

# Watts Working

## Safety First at REMC

At REMC, safety is our top priority. REMC's concern for the safety of our members, linemen, employees, children and the public is reinforced through educational programs and safety demonstrations.

From providing electric live line demonstrations in elementary schools and civic groups to support for many local nonprofit organizations, REMC and its employees are helping to strengthen and support its communities.

"Electricity is a powerful resource, and power has its accompanying dangers," states Jeff McDuffie, Safety and Environmental Coordinator at Randolph EMC. "We believe that if we start teaching our children early in life about electrical safety, we will have provided the greatest community service the cooperative can offer."

During REMC's live line demonstration, the audience gets a first-hand look at what happens when trees fall through lines, balloons make contact with switch gear, and high-voltage wires are downed on automobiles.



In addition, REMC linemen effectively demonstrate what happens when an individual comes into contact with 7,200 volts of electricity, which usually proves fatal. The display is constructed with the same transformers, line breakers and hardware used on Randolph Electric's system.

In addition to demonstrations, Randolph EMC has several age-appropriate booklets available in its offices that can help folks learn about electrical safety. Information is also available online at [RandolphEMC.com](http://RandolphEMC.com) under the "Safety" tab on the homepage.

The cooperative is available to assist large community groups with electrical safety education. Please contact Jill Vanness, Director of Communications at 336-625-5177 or via email at [Jill.Vanness@RandolphEMC.com](mailto:Jill.Vanness@RandolphEMC.com) for more information.

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## THIS MONTH'S ISSUE:

- B** Be a Draft Dodger to Save Energy
- C** School-Related Savings with the Co-op Connections Card
- D** Tanner Henson's Youth Tour Experience
- F** Dale Lambert's AWARE Column

**Randolph EMC offices will be closed Monday, Sept. 1, for Labor Day**

## Be a Draft Dodger

### Weatherstrip your home for energy savings



There's no doubt about it; cold weather is on its way. Roughly half of the energy that your home uses comes from heating and cooling, so while it's important to make sure your heating unit is working properly, it's equally important to make sure that none of that heat is escaping.

Weatherstripping your home is typically an easy fix that will eliminate energy waste and help you save on your monthly electric bill.

#### 1 Find out if heat is escaping from your home:

- For doors, look for daylight between the door and its frame, if you see even a hint of light in between the two, you need to weather strip that area.
- For windows, place a piece of paper between the sash and the seal then close it. If you can remove the piece of paper from the window without ripping it, you need to weather strip that area as well.

**Before you begin weatherstripping, be sure your surface is dry and clean, measure the area more than once for best accuracy, and apply so that strips compress both sides of the window or door.**

#### 2 Add weatherstripping to stop air leaks

##### To weatherstrip windows:

- Place the stripping between the frame and the sash.
- Be sure that it compresses the window when shut.
- Check to make sure that the stripping does not interfere with the moving of the window.

##### To weatherstrip doors:

- Choose the proper sweeps and thresholds for your door.
- Weather-strip entire door jamb.
- Make sure the stripping meets tightly at both corners.
- Use a thickness that allows for a tight press between the door and the ground, but one that does not make the door difficult to shut.

## SWAP SHOP

### FOR SALE

Trac Vac Vacuum to pick up leaves & grass clippings. Can hook behind mower, \$365. 336-318-5510.

Recording King Acoustic Guitar w/case. VGC. 336-257-4146.

Antique mahogany J&C Fischer small Grand Piano, 67 in. wide, 60 in. long. Bench included. \$1,200. 336-879-5481.

Nordic Track Elliptical CX1000 Space Saver. Like new. \$200. 336-963-1097 or 919-742-6089.

Wurlitzer piano. Great for church, daycare, or home. Mahogany w/ matching bench. \$500 firm. Ramseur area. 336-460-1123.

New Rollator w/ seat, blue, never used. \$50. 336-470-3281.

Good used tin, 14 ft & 8 ft. 336-629-9679.

Honey. 336-879-2686.

8 oz. jelly jars. 336-953-3901.

TV table w/ stereo shelf, \$50. Magazine rack, swivels, \$45. Flower vases \$1 ea. Color TV's \$20 - \$30 ea. Steamers \$20 ea. Rainbow Vacuum, \$75. New Sentry safe, \$20. Maytag Refrigerator, \$95. Kitchen table, \$60. 336-879-3320.

