

Watts Working



Simplify your life with paperless billing

Chances are, you're already doing tasks online that help make your life easier. So why not add getting your Randolph Electric bills to the list? Sign up to receive your statements online and eliminate the need for a paper bill to be mailed to you each month. It's convenient, secure and helps the environment, too!

If you haven't switched to Paperless Billing because you're worried about something like forgetting to pay your bill, we'll help you put those concerns to rest! We have due date reminders available, as well as autopay options like bank draft and recurring payments to ensure you never miss a payment!

Enroll Today

To change your bill preference, call your local office for assistance or follow these steps online at RandolphEMC.com:

- 1 Log in to your account on the Online Member Service Portal
- 2 Navigate to the My Account tab
- 3 Click e-Notifications, then e-Bill
- 4 Select e-Bill for each account listed
- 5 List an active email for the account, which is where your bill will be sent
- 6 Submit your changes



Upcoming Holiday Closings

Randolph EMC offices will be closed January 1. Happy New Year!

INSIDE...

B A Year of Energy Efficiency

C Apply for a Sports Camp Scholarship

D Get smart about energy savings

F Dale Lambert's AWARE Column

H 2019 Billing Schedule



Make 2019 a Year of Energy Efficiency

This year, resolve to be more energy efficient by making simple changes each month. Follow this guide to save energy and money throughout 2019.

Home Energy Assessment

Visit the Manage My Energy section of our website at RandolphEMC.com for 101 Ways to Save Energy, plus interactive tools to evaluate which home improvements and lifestyle changes will maximize your savings. More questions? Our resident energy experts can help you with a free energy audit.

JAN

Free energy monitoring service

We offer services like high usage alerts and monitoring that help you track and manage your energy use. Small changes add up to bigger savings! Access all your information by signing into your account on our Online Member Service Portal or on the Randolph EMC Mobile App.

FEB

A/C tune up

A professional should service your air conditioning system once a year when the weather starts to warm up to maintain peak performance.

MAR

Outdoor HVAC unit clean up

Trim bushes and shrubs to allow at least two feet of clearance around your HVAC unit and keep leaves and debris from accumulating to maintain proper airflow.

APR

Air filter stock up

Replace your air filters every 1 to 3 months to make sure your HVAC system performs properly. If you keep a few extra filters on hand, it's easier to change them when needed.

MAY

Smart thermostats

Get smart about your thermostat and consider investing in a self-learning one like Nest or ecobee that automatically adjusts your temperature settings to fit your daily life. This can help you save energy and money when you're away during the day, asleep or on vacation.

JUN

Power strips

Your appliances and devices may be turned off, but they still use a small amount of power—known as phantom energy—when plugged in. You can save by installing a power strip that allows you to turn off all these items in a single switch.

JUL

LED light bulbs

Switching to LED bulbs is one of the easiest ways to increase energy efficiency in your home. ENERGY STAR-qualified LEDs use 75 percent less energy and last up to 25 times longer than incandescent bulbs. Also, LEDs don't emit heat, which is an added plus during the dog days of summer!

AUG

Heating system tune up

Just like your air conditioning, your heating system should be serviced once a year as the weather gets cooler to keep it at optimal performance.

SEP

Light timers

As the sun sets earlier, consider installing a timer so lights come on as needed rather than leaving them on all day. Also consider having an outdoor security light installed at your home to provide a safer outdoor environment at night, help protect your property and add curb appeal for one low monthly price.

OCT

Caulking and weather stripping

Seal up any cracks and gaps around windows and doors to help keep cold air out and warm air in.

NOV

Energy efficient holiday lights

Energy efficient holiday lights. LED light strands are 70 percent more efficient and last 10 times longer than traditional incandescent lights. They are also cooler to the touch, reducing the risk of fire.

DEC



Apply for a Touchstone Energy Sports Camp Scholarship

Attend Basketball Camp for Free this Summer!

Middle schoolers, if you love basketball and want to gain experience training alongside real college basketball players and coaches, we have great news for you!

Randolph EMC is now accepting applications for full scholarships to renowned basketball camps at two North Carolina universities this summer. Young men can apply for a scholarship to attend the Roy Williams Basketball Camp June 22-26 at the University of North Carolina at Chapel Hill, and young women can

apply for a spot at the Wolfpack Women's Basketball Camp held from June 9-12 at North Carolina State University in Raleigh.

