

Watts Working



REMC Celebrates Driving Electric with EV Event at NC Zoo

Plug-in electric vehicle drivers, supporters, and intrigued visitors of the North Carolina Zoo attended a recent event hosted by Randolph Electric Membership Corporation as a kick-off to the annual National Drive Electric Week.

The N.C. Zoo's commitment to the environment and sustainable practices, coupled with a long-standing, positive relationship with Randolph EMC made it the perfect location to highlight the benefits of EV adoption. Plug-in vehicles by Chevrolet, Ford, Nissan, and Tesla, along with EV chargers were on display for event attendees. Local manufacturer Thomas Built Buses also had their

all-electric school bus "Jouley" available for attendees to tour.

"A switch to electric vehicles provides an alternative fuel source for drivers and reduces air pollution," said Jill Vanness, Director of Member and Public Relations. "Randolph EMC's Drive Electric event brought our community together to share how people are enjoying driving these cars while helping

the environment and realizing significant savings along the way."

This event also gave Randolph EMC the opportunity to share how it's working with EV owners to evaluate their vehicles' impact on the electric grid. The Randolph EMC Electric Vehicle Utility Program (REVUP) offers members of the cooperative a

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\$500 rebate on a Wi-Fi enabled Level 2 EV Charger for their home, as well as a special time-of-use rate that encourages them to charge during off-peak hours when energy is less expensive.

About 80 percent of EV charging is done at home, however, people consistently report one of the top reasons they're hesitant to switch from gasoline to electric is "range anxiety," or the fear that they'll run out of power before they reach their destination. So, in order to make EV adoption truly feasible, charging infrastructure must be expanded. That's why Randolph EMC and the other 25 N.C. cooperatives are working together to create a network of charging stations throughout the rural areas of the state.

If you'd like to learn more about electric vehicles, visit Randolph EMC's comprehensive info site at NCDriveElectric.com!



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- ★ Fun

Applications are available at RandolphEMC.com
and are due January 10, 2020



Co-ops Vote

Make Your Voice Heard

Co-ops Vote is a non-partisan, national cooperative effort to encourage co-op members and employees to vote.

Municipal elections will be held in many communities on Tuesday, Nov. 5, and we urge all our members to make their voice heard at the polls.

November also marks one year until the next general election on Nov. 3, 2020, which will give North Carolina voters the opportunity to vote in races for U.S. president, North Carolina

governor and other statewide officials, as well as one U.S. senator, all 13 congressional representatives from North Carolina, and all 170 members of the North Carolina General Assembly. We encourage you to stay informed about the candidates and issues, and take an active role in supporting your community by exercising your right to vote.

Register to vote and learn more about upcoming elections at vote.coop.



Thank You to Our Members

Thanksgiving and the holiday season are a time to reflect on the things that matter as families and communities take time to come together and be grateful for what they have. Here at Randolph EMC, we're thankful for the opportunity to serve our members and for the ways you give back to our cooperative and our community.

Through your support, we not only provide safe, reliable and affordable power, but we also empower those around us by investing in programs that enrich education, promote economic development and improve quality of life. From awarding Bright Ideas grants that bring classroom learning to life and People Helping People funding that supports those in need, to providing loans that enable vital community improvements, we are committed to making a difference in the areas we serve. With your partnership, we also continue to pursue innovative new technologies and energy solutions that help build a brighter energy future for everyone.

Thank you for the opportunity to serve you, and for all you do to help us carry out our mission of service to our community.



Energy Efficiency Tip of the Month

Trim your holiday energy costs by choosing energy efficient LED lights! LED holiday lights use less energy and can last up to 40 seasons. They're also easier to install – you can connect up to 25 LED strings without overloading a wall socket!

Source: energy.gov



Don't Let a High Electric Bill Catch You Off-Guard

Did you know Randolph EMC offers a tool to help you manage your energy use? The Randolph EMC Mobile App allows users to set up alerts to inform you of high use on your account and therefore avoid surprises on your monthly bill.

Seasonal fluctuations in temperature and other things, like hosting those house guests can increase electric bills. The value of the Energy Usage Alert is that it can help identify something you could typically miss — like a malfunctioning heat pump or well pump — before it runs your electric bill sky high, causing your finances to plummet into the ground. The Energy Usage Alert notifies you when your daily energy use exceeds the dollar amount you set up.

What Happens if I Receive an Alert?

If usage alerts are received consistently for a few days, and seasonal temperatures can be ruled out, it is time to investigate further. The top three offenders that typically cause a spike in usage and should be checked by a licensed technician are:

- Heating/Cooling systems
- Electric water heaters
- Well pumps/water system leaks



Don't caught with a high electric bill!

Take the time now to set up alerts on your account in the Online Member Service Portal or call your local office for assistance.