Two buggies & wagon, antiques. 336-824-4308.

35 acres on Pickets Mill Rd. 336-629-3342.

4x8 utility trailer, EC \$499 OBO. 336-879-5298.

Simplicity Rear Tine Tiller, 9HP Briggs & Stratton Engine. Used very little, \$500. 336-581-3565.

Troy-Bilt Pressure Washer, 2600 PSI, 5HP motor. 336-381-3179.

Lazy Boy leather power recliner & loveseat, 3 mo. old, Wheat color \$2,000. 910-464-3810 or 910-464-4000.

New handmade quilts, F,Q, K, \$125 - \$150 neg. 336-625-4548.

Delta 36" Wood Lathe w/ Duplicator \$1395. Scoop Pan w/ 3-pt hitch, fits any tractor \$275. 336-879-8294.

Dolly Parton, Shirley Temple & Marilyn Monroe porcelain dolls. 336-672-2815.

Wooden playhouse swing set, needs some repairs \$70. 336-683-5229.

Lightly used 7-piece Broyhill dining room set. Table w/leaf & 4 chairs. Matching 2-pc china cabinet w/light in top. All items VGC. \$700. In Asheboro, off Zoo Pkwy. 336-629-4553.

Barn, 75 yrs. old, you take down. \$2,000 OBO. 1994 Martin D-1 Guitar \$600. 1911 Victrola w/ records \$100. 8-Day Clock \$200. Illinois Railroad Pocket Watch \$100. 2 old fireplace Mantels \$200 ea. Old transit \$25. 336-381-4710.

4 ea. 40' long & 4 ea. 10' long power poles, you move, all for \$150. 150 amp. breaker box w/ 14 breakers, meter base & weather head, all for \$150. 336-873-7374.

**WANTED:** 8" used cinder blocks at reasonable price. 336-963-9325.

**FOR RENT:** Singlewide 3 bedroom 2 bath mobile home on private lot w/ 8 acres. \$300 per month, \$300 deposit, located on Ramseur-Julian Rd. 336-824-4308.

**Members, email SwapShop items to [General@RandolphEMC.com](mailto: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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Follow Randolph EMC on  

REMC is an equal opportunity provider & employer.





MAKE YOUR  
**VOICE**  
HEARD!

Can you afford to  
**pay more**  
for your electricity bill?  
THE **EPA** THINKS YOU CAN.

**ACTION.COOP**

THANK YOU to the thousands of members who have already joined us in telling the EPA that its regulations are too costly.

If you haven't joined the Cooperative Action Network yet, please visit [www.Action.coop](http://www.Action.coop) to tell the EPA that co-op consumers believe in balancing environmental needs with affordability and reliability.



**Class is back in session!**



Do your kids need to get their vision checked now that they're back in school? If so, you can save on eye exams, glasses, contact lenses and even Lasik with your Co-op Connections Card!



Use the free Cash Back Mall Shopping Assistant to earn up to 5 percent cash back from Macy's, Kohl's, Old Navy and more when you stock up on the latest school fashions online.

Find all the other ways you can save by visiting the Co-op Connections section of our website at [RandolphEMC.com](http://RandolphEMC.com). If you have questions, would like to request a card, or would like to become a participating business please contact Lauren Ingold at 336-625-5177 or email [Lauren.Ingold@RandolphEMC.com](mailto:Lauren.Ingold@RandolphEMC.com).



**SHARE YOUR**

**Bright**



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**20**  
YEARS OF  
BRIGHT IDEAS  
North Carolina's  
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Teachers, apply online at [www.NCBrightIdeas.com](http://www.NCBrightIdeas.com) before 9/20/14!

# My Youth Tour Experience

by Tanner Henson, 2014 Youth Tour Delegate

I would like to thank Randolph Electric Membership Corporation for selecting me to be their 2014 Youth Tour delegate and allowing me the amazing opportunity to visit Washington D.C. It was an incredible experience. I was able to personally meet individuals from over 35 different states. During the course of the trip, I made friendships that will last a lifetime.