To apply, you must be a rising sixth, seventh or eighth grade student at a qualifying school. Applicants will be judged on their academics, extracurricular activities and an essay. The application period begins on January 1 and applications must be postmarked by March 31. To learn more or to download an application, visit RandolphEMC.com/SportsCamp.



FINAL DEADLINE FOR APPLICATIONS!

Win a FREE trip to Washington, D.C.!

Who:

Current High School Sophomores & Juniors

What:

The highlight of your summer! On your all-expense-paid trip, you'll join more than 1,800 other students from across the U.S. in our nation's capital to visit museums & monuments, chat with legislators, enjoy a harbor cruise, & learn more about the cooperative business model.

When:

June 15-21, 2019

Download your application at RandolphEMC.com and submit it to us by January 15, 2019!

2019 Holiday Schedule

- **New Year's Day**
Tuesday, January 1
- **Good Friday**
Friday, April 19
- **Memorial Day**
Monday, May 27
- **Independence Day**
Thursday, July 4
- **Labor Day**
Monday, September 2
- **Veterans Day**
Monday, November 11
- **Thanksgiving**
Thursday, November 28
Friday, November 29
- **Christmas**
Tuesday, December 24
Wednesday, December 25
Thursday, December 26
- **New Year's Day**
Wednesday, January 1, 2020

Downed and Dangerous

If you see a downed power line, always assume it is energized and dangerous. Avoid going near it or anything in contact with the power line.



Downed power lines can energize the ground up to **35 ft.** away – so keep your distance.



Never drive over a downed line or through water that is touching the line.



If you see a downed line, notify the local authorities immediately.



Never try to move a downed power line, even if you think the line is deenergized or if you're using a non-conductive item – this will not prevent injury or death!



Source: ESFI.org

GET SMART ABOUT ENERGY SAVINGS

“Smart” devices and appliances save time and offer convenience – but not all save energy. The guide below shows how several trendy smart home technologies stack up when it comes to energy savings.

Smart Energy Savers



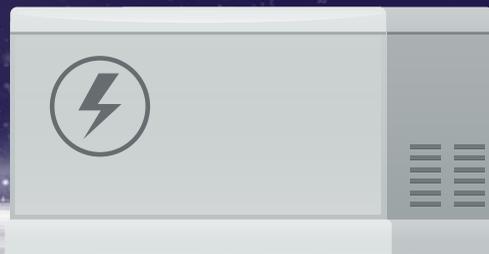
- Thermostats
- Washing machines and dryers
- Dishwashers
- EV charging stations
- Pool pumps
- Air conditioners
- Light bulbs and fixtures
- Power strips



Just Smart

- Virtual assistants (like Amazon's Alexa or Apple HomeKit)
- Smart locks
- Smart alarms
- Smart video security cameras

Up to 100% Financing for Back-up Generators for Qualified Randolph EMC Members



Visit Electel.org to Learn More.



Use the Power of Text to Report Outages

Randolph EMC’s outage text alerts program, SPOTT Alerts, provides a convenient way to stay connected during a power outage. Using the everyday accessibility of text messaging, you’ll have access to the best information we have available so that you can make plans.

Participating is easy—simply list your mobile number(s) on your Randolph Electric account, then text the keyword “TEXTREMC” to 1-877-736-2633. You’ll also want to save this number to your contacts

so you can quickly report your outage when necessary. The next time you experience a power outage, use the following keywords to communicate with our outage management system via text messaging:

1-877-736-2633	Number to text to communicate about REMC power outage
TEXTREMC	The initial text to send to opt-in to participate in the text program <i>(number must be on file in your REMC account to activate)</i>
OUT	Report an outage at service address associated with number
STATUS	Request the status of an outage <i>(may not available during widespread outage situations)</i>
QUIT	Cancels participation in outage text alerts
HELP	Provides information about REMC’s text program & a number to call for additional support

Please note that you must text only these keywords to communicate via text. Additionally, during widespread outage situations, status updates may not be available.

Help SPOTT sniff out outages!
 Update your contact information now & text TEXTREMC to 1-877-736-2633 to have access to this convenient new service!