NOTICE OF TEMPORARY ROBBINS OFFICE RELOCATION

Randolph EMC's Robbins office is getting a makeover! While renovations are taking place, member service specialists will be providing the same great service in the former IGA grocery store across the street from the office. We apologize for any inconvenience this may cause and appreciate our members' patience while we make improvements to better serve you!

DAYLIGHT SAVING TIME REMINDER

Don't forget to fall back on November 3! Set your clocks back by one hour.



Upcoming Holiday Closings

Randolph EMC offices will be closed in honor of Veterans Day on Monday, November 11.

Offices will also be closed on Thursday, November 28, and Friday, November 29, for the Thanksgiving holiday.

PHP's Sharing Success Community Grants Program Awards \$10,000 to Local Nonprofits

Randolph Electric Membership Corporation's People Helping People (PHP) program recently awarded \$10,000 in grant funds to local nonprofit agencies serving Randolph, Moore, Montgomery, Chatham, and Alamance counties. The following 10 qualifying organizations received funding to implement programs or purchase needed equipment to facilitate programs that will help make a positive impact in the communities where Randolph EMC member-owners reside:

- Arts Council Moore County - \$500
- Ash-Rand Rescue & EMS - \$1,500
- Christians United Outreach Center (CUOC) - \$1,000
- Friends of Randolph County Sheriff's Office - \$1,000
- Keep Randolph County Beautiful - \$800
- Prancing Horse Inc. - \$500
- Randolph Senior Adults Association - \$1,000
- Randolph County Honor Guard - \$2,000
- Randolph-Asheboro YMCA - \$700
- Regional Consolidated Services- \$1,000

The Community Grants Program is a special project of PHP, made possible because of cooperative lender CoBank's Sharing Success Matching Grant Program. CoBank allocates \$4 million annually to match cooperatives' charitable contributions to nonprofit organizations in their local communities as a way to support rural communities.

With Randolph EMC's \$5,000 contribution combined with CoBank's \$5,000 match, People Helping People was able to extend its charitable reach to help thousands of people in the communities we serve.

People Helping People (PHP) is a nonprofit program that gives Randolph EMC members a unique opportunity to help others by "rounding up" their monthly electric bills to the nearest dollar. The extra change that these members contribute goes into the PHP account, which is used to fund requests for assistance from other members in need of financial help because of circumstances outside of their control. The money that members contribute from their bills is not used in the community grants program.

A Word About Randolph Electric

From CEO Dale Lambert



SURVEY SAYS... PART 4

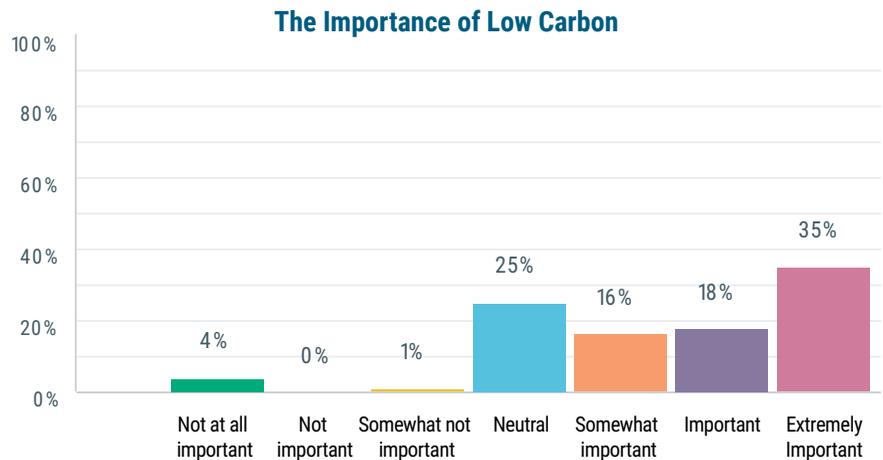
Dear Members,

Welcome to the AWARE column, part four. If you've been a faithful reader the last few months, you've been riding the bus with us on reviewing some survey questions that were answered by the members prior to the cooperative's annual meeting in June. The survey was provided to all members who had an email address listed on their account, with a total of 573 members responding to the survey to provide their input.

For those members who were not able to attend this year's annual meeting, we have been sharing the questions from the survey along with the cooperative's responses in a series of AWARE columns.

In August, we addressed the survey questions posed to members about the cooperative's response to outages during the multiple, major storm events over the last year. We also provided details about the survey question that asked you to rank the importance of the outreach programs we provide to the membership and the communities we serve.

In September, we reviewed interest among the membership for electric vehicles, addressed the issue of "range anxiety" and



reviewed Randolph EMC's REVUP program that saves electric vehicle owners and the cooperative money when EVs are charged at the right time, during off-peak hours.