Meeting the North Carolina representatives and Senator Richard Burr was truly a once in a lifetime experience. They were able to personally share their feelings on various matters with us. We discussed many critical events that are taking place currently. We were able to question the members of Congress on their past actions and actions that they plan to take in the future. They all expressed great interest in our views and opinions and remarked that the involvement of the United States' young adults was vital to the survival of this great nation in years to come.



Tanner in front of the Capitol Building.

The museums in the D.C. area were quite remarkable, too. Seeing artifacts that are of such great importance to our nation is breathtaking. While standing in D.C., you can almost sense the history and the great importance of the city, not only to the U.S., but also to the entire world. Seeing the museums and all the history they hold is almost like a bridge to the past. While walking through the Smithsonian and the Marine museums, one is really able to experience the



The Washington Monument makes a great background for a photo with friends.



With Rep. Renee Ellmers



— Everyone likes getting a —  
**GOOD**  
REPORT CARD.



history of our nation. I believe that it is vital for everyone to be informed of their history. As George Santayana said, “Those who cannot remember their past are condemned to repeat it.”

Being the Youth Tour delegate really opened my eyes to the operations of a cooperative. Thankfully, the cooperatives were able to successfully bring power to rural areas when no one else would. The cooperative is able to better hear the voices of its members because they are also the owners. This experience taught me a lot about the cooperative and how it is essential to daily life. When you flip a light switch you automatically expect the lights to come on. Do you ever stop to think about what’s behind the flipping of a switch? Electricity has become such a huge part of daily life that we could scarcely function without it. Without our local cooperatives, the rural areas of North Carolina may not have been electrified.

I would highly recommend any rising junior or senior to apply to become the 2015 Randolph Electric Youth Tour Delegate. The opportunity is once in a lifetime and one not to be forgotten!

***Be on the lookout in future Watts Working issues for information about the 2015 Youth Tour!***

We’d like to thank our members for taking the time to participate in our recent Member Satisfaction Survey, which resulted in a score of “89” in the American Customer Satisfaction\* Index. Your opinion is important to us and the feedback you share helps us improve our service to you, our member-owners.

We vow that we won’t stop striving for excellence in member service. We’ll remain the dependable source of electricity our members never have to think twice about. Unless, of course, they’re being surveyed by the ACSI.

 **Randolph EMC**  
*Looking out for you.*



# AWARE

*a word about*  
*Randolph Electric*

by Dale Lambert, CEO

## Dear Members,

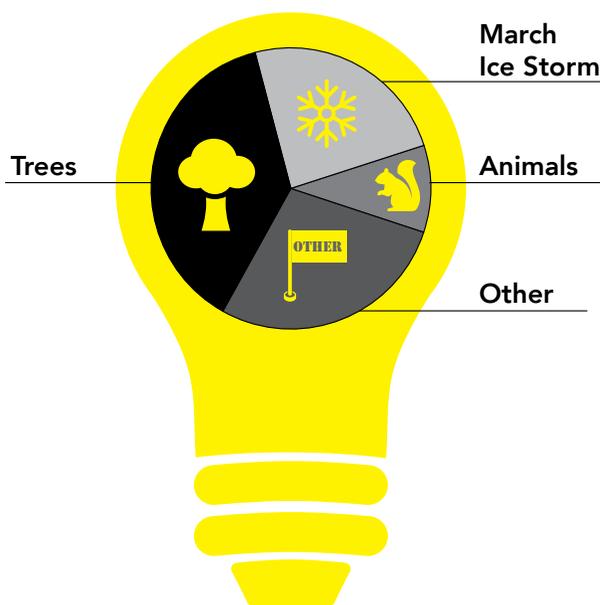
The lights blink a few times and the power goes out. It's dark in the house. The first two questions that instantly come to mind are: 1) Why did the power go out and 2) When will it be back on?

Many times, a power outage can occur at the most inopportune time—a winter storm on Christmas morning, during the Super Bowl, or just on a typical morning when you and your family are getting ready for work and school. Talk about starting the day off on the wrong foot!

Restoring outages quickly and working to eliminate a potential outage is extremely important to your Board of Directors and employee team. Your cooperative has established strategic goals that we strive for and the Board is updated monthly on where we stack up in meeting these objectives.

I was recently reviewing our outage data for the year-to-date for 2014 and wanted to share some information relating to outages and their causes. This information is from January 1 to July 31, 2014.

