



Watts Working

Attend the Virtual Annual Meeting—Don't Forget!

Register for the Annual Meeting by June 4 & Attend the Virtual Live Event on June 18

Make a note of these reminders and take an active role in being a member-owner of your electric cooperative!

First, REGISTER!

Randolph EMC is giving away several bill credits and gift cards in a random drawing of members who register for the Annual Meeting. If you haven't registered yet, this is your last chance! Your registration must be received by June 4 to enter the prize drawings. Mail in or drop off this form at your local office or register online at DirectVote.net/Randolph by June 4.

Attend the Virtual Annual Meeting

Join us online at 6:30 p.m. on June 18, 2021, to hear about how Randolph EMC is moving the cooperative toward a Brighter

Future and see the bill credit and gift card winners! Tune in to the live broadcast at Access.Live/RandolphElectric and you will be entered to win additional gift cards!



2021 ANNUAL MEETING REGISTRATION FORM

Member Name _____

Account Number _____

Address _____

Email _____

Phone Number _____

B Renewable Energy Charge Adjusted

C 2020 Capital Credits Allocated

D Work Smarter, Not Harder

E Prepare Now for Hurricanes

F Dale Lambert's AWARE Column

H Trade In Problem Trees



Tammie Phillips Earns Board Leadership Certificate

Board Vice President Tammie Phillips recently received the cooperative utility industry's Board Leadership Certificate from the National Rural Electric Cooperative Association (NRECA).

NRECA's Board Leadership Certificate recognizes individuals who continue their professional development after becoming a Credentialed Cooperative Director, which Phillips achieved in 2010.

Today's electric utility environment imposes new demands on electric cooperative directors—particularly increased knowledge of changes in the electric utility business, strategic planning, and a working knowledge of cooperative principles. Randolph Electric and its directors have a commitment to working through NRECA to sharpen this body of knowledge for the benefit of their electric cooperative members.



K-12 classroom grants are now available. Apply today!
ncbrightideas.com



NC Renewable Energy Charge Adjusted

The monthly NC Renewable Energy Charge was adjusted for each rate class in the following amounts, which became effective May 1, 2021:

- ▶ **Residential:** \$ 0.72
- ▶ **Commercial:** \$ 5.98
- ▶ **Industrial:** \$ 14.20



Capital Credits Allocation for 2020

Capital credits are one of the core differences between co-ops and investor-owned utilities. Because members enjoy ownership of the company, each year they receive a share of the co-op's net margins—the amount of money that is left over after paying all expenses for the year. The cooperative refers to these shares as capital credits.

Randolph EMC's net margins totaled \$4,206,704 at the close of 2020. This amount has been disbursed among the capital credit accounts of members who had an active electric account during 2020. Each member's share is based on a percentage of \$4,206,704, determined by the total amount of energy purchased for the year.

Remember, the refund you may have received in April that included capital credits from 2020 only represents a portion of 2020's total allocation.

Calculate Your Allocation

- 1** Add together all the energy-related charges from each monthly electric bill you received in 2020.
 - 2** Add together the totals from each month's bill obtained in Step 1 to find the total for the year.
 - 3** Multiply this total by 0.066752. This will give you the capital credits amount allocated to your account for 2020.
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Help Us Find Former Members

You can help us find former members who may have an outstanding capital credits check by visiting RandolphEMC.com/UCC.

If you recognize a name on the list, please ask that person to call the local Randolph EMC office to update their contact information.

Energy Efficiency Tip of the Month



A dirty filter causes your air conditioner to work harder than necessary. Remember to change your air filter every month (or every two months) to prevent dust buildup, which can lead to even bigger problems.



Source: www.energy.gov

Work smarter, not harder

We know you're busy. That's why we do everything we can to help take things like energy management off your plate.

By using these tools to your advantage, you can spend your time focusing on the more important things in life, while having peace of mind that your energy use—and your bill—are under control.

Manage Your Account Online & on the Mobile App

Randolph EMC's Online Member Service Portal and Mobile App are free one-stop-shop tools available to all of our members. Accessing your account on either of these allows you to check energy usage, make payments, update contact information, set high usage and billing alerts and more. Create an account online first at RandolphEMC.com and then use those credentials to log in to the Mobile App, available on the App Store and Google Play.

Automatic payments

If you don't want to have to think about when to pay your electric bill, set up an automatic payment using your credit card, debit card or bank account.

To enroll, visit the Payments tab in the



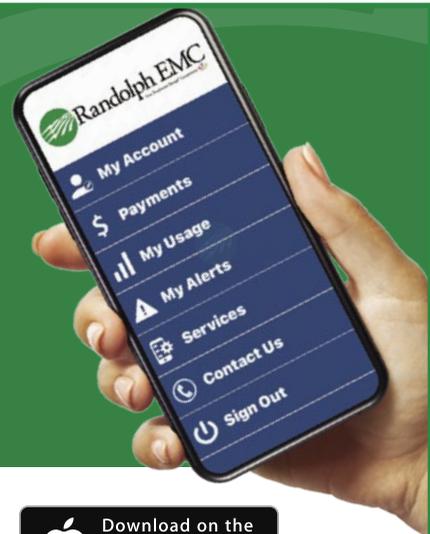
Online Member Service Portal and choose the Recurring Payment option.

