

Watts Working

Join Us in Celebrating National Co-op Month!

You're invited to join Randolph EMC in a month-long celebration of the cooperative difference in October! National Cooperative Month is a time to recognize the qualities that make our business model unique, such as local democratic control, commitment to supporting the communities we serve and returning profits back to members.

Did you know that cooperatives operate in every sector of the economy? In addition to energy, co-ops exist for housing, food, health and agriculture, among others. Even your local credit union is a co-op!

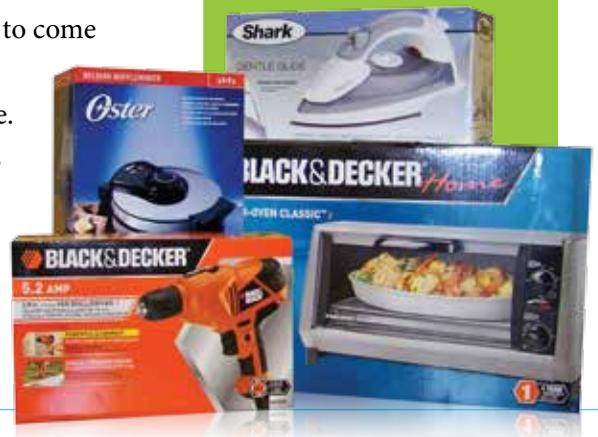
Cooperatives are important because they help to keep more sales dollars and profits working close to home, circulating in the communities where their members live and work. These dollars in turn support other local businesses and generate tax revenues that support schools, police and fire services, and other local government services.

Randolph EMC wouldn't exist without you—our member-owners—so, we encourage you to come by our office to register to win several prizes and enjoy some cookies and coffee. We'll also be holding drawings for prizes for members who participate in various contests and trivia games on Facebook. Don't miss out on all the fun!

Come by for a visit!

We'd love to see you during Member Appreciation Days in October. Stop in our Asheboro or Robbins offices to have a cup of coffee and a cookie or two and register to win some great household appliances. We'll be giving away prizes on social media, too, so be sure to follow Randolph EMC on Facebook and Twitter!

It's just our way of saying "Thanks for being a valued member-owner of Randolph EMC!"



VOLUME 77

10

OCTOBER 2015

THIS MONTH'S ISSUE:

B Why We Plan Outages

C You're In Control with Account Alerts

D Dale Lambert's AWARE Column

Why We Plan Outages

If you've ever received a notification informing you of a "planned outage," you may have wondered, "what is a planned outage?" and "why does my electric utility need to perform one?" Occasionally, the equipment we use to bring power to your home needs to be replaced, repaired or updated. When this happens, as a way to keep our crews and you safe, we plan an interruption to electric service.

We do our best to plan these outages during times when you will be least inconvenienced, so we often perform planned outages during school and business hours. We also try to notify you 7 to 10 days before an outage, so you can be prepared and aware of when line crews will be working in your area.



While they may sound slightly inconvenient, planned outages are actually beneficial to you, our members. Regular system upgrades are necessary for optimal performance, increase reliability, and are one of the best ways we can provide you with quality electric service.

Don't miss planned outage notifications...Be sure your current phone number is listed in your account!

Help Us Return Money to Past Members

Each year, several Capital Credit checks are returned to REMC because the address we have on file is no longer valid for former members.

A list of members with outstanding capital credit checks can be found by clicking on the Quick Link "Outstanding Capital Credits" on RandolphEMC.com. If you recognize a name on the list, ask them to give us a call at (800) 672-8212!

Heads Up, Sophomores & Juniors!



REMC will send one student to Washington, D.C., next summer for an all-expense-paid trip the week of June 11-17, 2016. To be eligible, a student must be a current sophomore or junior in high school. While in Washington, D.C., the REMC delegate joins other electric cooperative representatives from throughout the United States for a week of fun and learning.