This past March, a major ice storm hit the northern section of Randolph EMC's service area, affecting northern Randolph and Chatham Counties



and southwestern Alamance County. During a multi-day storm event, we see increases in the number and length of outages, as well as increases in the number of members affected by them.

Year-to-date, there have been 731 separate outage events on the Randolph EMC system. Of this total, 173 outages — 24 percent — were attributable

to the March ice storm. Since this is thankfully not an annual routine, I will exclude that data as I talk about the more routine outages that occur.

Our engineering team tracks outage data in great detail. When an outage occurs, it is assigned to one of 37 categories. This allows us to identify outage trends over time and to determine if there are unusual issues occurring on the system, such as hardware or equipment failing prematurely.

### HOW ARE MOST OUTAGES CAUSED?

Reviewing our outage data for the year-to-date, there are two main categories where the majority of power outages can be attributed to: trees and animals.

By far, trees are responsible for the most outages on Randolph EMC's system. They accounted for 198 outages, or 36 percent, of all outages. There were 5,199 members who experienced an outage that was attributable to a tree. A tree falling on the line can cause extensive damage, which takes much longer to repair than most other outage-related causes.

To help reduce the number of tree-related outages, Randolph EMC has an aggressive right-of-way program that seeks to remove as many trees—dead or alive—that could come into contact with a power line as we can. If you see a tree that could cause a problem with the power line, call the office and let us know. With over 4,200 miles of line, it's hard to catch them all!

Animals were responsible for roughly 10 percent, or 58 outages year-to-date. Normally, we can restore those outages pretty quickly, but they're extremely hard to prevent. We install protective guards on transformers and equipment, but squirrels and birds still manage to cause problems.

### **HELP US INCREASE OUR EFFICIENCY**

Our goal is to prevent as many outages as possible and when an interruption does occur, to restore your electric service as safely and quickly as possible. You

can help us be more efficient in the dispatch center if you do experience an outage by making sure we have your correct phone numbers on file. A good rule of thumb is to make sure you have any number you might use to report an outage listed in your account file. When our outage system recognizes the number calling in, it associates it with your location.

This saves a tremendous amount of time in responding to your outage. When a number is not recognized, our dispatchers must spend valuable minutes listening to your message, calling you back, searching for your location and logging the outage report. If your number is already listed in the system, all of that is automatic!

And one final note...ALWAYS remember to stay away from downed or low-hanging power lines or trees touching a power line. It's our job to take care of those downed wires, and we're happy to do it because it keeps you safe!

Cooperatively Yours,



Dale F. Lambert  
Chief Executive Officer

# In the dark? Help us find you fast.

When our outage system recognizes your phone number, we can respond to your needs faster. Help us help you by updating your account information with any phone number you might use to report an outage, such as a cell number.

Update your contact information online at [www.RandolphEMC.com](http://www.RandolphEMC.com) or call your local office to have a representative take care of it for you. Thanks for your cooperation!



# Staying Safe with Portable Generators

Remember these rules to help keep you and your family safe around portable generators:



*Generators can be dangerous for line personnel if not installed correctly. Please contact us with any questions about using your generator safely!*

## **CARBON MONOXIDE HAZARDS:**

Always use generators outdoors. NEVER use generators in homes, garages, basements, or any enclosed areas, even with ventilation.

Install battery-operated or plug-in (with battery backup) carbon monoxide (CO) alarms in your home, and follow manufacturer's instructions. Test alarms often and replace batteries when needed.

## **ELECTRICAL HAZARDS:**

Plug appliances directly into the generator or use a heavy-duty outdoor-rated extension cord.

NEVER plug the generator into a wall outlet or connect it to your home's wiring. If whole-house use is required, have a licensed electrician install the equipment to safely connect emergency generators.



Through People Helping People, your small change can make a big difference to those in need in your community. By allowing Randolph Electric to "round up" your monthly electric bill to the next highest dollar, your tax deductible donation is supporting individuals, families and organizations within our communities.



As a thanks for your generosity, each PHP contributor will be entered to win this 2006 Chevrolet Colorado 4WD truck\* that has been retired from REMC's fleet! Fill out the sign-up form online at [www.RandolphEMC.com](http://www.RandolphEMC.com) or call your local office to sign up today!

\*Drawing for truck will take place December 19, 2014. Awarded as is.