FlexPay

Would you find it easier to pay your bill on your schedule? With the FlexPay prepaid billing solution, you can! When you sign up for this program, you can decide how much to pay and how often to pay, as long as you keep a credit in your account. Even better, no deposit is required and there are no late fees!

Learn more about these and other services at RandolphEMC.com. Contact a Member Service Specialist at your local office if you need assistance with signing up for these services.

YOU COULD WIN A \$50 BILL CREDIT JUST BY PAYING WITH OUR MOBILE APP!



- 1 ➤ Download the Randolph EMC Mobile App on the App Store or Google Play
- 2 ➤ Log in & pay your bill through the app
- 3 ➤ You're entered to win!



Learn more about the app at RandolphEMC.com/MobileApp



Prepare Now for Hurricanes & Summer Storms

Summer is almost here, and with the warmer temps comes increased storm activity. In addition, the 2021 Atlantic hurricane season, which begins June 1, could see 15 to 18 named storms forming in the Atlantic basin, according to researchers at NC State University. The Atlantic basin includes the entire Atlantic Ocean, the Gulf of Mexico and the Caribbean Sea.

Of the predicted storms this season, seven to nine may become hurricanes, with two to three possibly being major storms, according to the NC State forecast. We encourage you to prepare now with these simple steps to get ready and stay safe during hurricanes and other summer storms:

- ▶ Outline a communication and evacuation plan for your family. If you have pets or any livestock, include them in your plan.
- ▶ Create an emergency kit that includes:
 - Important documents sealed in a watertight plastic bag
 - Cash
 - Enough non-perishable food, water and medication for at least three days
 - First-aid kit
 - Battery-powered radio
 - Flashlight
 - Extra batteries
 - Personal hygiene items
 - Extra clothes and blankets
 - Food and other supplies for pets
- ▶ Connect with us on Facebook and Twitter to stay informed about outages and other storm information.
- ▶ Download the Randolph EMC Mobile App and keep our outage reporting number handy: 1-877-REMC-OFF (1-877-736-2633).
- ▶ Make sure your account is updated with your current landline and cell phone numbers and email address.
- ▶ Enroll in our SPOTT Alerts Outage Texting Program to report outages and receive outage information via text messaging.
- ▶ Bookmark our live outage map at [RandolphEMC.com](https://www.randolphemc.com) or access it on the Randolph EMC Mobile App to see a real-time look at power outages across our service territory.
- ▶ Sign up for local weather alerts.
- ▶ You can also visit [ReadyNC.org](https://www.readync.org) for tips on preparing for natural disasters, as well as real-time weather and traffic information.

This year, it is also important to stay tuned to the latest health and safety guidelines from the CDC and local officials, and to adjust your preparedness plans accordingly to protect yourself and others from COVID-19.

Visit [RandolphEMC.com](https://www.randolphemc.com) for additional storm preparedness information and tips.

A Word About Randolph Electric

From CEO Dale Lambert



VEGETATION MANAGEMENT FOR SAFETY, RELIABILITY & AFFORDABILITY

Dear Members,

If there's one topic in utility operations that places our members on opposite ends of the spectrum, it's vegetation maintenance near power lines. As our contract right-of-way crews travel throughout the system performing the scheduled tree maintenance rotation, some members think we do not trim enough, and some members think we trim too much.

Randolph EMC has over 3,600 miles of overhead power lines in our five-county service area. We try to strike the right balance by appropriately maintaining tree growth in the established right-of-way and by being considerate of the members who have trees growing under and near the power lines. But we must maintain the tree growth because of the following three main factors.

Safety

First and foremost, we care about our members and put their safety and that of our line personnel above all else. Overgrown vegetation and trees pose a risk to power lines.

For example, if trees are touching power lines in our members' yards, they can pose a grave danger to families. If children can access those trees, they can potentially climb into a danger zone. Electricity can arc, or jump, from a power line to a nearby conductor like a tree.

In addition, during severe weather events, a proactive approach diminishes the chances of having more complicated and dangerous restoration situations because of fallen branches or trees on the lines.

Always remember, never go near a downed power line or a tree that is

One of the biggest benefits of a structured vegetation management program is reliability. Strategic tree trimming reduces the frequency of downed lines causing power outages.

near or touching a power line. The line could still be energized, and it is not considered dead until our crews have tested and grounded it.

Reliability

Trees and power lines do not mix well. One of the biggest benefits of a structured vegetation management program is reliability. Strategic tree trimming reduces the frequency of downed lines causing power outages.

All our transmission and distribution circuits are on a cycle rotation for right-of-way maintenance. On some of our maintenance cycles, this includes side trimming the trees growing adjacent to the power lines, managing the vegetation growing under the lines, or both.

Your cooperative heavily invests each year to control tree growth. For 2021, our right-of-way budget was more than \$3.6 million, the largest single line item in our maintenance budget.