Information about the tour, along with applications, are available at RandolphEMC.com. Completed applications are due by December 8, 2015. For additional questions, please contact Lauren Ingold at (336) 625-5177 or at Lauren.Ingold@RandolphEMC.com.

Electric Service

Asheboro(336) 625-5177
(800) 672-8212
 Robbinston:(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, M-F

Board of Directors

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REMC is an equal opportunity provider & employer.

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

www.RandolphEMC.com

SWAP SHOP

FOR SALE

New Large Dog Kennel, \$90. Jon Boat with 11ft trailer & trolling motor, \$500 neg. Buck Stove insert, GC, \$500 neg. Old Gravely Walk behind mower/bush hog, has been sheltered, \$500 neg. 336-498-2383.

1952 Cub Farmall tractor, EC with cultivator, \$2500. Lift chair made for big & tall person, EC. Dark burgundy tweed, \$300. 919-742-2484.

3-year-old Troy-Bilt riding mower, 17.5 HP/42" cut. Deck vibrates very bad, looks & runs great, \$500. 336-301-2365.

5 ft. Howse Bush Hog \$250. Kaufman trailer for hauling vehicles/tractor, \$1500. 336-381-4710.

Goodman air conditioning unit, 10 years old, works great, Randleman area, \$300. 336-848-0986.

Water wood stove with 2 pumps, \$2,500. 336-209-8237.

Two-bottom turning plow & cultivator for a 1947 (M) John Deere & a 1986 Chevy service truck, long wheelbase dually, all for \$1,500. 910-464-3470.

Apple grinder with flywheel & hopper made by Happy Valley Ranch, \$290 OBO. 336-879-5298.

1965 John Deere 110 Lawn Tractor, totally restored, mechanical, electrical, paint & decals. \$3,000. 980-233-1108.

3 BR, 1 BA house on 1/2 acre lot located on Lions Rest Rd, Asheboro. Needs minor repairs. Best offer. 336-736-8105.

Valleyhead 12" Saddle - Circle M - EC, \$450. Also 1985 WEBE Ponderosa Tag-Along two-horse trailer. \$1500. 910-464-3679.

Lowe's Dump Trailer, pulls behind lawn mower. Used one time, \$75. Also 6 1/2 ft. pre lit Christmas tree, Free. 336-857-0138 or 336-301-2365.

Murray riding mower, 17hp, 40" cut with grass catcher. New belts & battery. \$450. 336-381-3175.

Bowhunters special, cleaned deer corn, 50 lb. bags, \$6 each while supplies last. Cleaned Feed Wheat, 50-lb. bag, \$9. 336-622-2480 or 336-736-0390.

Leinbach Potato Plow with 1-point hitch attachment, both work on Farmall tractors. \$175. 336-879-8294.

Piano. VGC. \$1200 OBO. 336-241-2652 after 1:00pm.

Reese Spring Bars for camper or tow trailer 12,000 lbs. max trailer weight. \$100. 336-629-2560.

Wood working equipment: Sears woodshaper with stand \$150, Shopsmith 12" planer with stand \$300, Sears 10" bandsaw \$75. Equipment for Cub Farmall Tractor, Sickle Mower \$100, Woodsaw with pulley \$100, Disc Plow \$100, Mott Mower \$300. 910-464-2331.

Wall or free standing natural gas heater with remote \$200. Ford bumper rack for fishing poles \$20. Fax machine \$20. Boat anchors \$20. Handicap walkers & equipment \$20 each. Paper shredder \$20. Color TVs \$20. - \$30. Exercise equipment \$20. Used toddler toys \$20. 333-879-3320.

New handmade quilts, F&Q&K. Will also repair & finish quilts. Paperback Western books. 336-625-4548.

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

Members, email SwapShop items to
General@RandolphEMC.com

You're In Control with Account Alerts

DID YOU KNOW?



Need a little reminder when your bill is due?



Would you feel better knowing when your payment was applied to your account?



Want to know when you've reached the "high energy use" mark?

Subscribe to Alerts & Reminders on REMC's New Online Member Service Portal!

