their signatures not less than fifteen (15) days prior to the meeting and the Secretary shall post the same at the same place where the list of nominations made by the Committees is posted. The Secretary shall mail with the Notice of the Meeting a statement of the number of directors to be elected and showing separately the nominations made by the District Nominating Committees and the nominations made by petition if any. The members may at any meeting at which a director or directors shall be removed, as hereinbefore provided, elect a successor or successors thereto without compliance with the foregoing provisions with respect to nominations. Notwithstanding anything in this section contained, failure to comply with any of the provisions of this section shall not affect in any manner whatsoever the validity of any election of directors.

SECTION 3.04. ELECTION & TENURE.

At each annual meeting of the members, directors shall be elected by secret written ballot by the members and, from among those members who are natural persons; PROVIDED that, when the number of nominees does not exceed the number of directors to be elected and if there is no objection, secret written balloting may be dispensed with in respect of that particular election and voting may be conducted in any other proper manner. Directors shall, unless the members determine otherwise in advance of the initial balloting, be elected by a plurality vote of the members. Drawing by a lot shall resolve, where necessary, any tie votes.

Directors shall be so nominated and elected that, beginning with the Annual Meeting of the members of 1996, directors from Directorate Districts 2, 4, and 7 shall be elected for three (3) year terms; at the Annual meeting of the members of 1997, directors from Directorate Districts 5, 8, and 9 shall be elected for three (3) year terms; and at the Annual Meeting of the members of 1998, directors from Directorate Districts 1, 3, and 6 shall be elected for three (3) year terms. Beginning with the next succeeding

Annual Meeting of the members, and at each such meeting thereafter, the same number of directors that corresponds to the number whose terms are expiring shall be elected to serve a term of three (3) consecutive years; PROVIDED, that a year as used in this section shall mean the period beginning with one Annual Meeting of the members and ending at the next; and PROVIDED FURTHER, that, notwithstanding the terms for which they are elected, directors shall serve until their successors shall have been elected and qualified.

SECTION 3.05. DIRECTORATE DISTRICTS.

Directors shall be so nominated and elected that the Board shall be comprised of nine (9) Directorate Districts. A director of a Directorate District must be a resident of, and make his/her primary residential abode, on a premises served by an electrical circuit provided by the Cooperative. All of the Cooperative's electrical circuits, as identified by circuit numbers on the Cooperative's maps and records, shall be divided into nine (9) Directorate Districts. For the purpose of assuring equitable representation, additional circuit numbers may be added to or deleted from a Directorate District. It shall be the duty of the board of Directors to make such additions to, and deletions from, the various Directorate Districts no later than April 1st of each year. Such additions and deletions, along with the existing Directorate District circuit numbers, will be provided to the members. Each of the nine (9) Directorate Districts is:

District Number	Circuit Numbers
1	1, 2, 3, 4, 5, 8, 68
2	6, 7, 24, 25, 27, 30, 71, 73
3	9, 13, 14, 16, 67, 69, 70
4	10, 11, 15, 26, 75, 76, 77
5	17, 18, 19, 20, 21, 22, 23, 60, 78
6	28, 31, 55, 72, 87, 88,
7	33, 34, 36, 37, 38, 46, 47, 48, 49, 56, 80, 81, 83, 84
8	39, 40, 50, 51, 52, 53, 82, 85, 86
9	42, 43, 44, 61, 62, 63, 64, 89, 90

(Electrical circuits may be added or deleted on April 1st of each year for the purpose of assuring equitable representation.)