A Word About Randolph Electric

From CEO Dale Lambert

LITTLE ACTIONS, BIG SAVINGS

Dear Members,

We're in the middle of winter and the colder temperatures are resulting in higher energy bills. Even though we're in the business of selling energy and meeting your electricity demand needs, we do not want you to waste money and pay more than you should. Taking the time to do some of the little things correctly can add up to big savings on your electric bill and extra money in your pocket.

Energy efficiency remains a key part of our efforts to keep your power costs down. Best of all, energy efficiency — simply making the electricity you use do more — saves you money.

I encourage you to utilize the tools on RandolphEMC.com under the Manage My Energy section, or you can contact our office and request paper copies of this information if needed. The website is a valuable resource that identifies simple energy-saving ideas you can implement in your home and provides interactive tools you can use to evaluate how different changes can impact your bill.

Randolph EMC also has energy use experts on staff to assist members with operating your homes and businesses as efficiently as possible. They have performed hundreds of energy audits over the years. Below are some of the most common culprits of high bills they find.

- **Thermostat set too high in the winter or too low in summer.** This causes the heat pump to run for longer periods and use more energy. **Solution:** The Department of Energy recommends a setting of 68 degrees for winter and 78 degrees in the summer. Also, have an HVAC technician check the thermostat for proper calibration.
- **Heat pump thermostat is set on Emergency Heat or E Heat (strip heat).** This bypasses the heat pump completely and heating is provided solely by the strip heat. Some folks mistake the “E” in this setting for “efficient” heating, when in fact, it’s the most inefficient setting your system has! **Solution:** Change the mode on the thermostat from E Heat to Heat.
- **Leaky or loose ductwork.** This causes the heat pump to run longer because heated or cooled air enters unconditioned spaces like your crawlspace or attic instead of your home. **Solution:** Have an HVAC technician check for leaky or loose ductwork and make the necessary repairs.
- **Low refrigerant in the heat pump or air conditioner.** This causes the system to revert to auxiliary heat (strip heat), which uses up to 3 times the energy of the heat pump. **Solution:** Have a qualified HVAC (Heating Ventilation & Air Conditioning) technician check the heat pump/air conditioner for leaks and charge with the proper amount of refrigerant.
- **Water heater/water heater pipe leaking.** This will cause the water heater element(s) to energize for longer periods trying to heat the incoming water replacing what is leaking out. **Solution:** Check regularly for leaks. If a leak is found, have an experienced handyman or licensed plumber fix the leak or replace the water heater if needed.



Energy efficiency remains a key part of our efforts to keep your power costs down. Best of all, energy efficiency—simply making the electricity you use do more—saves you money.

● **Well pump running**

continuously. This can happen because of a burst water pipe, which could be anywhere from inside the well, in the line to your home or underneath the home. If the issue is on the hot water side, the water heater can energize in addition to the well pump running, increasing your costs even more. **Solution:** Have an experienced handyman or licensed plumber fix the leak.

- **Electric space heaters.** These heaters use resistance heat which can consume a lot of energy and are costly to operate. **Solution:** If this type of heater is used, only use one and move it to the room you are going to occupy (otherwise known as zone heating). Be sure to follow all the safety recommendations, including placing the heater at least three feet away from any combustible materials.

I highly recommend that you sign up for usage monitoring on our online member service portal. This free service allows residential members to view the amount of energy used on a daily basis, along with the high and low temperatures for each day. All of your historical information is available immediately; simply log in to your REMC account and visit the MyUsage section of the portal.

Another great feature is the ability to receive email alerts when daily usage exceeds a

threshold that you establish. Getting this alert can provide advance notice of high use — prior to getting your monthly bill.

Finding ways to help you save energy dollars is important to us, and we're excited to offer a new way of financing some of the improvements that can yield big results. Randolph EMC recently partnered with ElecTel Cooperative Federal Credit Union to give members access to their exclusive Energy Efficient Loan Program. Approved property owners can borrow up to \$35,000 for home improvements, including new windows and doors, electric heat pumps, furnaces, air conditioners, generators, water heaters, insulation, ENERGY STAR® appliances and more.