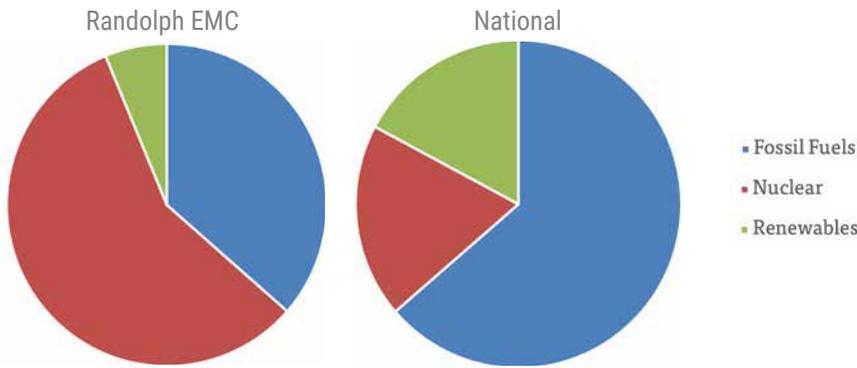
Last month, we dove into the question posed to members about the programs and services we provide and asked if they met the membership's needs and expectations. An overwhelming majority—95 percent of the members who responded to this question—said yes, the cooperative is providing the services you expect.

The survey question we're looking at this month is: "Please rate how important you believe focusing on low-carbon and renewable resources should be for the cooperative."

As the chart indicates, almost 70 percent of those responding to the survey said it should be important to the cooperative. I believe we have a great story to tell.

By working through our cooperatively owned power supplier, North Carolina Electric Membership Corporation, Randolph EMC has a very diverse and low carbon electricity generation mix. The energy you use in your homes and businesses is generated from: 55 percent nuclear, which has zero CO₂ emissions, 29 percent is from natural gas generation and only 6 percent is from coal. Also, 5 percent of the energy you use comes from renewables, 1 percent from hydro power and 4 percent from market purchases made on an as-needed basis.

North Carolina Low Carbon Intensity Compared to the National Average



Based on data from the Energy Information Administration (EIA), the average energy generated nationally from fossil fuels stands at 63 percent, nuclear is at 19 percent and renewables, which hydro is the largest generation source in this group, stands at 17 percent.

This chart above shows the low carbon intensity of the energy we deliver to you, in comparison to the national average.

Members are continuing to sign up for participation in our SunPath Community Solar® project that's been on-line for three years. This project allows members who are interested in solar generation to have access to it without having to drill holes in their roofs, cut or trim trees in their yards, or if they are renters or their homes are not positioned in the correct orientation to the sun.

Currently, 40 members have subscribed to the output of 227 solar panels. They receive a monthly credit on their bills for the energy the panels produce, based on their participation level. Since the project was energized, it has generated 610,910 kilowatt-hours of electricity.

There are two different options for members' participation:

- Full-Term: One-time fee of \$491, production credit for 240 months
- Monthly: \$2.85 per month, production credit each month, one-year commitment

SunPath Community Solar is just one of 80 solar producers we have interconnected to the Randolph EMC system. This may be surprising to most of the members but based on our discussions with North Carolina's investor owned utilities and the other 25 electric cooperatives, Randolph EMC has more solar interconnected to our grid, percentage wise based on our size, than any other electric utility in the state. Most of this generation is from large utility scale projects that are installed across our system.

I'm out of space, but please ride the bus again next month for another stop on our "tour" when we'll look more closely at the solar generation we have on the Randolph EMC system.

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

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RandolphEMC.com



WHAT'S ON THAT POLE?

This illustration shows the basic equipment found on electric utility poles. The equipment varies according to the location and the service they provide.

PRIMARY WIRES

Primary wires carry 7,200 volts of electricity from a substation. That voltage is 60 times higher than the voltage that runs through your home's electrical outlets!

SURGE ARRESTORS

These protect the transformer from lightning strikes.

NEUTRAL WIRE

The neutral wire acts as a line back to the substation and is tied to the ground, balancing the electricity on the system.

SECONDARY SERVICE DROP

Carries 120/240-volts of electricity to consumers' homes. It has two "hot" wires from the transformer and a bare "neutral" wire that's connected to the ground wire on the pole.

GROUND WIRE

The ground wire connects to the neutral wire to complete the circuit inside the transformer. It also directs electricity from lightning safely into the earth.

INSULATORS

Insulators prevent energized wires from contacting each other or the pole.

TELEPHONE, CABLE TV, AND FIBER WIRES

These are typically the lowest wires on the pole.



NEVER NAIL POSTERS OR OTHER ITEMS TO UTILITY POLES. THESE CREATE A SAFETY HAZARD FOR LINEMEN.

Original illustration by Erin Binkley