Even with our aggressive right-of-way maintenance program, trees are the number one reason, by far, for power outages on an annual basis. For 2020, almost one half of power outages were due to trees falling onto the lines. Most tree-related outages occur during storm events, heavy rainstorms and in windy conditions.

Affordability

As you know, Randolph EMC is a not-for-profit cooperative, and that means we strive to keep our costs in check to keep our rates affordable. This includes our approach to vegetation management.

If trees grow too close to power lines, the potential for expensive repairs also increases. Effective tree trimming and other vegetation management efforts keep costs down for everyone in the long run.



If trees are touching power lines in our members' yards, they can pose a grave danger to families.

Many utilities will reduce their right-of-way budget for short-term gains. We believe this is short-sighted and it will ultimately lead to additional outages and higher costs in the future. It's "pay a little now or pay a lot more later" if a utility gets behind on their tree growth maintenance.

You can assist us in this effort. Whether planting trees to provide a windbreak, shade, or to beautify your landscape, it's important to plant tall-growing trees safely away from power lines. When landscaping near a power line, take the time to research tree selections by consulting your local arborist, a tree nursery, or call one of our offices for assistance in designing a beautiful, shade-filled yard with trees appropriate for each area. On the

following page, we've included a handy guide for planting the right tree in the right place, as well as information about our Trade-a-Tree program.

We appreciate the beauty and benefits that trees provide, but we also know our communities depend upon us to provide reliable and affordable energy. Through proper vegetation management, we can keep the power lines clear, prepare for future weather events and secure the reliability of the grid. We appreciate the opportunity to serve you.

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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Visit Randolph EMC Online

RandolphEMC.com



Trade In Problem Trees for Safety, Reliability

Randolph EMC has a rigorous right-of-way maintenance program to keep tree limbs from growing too close to primary lines. If you find that the cooperative is frequently having to trim trees on your property, Randolph EMC's Trade-A-Tree program might be right for you.

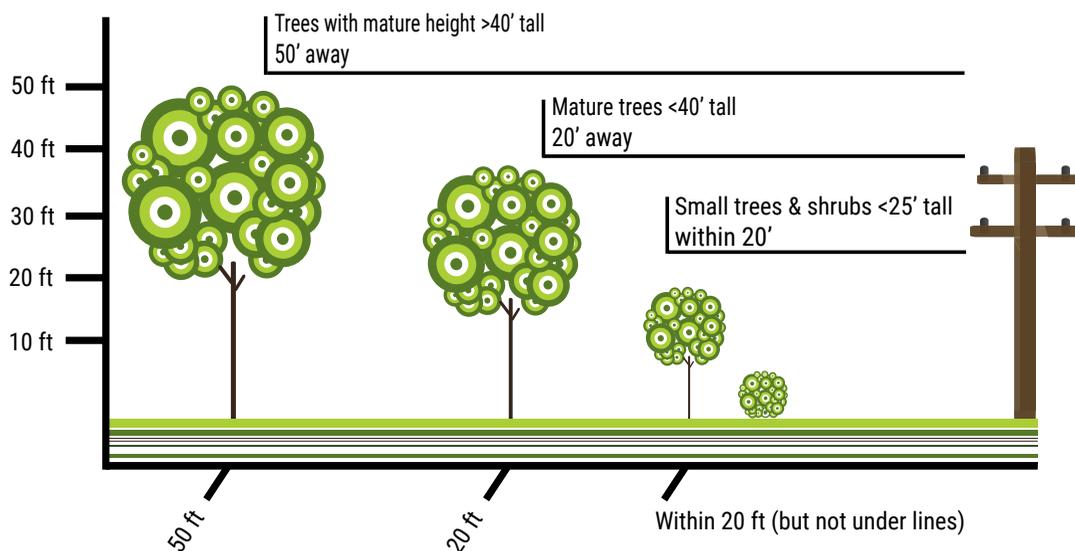
The Trade-A-Tree program

allows members who have trees growing into primary power lines to "trade" the problem tree for a tree that is suitable to plant near power lines. If you think you might qualify for this program, simply contact REMC by phone to schedule a visit to your property.

We will work with you to select a different type of tree at a

reasonable cost and a suitable location for it. Once you've purchased and planted the tree, a REMC representative will inspect the placement on your property. If everything is in order, simply provide us a receipt and we will reimburse you for the cost of the tree or shrub and a reasonable rate of labor for planting it.

Plant the Right Tree in the Right Place



Trees planted too close to power lines grow into a BIG problem. To prevent power outages and safety hazards, these trees need to be trimmed and sometimes removed.

Do your part to keep trees healthy and prevent power outages.
Plant trees a safe distance from power distribution lines.



When Will Right-of-Way Crews Be in Your Area?

Cooperative and contract crews conduct routine tree trimming, approved herbicide applications and pole inspections along designated electric circuits year-round. Update your email address on your Randolph EMC account to receive notifications about right-of-way contract crews scheduled to work in your area.*

**Schedules subject to change without notice.*