The Energy Efficient Loan Program features up to 100 percent financing of the purchase price, including taxes and installation costs with low interest rates and flexible repayment terms. If you're in the market to make your home more energy efficient, I encourage you to look into this valuable benefit available as part of your membership! You can contact ElecTel directly at 800-849-5600 or visit electel.org for more information.

Cooperatively Yours,

Dale F. Lambert
Chief Executive Officer



Randolph Electric Membership Corporation provides safe and reliable power with exceptional value to more than 32,000 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

Board of Directors

Jerry Bowman President
Tammie Phillips Vice President
Billy Maness Secretary-Treasurer
Lee Isley Assistant
Secretary-Treasurer
Delbert Cranford Sue Spencer
Steve Harris Bob Wright
Larry Routh

Senior Staff

Dale F. Lambert Chief Executive Officer
Jay Albright District Vice President
Adam Hargett Vice President of Finance
Dennis Mabe Vice President of
Engineering & Operations
Fred Smith Vice President of
Economic Development & Compliance

Jill Vanness Editor
Kathleen Duckworth Associate Editor

Visit Randolph EMC Online
RandolphEMC.com



Keep Track of the Energy You Use

Monitor your monthly usage & cost of electric service. Be sure to read your meter on the same day each month.

Month	Date Read	Reading	kWh Used	Bill Amount	Date Paid
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					
Totals					

2019 Cycle Billing Schedule

READING COMPLETE BY	1	Dec 28	Feb 1	Mar 1	MAR 29	May 3	May 31	Jun 28	Aug 2	Aug 30	Sep 27	Nov 1	Nov 27
	2	Jan 4	Feb 8	Mar 8	APR 5	May 10	Jun 7	Jul 5	Aug 9	Sep 6	Oct 4	Nov 8	Dec 6
	3	Jan 11	Feb 15	Mar 15	Apr 12	May 17	Jun 14	Jul 12	Aug 16	Sep 13	Oct 11	Nov 15	Dec 13
	4	Jan 18	Feb 22	Mar 22	Apr 18	May 24	Jun 21	Jul 19	Aug 23	Sep 20	Oct 18	Nov 22	Dec 20
BILL IN MAIL BY	1	Jan 4	Feb 8	Mar 8	APR 5	May 10	Jun 7	Jul 5	Aug 9	Sep 6	Oct 4	Nov 8	Dec 6
	2	Jan 11	Feb 15	Mar 15	Apr 12	May 17	Jun 14	Jul 12	Aug 16	Sep 13	Oct 11	Nov 15	Dec 13
	3	Jan 18	Feb 22	Mar 22	Apr 18	May 24	Jun 21	Jul 19	Aug 23	Sep 20	Oct 18	Nov 22	Dec 20
	4	Jan 25	Mar 1	Mar 29	Apr 26	May 31	Jun 28	Jul 26	Aug 30	Sep 27	Oct 25	Nov 27	Dec 27
PAST DUE DATE	1	Jan 28	Feb 28	Mar 28	Apr 28	May 28	Jun 28	Jul 28	Aug 28	Sep 28	Oct 28	Nov 28	Dec 28
	2	Feb 5	Mar 5	Apr 5	May 5	Jun 5	Jul 5	Aug 5	Sep 5	Oct 5	Nov 5	Dec 5	Jan 5
	3	Feb 12	Mar 12	Apr 12	May 12	Jun 12	Jul 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 12
	4	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 19
SUBJECT TO DISCONNECTION	1	Feb 11	Mar 11	Apr 8	May 13	Jun 10	Jul 8	Aug 12	Sep 9	Oct 7	Nov 12	Dec 9	Jan 13
	2	Feb 18	Mar 18	Apr 15	May 20	Jun 17	Jul 15	Aug 19	Sep 16	Oct 14	Nov 18	Dec 16	Jan 20
	3	Feb 25	Mar 25	Apr 22	May 28	Jun 24	Jul 22	Aug 26	Sep 23	Oct 21	Nov 25	Dec 23	Jan 27
	4	Mar 4	Apr 1	Apr 29	Jun 3	Jul 1	Jul 29	Sep 3	Sep 30	Oct 28	Dec 2	Dec 30	Feb 3

Automatic Draft Dates

CYCLE 1
28th of month

CYCLE 2
5th of month

CYCLE 3
12th of month

CYCLE 4
19th of month