Personalized

Choose the alerts & delivery method you find helpful to manage your account.

Informative

Receive notifications for due date reminders, payment confirmations, account profile changes and high energy usage.

Convenient

Choose to receive notifications via text*, email or both.

**Standard text messaging rates apply.*

To set up your alerts, simply log in to the Member Service Portal from RandolphEMC.com and visit the "My Alerts" section of the site

The Early Bird Gets the Win!

Congratulations to Ms. Caroline Sheffield at Trinity High School for winning the Bright Ideas Early Bird drawing. She has won a \$100 Visa gift card for submitting her 2015-16 Bright Ideas grant before the August 14th early bird deadline.

Ms. Sheffield's grant, Planting the Future: Establishing an Arboretum, will still be considered for full funding. All Bright Ideas grant applications will be judged by a panel of retired teachers in early October.

Stay tuned to see who will have the Brightest Ideas this school year!



AWARE

a word about
Randolph Electric

by Dale Lambert, CEO

Dear Members,

In the U.S., the vast majority of people receive their electricity from one of three types of utilities; investor-owned, municipal-owned or through their electric cooperative, which is owned and controlled by the people who use it. As we celebrate cooperatives of all types this October, I'd like to point out the cooperative difference by comparing these three types of ownership models and provide some insight on why we should be proud to be "member-owners."

In the investor-owned model, the corporation is owned by a great number of stockholders who may or may not be real customers of the utility. Investor-owned utilities tend to be very large corporations, such as Duke Energy, American Electric Power or Con Edison. They serve large cities, suburban areas and some rural areas, too.

In most cases, investor-owned utilities (IOUs) have few employees in the communities where they operate. This, combined with the fact that they have outside investors whose sole motive is to make a profit on their investment, generally tends to lead to less personalized service. Consumer surveys confirm that IOUs have the lowest customer satisfaction ratings. About 72 percent of the U.S. population is served by investor-owned utilities.

Municipal electric systems, as the name implies, are government owned. They can serve large cities, like Los Angeles, Austin or Orlando, or smaller areas, like Coon Rapids, Iowa or High Point, N.C. In municipal

systems, the city runs the utility. About 16 percent of the market is served by municipal utilities.

Rural electric cooperatives serve the smallest number of consumers, about 12 percent of the market, which equals 42 million people. There are more than 800 other electric co-ops in 47 states in addition to Randolph Electric. While co-ops serve the fewest number of people, our electric lines cover more than 75 percent of the U.S. landmass. This is because we provide power where others once refused to go because of the low population density.

As a member—and owner—of Randolph EMC, you elect the co-op's board of directors who, in turn, make decisions for the cooperative based on what's in your best interest. Another key benefit of being a member-owner is that you receive Capital Credits. Each year, your share of the cooperative's margin is allocated to your member account. Those dollars are kept at Randolph Electric and used for financing and operational needs. When your board of directors deems it appropriate, those dollars are deducted from your equity account and sent back to you as capital credits. This past year, the board authorized a general retirement of \$2.5 million, which went directly back to our members and into the local economy in the five counties we serve.

Electric co-ops rank highest in member satisfaction among the three types of utilities. In our last member satisfaction survey, Randolph EMC earned a score of 88 on the American Consumer



Satisfaction Index. We believe this is because we serve member-owners, not customers, and we're very appreciative of the high marks our members consistently give us.

As the electric utility business continues to evolve, we are committed to being there for you, our member, to provide for your electric energy needs. Unlike large investor-owned utilities, we are rooted right here in Central North Carolina. Over the years, we have answered the call to provide additional benefits and services because it is extremely important to us that our community thrives and prospers. This is why we offer several value-added services, such as free energy audits, tools to help you manage your energy use, and various billing and payment options, including the option to pre-pay for your electricity.

There is a cooperative difference. You own us, and we are here to serve you!

Cooperatively Yours,

Dale F. Lambert,
Chief Executive Officer